



Chicago Methodist  
Senior Services

# Employee Handbook

Wesley Place

Hartwell Place

West Suburban Senior Services

Winwood and Glenwood Apartments

United Methodist Homes & Services

United Methodist Healthcare Recruitment

SASI Home Care

[www.cmsschicago.org](http://www.cmsschicago.org)

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## **A Letter from the President**

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Dear Fellow Team Member:

As a colleague, I welcome you to Chicago Methodist Senior Services (CMSS). I'm honored that you have decided to join us in working for a nonprofit organization dedicated to providing the highest quality services for older adults. I believe that serving others is both rewarding and challenging. By joining CMSS, you have chosen to work with people who are striving every day to build an organization that delivers excellence.

We have a sincere interest in you. We are committed to attracting, developing, and retaining the best people in all positions within our organization. Because we believe that everyone has important contributions to make, we will value you as an individual, work to give you a positive and satisfying place to work, and treat you fairly. As we work to provide the highest quality care, we depend upon your daily contributions to provide the older adults we serve with the highest possible quality of life.

This Employee Handbook is just one expression of our efforts to build transparent and effective communication with you. It will help you to understand what it means to be a part of CMSS. Also, you will learn what we have to offer you, as well as what we expect from you.

You have joined a successful, growing organization. Our mission is to offer services supporting older adults throughout the aging process. We are depending upon you to help us realize this mission. My hope is that your future here with CMSS will be long, happy, and productive.

Sincerely,

Bill Lowe  
President & CEO  
Chicago Methodist Senior Services

This team member handbook was produced by Chicago Methodist Senior Services (referred to as “CMSS” or the Organization). None of the information contained in this handbook amends, replaces or substitutes for the provisions of actual policies and procedures. The content of this handbook applies to all employees of CMSS.

Nothing in the Employee Handbook creates, or is intended to create, a promise of representation of continued employment. Employment at CMSS is at-will which may be terminated at the will of either CMSS or the employee. Furthermore, this handbook is neither a contract of employment, nor does it guarantee any length of employment. This handbook is intended to provide only general guidance to employees and does not create a contract or agreement, expressed or implied. CMSS does not offer tenured or guaranteed employment.

In an effort to be responsive to the needs of our Organization, we reserve the right to make any changes or additions to the handbook, procedures, rules or benefits, and to revise these policies and standard practices to make them consistent with state and federal laws and the needs of the Organization. Therefore, we reserve the right to change, replace or withdraw this handbook at any time. Any and all corrective action procedures and rules of conduct in this handbook serve as guidelines to and appropriate corrective action will depend on the circumstances of each case.

This handbook will serve to provide information regarding the expectations of our team members, and to outline the policies, programs and benefits of CMSS team members. For more information about the contents of this Employee Handbook, please contact your supervisor or Human Resources team.

## Introduction

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Chicago Methodist Senior Services (CMSS) is committed to fair, clearly stated and a supportive relationship with its employees. The policies of CMSS have been established to provide a guide to the practices of the organization and to ensure consistency of personnel decisions. It is the intention of CMSS to administer The Human Resource programs in a manner which complies with all applicable federal, state and local regulations. This document is designed to provide guidance to staff at CMSS

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## CHICAGO METHODIST SENIOR SERVICES Mission and Values

### Mission

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Chicago Methodist Senior Services (CMSS) is a nonprofit organization providing a continuum of care and residences committed to empowering each person we serve to live their best life, while embracing the needs of a diverse and evolving community.

### Values

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We fulfill CMSS's mission by following our core values.

- **We meet the needs of the Individual** – With the belief that life is precious at every stage, we respect and appreciate everyone we serve in fulfillment of our mission. Offering a variety of services and person-centered programming to meet the holistic needs of those we support.
- **We meet the needs of the Broader Community** – For over a century, we have served the aging community, providing services to individuals from every income level. We believe that in a rapidly changing world, we must continuously endeavor to be agile to meet the evolving needs of our community by expanding and adapting our services.
- **We Create Greater Impact through Partnerships** – We utilize strategic relationships to develop innovative partnerships that enable us to amplify our voices, further our impact, and create opportunities for those we serve.
- **We Believe Individual Differences Make Us Stronger** – By embracing our diversity, we foster creative ideas and opportunities for us to better serve our community every day.
- **We Invest in Our People** – Our employees are our most valuable resource and we invest in building an environment where each person can use their skills and expertise to make an impact in the lives of those we serve.

### Vision

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CMSS will be a leader in building a diverse, equitable and inclusive organization. We will create a progressive model of care that will lead the next generation of services supporting older adults, while being recognized throughout our continuum of services as demonstrating excellence in memory care.

## About Chicago Methodist Senior Services

### Who we are

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Chicago Methodist Senior Services (CMSS) sets a high standard of care and is one of Chicago's oldest and strongest nonprofit organizations dedicated to serving older adults. CMSS is a nonprofit, , offers the most extensive senior services network on Chicago's north side. Our continuum consists of Wesley Place (home to short-term rehabilitation, long-term care, and memory care), Hartwell Place (memory support assisted living), SASI Home Services (home care), West Suburban Senior Services (senior drop-in center and programming for LGBT+ older adults), Senior Connections (friendly caller/visitor program), and Winwood & Glenwood (affordable housing for older adults).

### History

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CMSS has a rich history in the Chicagoland area. Beginning in 1896, Mrs. E.E. Hartwell decided to assist older adults in meeting their housing and health care needs. Driven by her desire to help, Mrs. Hartwell rented a six-room flat in Chicagoland to provide housing for six older women. To further her mission, she received a generous gift from the Methodist Episcopal Church and a local philanthropist named William H. Bush, enabling her to build the precursor to today's Wesley Place. In 1898, the organization that is known today as Chicago Methodist Senior Services was incorporated.

### Programs & Services

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#### ***Memory Care, Skilled Nursing Care, & Short Term Rehabilitation***

**Wesley Place**  
**1415 W. Foster Avenue**  
**Chicago, IL 60640**

A 126-bed Medicare-licensed nursing facility is featuring a warm, comfortable setting. The focus is on meeting the unique needs of the individual by providing professional and compassionate nursing care. We offer various levels of care, which include skilled, long term, memory care and feature a short-term rehabilitation & subacute center.

#### ***Memory Care Assisted Living***

**Hartwell Place**  
**5520 N. Paulina Street**  
**Chicago, IL 60640**

Named after our founder, Mrs. E.E. Hartwell, Hartwell Place features 29 private, comfortable studios in a variety of floor plans located on a tree-lined street in historic Andersonville. Hartwell Place provides a warm, familiar environment to older adults needing memory support and care. It's the perfect setting for those seeking dementia care. The goal is to help keep the disease from progressing through community living and engaging activities. Through activity-based programming, the focus is on stimulating mental, social, and physical engagement.

### ***Affordable Independent Housing***

**Winwood Apartments****1406 W. Winona Street****Chicago, IL 60640****Glenwood Apartments****5021-5027 N. Glenwood Avenue****Chicago, IL 60640**

Winwood and Glenwood Apartments are secure residential facilities that offer affordable older adult housing for those with low incomes. Both buildings provide an excellent independent senior living experience in Andersonville, one of the most relaxing and accessible communities in Chicago. Winwood Apartments is a 31-unit HUD-subsidized building that opened in 1990 and is located adjacent to Wesley Place. Glenwood Apartments is a 13-unit renovated building at the corner of Glenwood Avenue and Winnemac Avenue, featuring modern amenities and on-site building management.

### ***Home Care***

**Serving Adults Supporting Independence (SASI)****1123 Emerson St. Ste 200****Evanston, IL 60201**

“Serving Adults Supporting Independence.” (SASI), is CMSS licensed non-medical home care services program where older adults can get the assistance they need wherever they call home. We are proud to be one of the only non-profit providers of home services in the Chicago/North Shore area, with a history of over forty years providing home services to older adults. Our services include: personal care, medication reminders, overnight or twenty-four hour care, housekeeping, meal preparation, and laundry.

### ***Drop-in Center & Programming LGBT+ older adults***

**West Suburban Senior Services****439 Bohland Ave****Bellwood, IL 60104**

West Suburban Senior Services (WSSS) provides services to older adults in the western suburbs to ensure access to socialization, mental stimulation, exercise, a daily lunch, and education on various programs and issues important to healthy aging. We offer access to exercise programs, dance classes, movies, brain games, card games, a lunch program, and information from guest speakers on issues and services important to the senior community including health education, a free visiting legal clinic, access to community leaders, and more. West Suburban Senior Services offers programming that serve the LGBT+ and allied older adult population in the western suburbs of Chicago.

### ***Senior Connections: Friendly Caller/Visitor Program***

Senior Connections is a volunteer-based program that matches trained volunteers with older adults in the community at risk of social isolation. The program has been a resource in the community since 1991, serving as a friendly visitor program, now a hybrid caller/visitor program.

## United Methodist Healthcare Recruitment

United Methodist Healthcare Recruitment (UMHR) helps Registered Nurses living outside the United States find employment with healthcare providers within the U.S. Backed by United Methodist Homes and Services, UMHR strives to make the complexities of transitioning to working in the United States as easy as possible. UMHR goes the extra mile by assisting job seekers with immigration requirements, professional licensure, and relocation.

## CHICAGO METHODIST SENIOR SERVICES Key Committees

### Ethics Committee

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The Ethics Committee is available to consult with those receiving services, families and staff facing difficult decisions or dilemmas surrounding medical care or policies & practices related to quality of life and organization ethics. In keeping with the mission & values of the organization, the committee seeks to maximize quality of life in ways which are holistic and affirm personal identity, self-worth and self-determination.

The committee exists to educate and provide support in ethical decision-making by providing a nonjudgmental atmosphere in which issues and decision-making can be explored. It aims to promote communication to enhance mutual understanding among all parties. Ethics provides a process for analyzing human behavior in light of basic human values to determine what is right or what is best for each individual in a difficult situation.

The committee welcomes your participation. To request a consultation, contact Human Resources.

### Quality Improvement Committee

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CMSS is committed to providing quality programs and services. Throughout our organization committees are formed to collect data and input from a variety of sources to achieve quality.

Meetings are held on a monthly basis. This committee reviews satisfaction surveys, resident council meeting minutes, incident reports, grievance reports and policies & procedures. From the QI Committee many sub-committees are established to achieve quality such as the Ethics Committee; the Health, Wellness & Safety Committee and the Marketing Committee.

The committee always welcomes input from the staff and from time to time will invite staff to join in on the efforts to assist the organization to achieve its goal of quality service.

### Training Committee

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The Training Committee has a mission to support the operations and effectiveness of CMSS training and professional development. If you are interested, please contact Sarah Brunner at [sbrunner@cmsschicago.org](mailto:sbrunner@cmsschicago.org).

### Employer of Choice Committee

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Employer of Choice Committee has a mission to *Support and strengthen our human infrastructure for adaptation, growth and success. If you are interested, please contact Diana Bautista at [dbautista@cmsschicago.org](mailto:dbautista@cmsschicago.org)*

### Clinical Committee

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The Clinical Committee has a mission to support the training, growth, and of CMSS' clinical team and services. If interested, contact Katie Fasullo at [kfasullo@cmsschicago.org](mailto:kfasullo@cmsschicago.org).

### **Memory Care Committee**

The Memory Care Committee has a mission to support the future culture, practices, and growth of CMSS' memory care. If interested, please reach out to Jeanne Heid-Grubman at [jheid-grubman@cmsschicago.org](mailto:jheid-grubman@cmsschicago.org).

### **Diversity, Equity, and Inclusion (DEI) Committee**

The Diversity, Equity and Inclusion (DEI) Committee has a mission to acknowledge disparities; evaluate inequities; revise policies and practices; and incorporate a diverse community of marginalized identities amongst our staff and clients at all levels of the organization. The Committee meets every other week and invites any interested employees to join. Please contact Katie Fasullo at [kfasullo@cmsschicago.org](mailto:kfasullo@cmsschicago.org), if interested.

## **CHICAGO METHODIST SENIOR SERVICES**

### **Recruitment & Selection**

### **At-Will Employment**

CMSS does not offer tenured or guaranteed employment. Either the organization or the employee can terminate the employment relationship at any time, with or without cause and with or without notice. This employment at will relationship exists regardless of any other written statements or policies. Nothing in this handbook limits the right to terminate your at-will employment, unless expressly prohibited by law.

Any representation made to you, by and person contrary to this at-will employment policy, whether verbal or written, is invalid and may not be relied upon by any employee.

While the organization may elect to follow its progressive discipline procedure, CMSS is in no way obligated to do so. Using progressive discipline is at the sole discretion of the organization in an employment at-will workplace.

### **Background Checks & Fingerprinting**

At CMSS we pride ourselves on providing the highest level of quality care. One of the best ways to provide our residents, clients and their families the peace of mind that we have a safe and secure environment is to ensure we hire and maintain a workforce of high integrity. Along with this and in compliance with state law, CMSS conducts criminal background checks on all new hires.

- Criminal background checks will be conducted on all candidates upon hire.
- Annual criminal background checks will be conducted for specific programs.
- All unlicensed candidates will be required to authorize and submit for fingerprinting to conduct criminal background check. Fingerprinting must be completed within three (3) days in order to continue employment process.
- Should the background investigation(s) disclose any material misrepresentation or omission on the application or disclose information indicating that the candidate is not suited for hire, the selection process for employment will end and the applicant will not be employed.

Any applicant or current employee who has a *conviction* of any disqualifying offenses listed under Section 955.160 of the Illinois Health Care Worker Background Check Code will be disqualified for employment or subject to dismissal.

### **Non Discrimination**

CMSS does not discriminate in hiring, training, compensation, benefits, promotion, transfer, demotion, layoff, discipline, or discharge on the basis of an individual's actual or perceived age (40 and older), race, color, national origin, ancestry, religion, sex, sexual orientation, gender identity (including transgender status, or gender expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, order of protection status, citizenship status, employment status, arrest or conviction record (unless otherwise authorized



by law), credit history, crime victim status, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, unfavorable discharge from military service, work authorization status, and any other status or characteristic protected by law or regulation. CMSS expects employees to conduct themselves in a nondiscriminatory manner at all times. Any behavior, actions, words, jokes, pictures or comments based on any protected characteristic will not be tolerated.

Violations of this policy constitute a serious offense. Any employee found to have violated this policy shall be subject to appropriate corrective action, including warnings, reprimand, and/or up to termination of employment.

### **Employee Classification**

Every employee is classified for the purpose of determining uniform standards for benefits, conditions of employment, and compliance with applicable wage and hour laws.

Employees are classified as either exempt or non-exempt according to provisions of the Fair Labor Standards Act:

Exempt	Salaried employees that are excluded from specific provisions of federal and state wage & hour laws; not eligible for overtime pay. Exempt employees are paid a salary that is intended as their full compensation for any and all hours worked during a given pay period.
NonExempt	Hourly employees that are paid on the basis of pay for work performed; entitled to overtime pay under specific provisions of federal and state wage & hour laws.

Employees are also classified with a status of either full time, part time or on call. Employment Status is based on the number of hours worked per week or per pay period (pay period is two weeks):

Full - Time	Work an established basic schedule of 30-40 hours per week
Part- Time	Work an established basic schedule of 16-29 hours per week
On Call	Work on an "as needed" basis; no regular schedule

Additionally, employees are classified according to the following schedule to determine certain benefits:

- A) Non- Exempt Staff
- B) Licensed Professionals
- C) Exempt Professionals
- D) Directors
- E) Administrative
- F) Vice Presidents
- G) Executive

### **Employment of Relatives**

CMSS hires qualified candidates for each job opening. Employee relatives will not be given special consideration but are allowed to apply for open positions and considered for employment. The following restrictions will apply to these employees:

- No employee will be permitted to directly or indirectly supervise a relative's work.
- A promotion or transfer will not be allowed when it results in a supervisory-subordinate relationship between relatives.
- An employee will not be permitted to handle cash items or transactions where his/her relative is responsible for control over those items.
- Employment of relatives will not be permitted if it creates a disruption, has a negative impact on the organization's environment or creates a conflict of interest.

### Equal Employment Opportunity

CMSS is an Equal Opportunity Employer. It is our policy to make all personnel decisions without discriminating on the basis of an individual's actual or perceived age (40 and older), race, color, national origin, ancestry, religion, sex, sexual orientation, gender identity (including transgender status, or gender expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, order of protection status, citizenship status, employment status, arrest or conviction record (unless otherwise authorized by law), credit history, crime victim status, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, unfavorable discharge from military service, work authorization status, and any other status or characteristic protected by law or regulation. Equal Employment Opportunity includes, but is not limited to, recruiting, hiring, compensation, training promotion, demotion, transfer, leaves of absence, and termination. CMSS also makes reasonable accommodation for qualified individuals in accordance with the below policy.

As an Equal Opportunity Employer, CMSS is committed to fostering a diverse, multicultural work environment where our employees respect one another and share in the organization's mission, values and strategies. CMSS takes allegations of discrimination, intimidation, harassment, and retaliation very seriously and will promptly investigate and report of discrimination. Any employee who believes that they have been witnessed or been subjected to discrimination associated with terms and conditions of their employment is expected to report the incident. All CMSS employees are prohibited from engaging in unlawful discrimination.

**Reasonable Accommodation.** CMSS complies with the Americans with Disabilities Act ("ADA"), the Illinois Human Rights Act (IRHA), and all applicable state and local law. CMSS is committed to providing reasonable accommodation to enable qualified team members with disabilities, including disabilities related to pregnancy, childbirth, and related conditions, to perform the essential functions of their jobs, unless doing so would create an undue hardship on CMSS.

What are my rights under the ADA?

The Americans with Disabilities Act ("ADA") protects employees who have, have a record of, or are regarded as having a disability under the ADA and who also are qualified to perform the essential functions of their job with or without reasonable accommodation. Both you and the Organization have rights and responsibilities under the ADA.

What is a reasonable accommodation?

A "reasonable accommodation" is any change or adjustment to a job or work environment that permits a qualified employee with a disability to perform the essential functions of a job.

Reasonable accommodations may include:

- Leave
- Providing or modifying equipment or devices
- Job restructuring
- Part-time or modified work schedule
- Reassignment to a vacant position
- Adjusting or modifying examinations, training materials, or policies
- Providing readers and interpreters
- Making the workplace readily accessible to and usable by persons with disabilities.

Please note, however, that the CMSS may not be able to grant a requested accommodation if it would pose an undue hardship to the organization (for example, but not limited to, if it would be unduly costly, extensive, substantial, or

disruptive, or would fundamentally alter the nature or operation of the business, would constitute the creation of a new position, or would require the elimination or shift to another employee of an essential job function).

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

CMSS will not discriminate or retaliate against any employee for requesting an accommodation.

**Question:** I'm a new employee. Am I still eligible for a reasonable accommodation?

**Answer:** Yes! CMSS will provide reasonable accommodations, including leave, to disabled employees beginning on day one.

**Question:** I'd like to request an accommodation . . . what should I do?

**Answer:** If you believe you need accommodation based on disability, medical condition or other common condition related to pregnancy or childbirth, then you should notify Human Resources by contacting the Director of Human Resources using the following contact information:

Diana Bautista

[dbautista@cmsschicago.org](mailto:dbautista@cmsschicago.org)

(773) 596-2229

**Question:** What happens after I request an accommodation?

**Answer:** Once you contact us, or we become aware of your possible need for an accommodation, we'll start what's called the "interactive process." We'll discuss your situation with you and work with you to determine what reasonable accommodation(s) may be available, although the accommodation that results may not always be the one you initially request. If you require a reasonable accommodation, you must notify CMSS in accordance with this policy.

First, we'll work with you to complete an Accommodation Request Form. This will help us get more information on your request and help prevent any misunderstandings regarding the nature of your request.

Next, we may ask you to have your healthcare provider complete an [Accommodation Medical Certification](#), which will help us ensure that any reasonable accommodation we provide is appropriate and allows you to perform the essential functions of your position.

Finally, we'll inform you of the outcome of the interactive process, including the nature and duration of any reasonable accommodation being granted. Of course, the interactive process is ongoing, so we encourage you to update us throughout the process should anything change on your end. Your suggestions and input in the process are encouraged.

**Question: What about accommodations for nursing mothers?**

**Answer:** CMSS will provide nursing mothers reasonable paid break time to express milk for their infant child(ren) for up to one (1) year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public.

Expressed milk can be stored in CMSS refrigerators where available or in a personal cooler. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

Break time should, if possible, be taken concurrently with any other break time already provided.

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

**Question:** What about accommodation for religious beliefs?

**Answer:** CMSS is also committed to providing reasonable accommodation for an employee's sincere religious observances and beliefs that conflict with a work requirements unless it imposes an undue hardship on CMSS. If you require such an accommodation, please contact the Director of Human Resources using the contact information listed above. Employees seeking time off for religious observances should provide as much advance notice of their need for time off as possible, as it may not be possible to honor last-minute requests. Employees may be required to use available leave time, if any, to cover absences for religious observances.

**Question:** I think I was denied a reasonable accommodation. What should I do?

**Answer:** Any employee who believes they have been denied reasonable accommodation should promptly notify the Director of Human Resources using the contact information listed above.

### Immigration

The Department of Immigration requires that all employees provide proof of their ability to work in the United States. Upon hiring, all employees will be asked to provide a copy of their social security card, driver's license, ID card, green card or other documents which the Department of Immigration deems acceptable. All offers of employment are contingent on verification of the employee's identity and right to work in the United States. If an employee is unable to verify his or her right to work in the United States, CMSS may be required to terminate that employee. CMSS does not discriminate against an employee based on its citizenship status.

### Initial Employment Period

CMSS considers the first three (3) months for non-exempt employees and the first six (6) months for exempt employees to be very important. During this initial period, both the employee and employer can evaluate the compatibility of employment. The initial employment period also provides an opportunity to see if expectations for both the employee and employer are being met. After three (3) months, full time employees will be eligible to participate in the various employee benefits.

**NOTE:** This introductory period is neither a contract for guaranteed employment nor a guarantee for employment in the future.

### License Verification

If a position requires an employee to be licensed and/or registered, evidence of license and/or certification upon hire must be provided. It is the responsibility of the employee to ensure that their license and/or certification are in good standing and current. If an employee fails to provide verification of license renewal, suspension of employment will occur until proper verification is provided. Human Resources will verify ongoing/annually to ensure employees are current with any licensure/certification required for position.

### Orientation

Upon hire, all employees will receive a welcome letter indicating the date of their scheduled New Hire Orientation. All employees are *required* to attend this *paid* orientation. Should an employee fail to attend, disciplinary action up to suspension may occur until attendance requirement is met.

**NOTE:** Each program & department will provide orientation specific to position.

### **Pre-Employment Screenings**

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Each applicant selected for employment shall at all times meet the following conditions:

- Be in good mental and physical health and must annually meet applicable health requirements of the Chicago Board of Health, Illinois Department of Public Health and of CMSS;
- Have the education, training, physical ability, job skills and the experience to perform the work they are hired to do.

All employees must have a 2-step Mantoux (TB) test, or Qferon test (or x-ray if TB tests positive) and complete a health screening questionnaire within seven (7) days of employment. Annual testing of TB will be required thereafter.

- Pre-employment physicals and/or essential functions testing are required for certain positions based on the nature of the position within the organization as well as mandated regulations set by the state of Illinois.

**NOTE:** Employees may be required to undergo a physical examination, essential functions testing and/or drug/alcohol screening, when there is a work related injury, a medical leave, when an employee is observed unable to complete essential functions of job, or when an employee's performance or behavior gives rise to a suspicion that employee may be under the influence of a mind-altering substance. All examinations and tests will be done at the expense of CMSS and by a CMSS selected health care facility. Any employee who refuses may be subject to disciplinary action up to and including termination.

### **Recruitment**

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CMSS intends to recruit, hire and place applicants on the basis of the applicant's relative knowledge, skills and abilities. The decision to employ an applicant will be based solely on the individual's qualification for the particular position along with other requisite job skills.

When a new position is established, Human Resources in coordination with program directors will prepare a job announcement identifying the position's responsibilities. Announcements will be posted and/or circulated within the organization referencing a timeframe and close date for internal employees to apply

### **Reference Check Policy**

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CMSS retains the right to contact all previous employers listed on the employment application at any time prior and during employment to verify the information provided is accurate. Individuals falsifying previous employment particulars may be grounds for termination. CMSS will not contact the applicant's current employer if notice of resignation has not been submitted, unless permission is given.

### **Re-Hiring**

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Former employees who leave CMSS in good standing may be considered for rehire. Former employees who resign without adequate notice or who are terminated may not be considered for rehire.

- A former employee rehired will be considered a *new employee* from the date of rehire for purposes of pay, benefits, and years of service *unless* they return to work within one (1) year of termination.
- A former employee rehired within thirty (30) days, will be considered a reinstatement of employment and may not be required to undergo the complete screening and selection process.

### **Years of Service**

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Years of service are based on the length of time an employee spends in either continuous full-time or part-time employment with CMSS. Years of service stop when employment terminates either voluntary or involuntary unless an employee returns to work within one (1) year of termination.

## CHICAGO METHODIST SENIOR SERVICES

### Employee Conduct

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We believe that all employees represent the organization and together as a team we want to show how proud we are to be part of CMSS! All employees are expected to:

- Be kind, considerate, respectful, and friendly to our residents, clients, their families, visitors, vendors and co-workers;
- Provide quality care and promote excellent customer service;
- Cooperate with your fellow employees by giving assistance;
- Carry out instructions and follow policy & procedures as directed;
- Use materials and supplies with care and protect CMSS property, equipment and materials from damage and loss

An employee should not engage in any activity that would hurt the organization's reputation or its ability to carry out its business. The following policies are designated to support our goal & desire to maintain the highest quality standards for all CMSS staff.

**NOTE:** Every employee is provided with and required to sign off on the CMSS Employee Standards and Code of Conduct as part of our Corporate Compliance Program.

#### Conduct Towards Residents

All employees have an ethical and professional responsibility to support and promote the highest standards of conduct. It is the policy of CMSS to comply with all applicable federal, state, local laws and regulations. Every employee will voluntarily assume the obligations of self-discipline, honor, and integrity as set forth by each facility. CMSS will not accept conduct, which limits, restricts or interferes with our ability to respond to the needs of the Organization, residents or vendors. CMSS has a zero-tolerance policy for abuse and neglect. The abuse, neglect or other mistreatment of residents is unlawful and prohibited. It is imperative that every employee commit to maintaining the dignity of each resident at all times.

#### Professional Conduct

CMSS expects each employee's conduct and performance will conform with the highest standards of professionalism and ethical practice and the requirements of each employee's job. All employees are expected to act in a professional manner, which reflects the rights, privacy, and respect of others. Violating any procedure or policy of the handbook or any illegal activity will not be permitted. All employees are expected to interact with each other in a respectful manner.

While it is impossible to provide an exhaustive list of conduct that is not appropriate at work, the following list provides some examples of conduct that is not permitted. Nothing in this policy is intended to, nor does it alter the at-will nature of your employment. Violation of Professional Conduct may lead to disciplinary action up to and including immediate termination of employment.

- Violation of security or safety rules; failure to observe safety rules or safety practices (including infection control); failure to wear required safety equipment.
- Negligence or any careless action which endangers the life or safety of another person, including leaving a duty station without authorization.

- Being intoxicated or under the influence of a controlled substance while at work
- Use, possession, transfer, consumption or sale of a controlled substance, illegal drug or alcohol in any quantity while on organization premises, except medications prescribed by a physician that do not impair work safety or performance.
- CMSS prohibits all persons from carrying a handgun, firearm, knife, or other prohibited and/or lethal weapon of any kind regardless of whether the person is licensed to carry the weapon. The only exception to this policy will be police officers, security guards or other persons who have been given written consent countersigned by Human Resources and the CEO.
- Refusal to allow the organization to exercise its right to inspect any parcel or package which employee brings in or out of the building.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on organization premises or when representing CMSS.
- Fighting, acts of aggression or provoking a fight on organization property.
- Physical assault of another person anywhere on the Organization premises.
- Insubordination, including failure or refusal to promptly carry out the orders or instructions issued by your supervisor pertaining to your work, and refusal to help on a special assignment.
- Unintentional failure to observe written or oral instruction.
- Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
- Engaging in an act of sabotage; negligently causing the destruction or damage of CMSS property, equipment or the property of fellow employees, members, suppliers, or visitors in any manner.
- Theft (regardless of the amount) or dishonesty (regardless of the severity or unauthorized possession of CMSS property or the property of fellow employees, regardless of value.
- Removing or borrowing CMSSs property without prior authorization from management, including documents or electronic information.
- The unauthorized use of CMSS equipment or property for personal reasons; and/or using organization equipment for profit.
- Continued inability to meet standards of performance.
- Failure to perform in relation to the requirements of the job.
- Undertaking business endeavors for yourself or others, including accepting tips.
- Failure to complete an incident report for on-the-job accidents within 24 hours of the occurrence.
- Interfering with the job performance of another employee.
- Inability to support organization goals and programs.
- An act of sexual harassment, including unwelcome sexual advancement requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to the harassment is made either explicitly or implicitly as a condition of employment or submission or the rejection of the harassment is the basis for employment decision.
- Creating or contributing to unsanitary conditions.
- Acts of dishonesty, including falsification, alteration or misrepresentation of attendance records, time records, charts or other or other work records; lying or falsifying a reason for a leave of absence or other data requested by CMSS, and/or alteration of organization records or documents.
- Omission or falsification of information on the employment application or any other organization records.
- Unethical conduct as described in The Chicago Methodist Senior Services ethics.
- Breach of confidentiality or professional ethics.
- Unauthorized copying and distribution of any organization records.

- Solicitation or distribution on CMSS time or on CMSS property (except in designated areas).
- Conduct detrimental to organization operations that results in serious negative public relations or seriously adversely affects service (patient care, resident rights).
- Eating food intended for residents.
- Arguing with a supervisor, co-worker, resident, family member, doctor, or visitor.
- Conduct detrimental to organization operations that results in negative public relations or adversely affects service (patient care, resident rights).
- Deliberate or repeated failure to use the time reporting system in the prescribed manner.
- Failure to record work time properly or losing timecard.
- Entering, altering or adjusting your time records or those of another employee or recording another employee's time.
- Unauthorized overtime.
- Refusal to work overtime when a reasonable request has been made and overtime has been accepted.
- Misuse of organization time.
- Misrepresentations or omission of material facts on an employment application, resume or other document used to secure or retain employment with CMSS.
- Excessive break time.
- Attending to personal affairs on CMSS time.
- Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
- Non-professional conduct or indecency on CMSS premises or while representing CMSS
- Using abusive, vile or foul language in the workplace.
- Using profanity at any time while working at CMSS premises or on behalf of CMSS.
- Substandard productivity or unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your supervisor.
- Engaging in unlawful discrimination, sexual harassment or otherwise Violating the Organization's Equal Employment Opportunity Policy or Policy Against Unlawful Discrimination and Harassment.
- An act of sexual or other unlawful harassment having the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- Use of the dispute resolution procedure in an untruthful or inappropriate manner, or making false allegations.
- Posting, altering, or removing any material on organization bulletin boards unless specifically authorized to do so.
- Sleeping, loafing or wasting time during scheduled work hours.
- Failure to report an absence or partial time unworked; Excessive absenteeism, patterns or trends of unsatisfactory attendance.
- Creating disharmony among employees or interfering with other employees on the job.
- Gambling while working or on CMSS property.
- Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working.
- Failure to wear uniform and/or name badge.
- Violating any federal, state or local laws, rules or regulations.
- Gross misconduct.
- Conduct not appropriate to a licensed or professional person.
- Job abandonment/walking off the job.



### **Arrest, Indictment or Conviction**

CMSS does not discriminate in hiring, training, compensation, benefits, promotion, transfer, demotion, layoff, discipline, or discharge based on an individual's arrest or conviction record (unless otherwise authorized by law). If an employee is arrested, indicted or convicted, Human Resources should be notified as soon as possible. All available facts will be reviewed prior to any action. You may be:

- Allowed to continue employment until any conviction;
- Placed on Administrative Leave because presence at work could cause substantial disruption to the workplace;
- Terminated from employment.

Termination decision will be based on the following: unable to work due to incarceration; presence at work causes a substantial disruption; the crime is of such a grave nature that it adversely affects legitimate business interests; the nature of the crime poses an unreasonable risk to property and/or welfare of individuals at the workplace; the crime is substantially related to your employment; and/or the nature of the crime is such that continuing to work results in a "good faith" probability of future harm to co-workers, customers, visitors or business interests. Unless the employee's arrest, indictment or conviction bars your employment by state or federal law, statute or ordinance, CMSS will notify the employee or applicant of their employment disqualification. The employee or applicant will then have five (5) business days to respond.

### **Violence & Weapon-Free Workplace**

CMSS is committed to providing a workplace that is free from acts of violence or threats of violence, and maintains a zero-tolerance policy in regard to workplace violence. To ensure that CMSS maintains a workplace safe, and free of violence for all employees, CMSS prohibits the possession or use of dangerous weapons on CMSS property. A license to carry the weapon does not supersede CMSS policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to, and including termination. All employees are subject to this provision, including contract, temporary employees, visitors, volunteers and participants on CMSS property.

"CMSS property" is defined as all CMSS owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways, and parking lots under CMSS's ownership or control. This policy applies to all CMSS owned or leased vehicles, and all vehicles that come onto CMSS property.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

CMSS reserves the right at any time, and when it is suspected, to search all CMSS owned or leased vehicles, packages, containers, briefcases, purses, lockers, desks, and persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including termination.

It is the policy of CMSS to expressly prohibit acts or threats of violence by any employee against anyone in or about CMSS facilities. Acts of violence will not be tolerated. Fighting or any other conduct that may constitute a danger to others will not be tolerated. Any instance of violence must be reported immediately to the employee's supervisor, and/or Human Resources. The program/department director or Human Resources Director will notify Leadership Management on all allegations or incidents of violence. All complaints will be fully investigated. CMSS will promptly respond to any incident or suggestion of violence.

Violation of this policy will result in disciplinary action, up to and including immediate termination.

### **Attendance and Tardiness Standards**

As health care providers, CMSS employees play a key role in delivering quality services to residents and clients. Attendance is an essential function of every job. Attendance and tardiness problems affect the organization's ability to maintain reasonable standards of quality service. Short staffing and interruption of basic services are among the many problems that result from poor attendance. Violations of the Attendance and Tardiness Standards, unexcused absences or tardiness in connection with scheduled work times, breaks and meal periods is prohibited and may result in employee discipline up to and including termination. For this reason the following attendance and tardiness policies apply.

- Employees are expected to report to work as scheduled on time and complete hours scheduled.
- A pattern of tardiness is defined as clocking in five (5) or more minutes late on three (3) occasions within a rolling 90 day period.
- Tardiness in excess of two (2) hours may be considered an absence.
- Absences are considered missing an entire scheduled shift or leaving prior to end of scheduled shift without obtaining approval from supervisor.
- It is the responsibility of the employee to notify his or her direct supervisor when illness or other circumstances prevent the employee from reporting to work.
- An employee should provide at least a one (1) hour for non-nursing staff and four (4) hours for Direct Care staff advance notice of absence. Employee must notify direct supervisor of absence.  
Note: if the immediate supervisor is not available, in addition to leaving voice message with supervisor, employee must notify the person in charge at the time the call is made of absence.
- If an absence is to continue beyond the first day, the employee must notify their supervisor on a daily basis unless otherwise arranged.
- Failure to contact your supervisor of an absence is considered a no call/no show. An employee's first offense may be grounds for termination.
- Should an employee be absent for three (3) or more consecutive days, a physician's statement may be required certifying that the employee is medically and physically able to return to work and perform the essential functions of position. An Essential Functions Test may be required to return to work.  
Note: A physician's statement does not make the absence excused.
- Employees absent beyond three (3) days may be eligible for medical leave under the Family and Medical Leave Act (FMLA). Employees should contact Human Resources for policies and procedures governing employment benefits under FMLA.
- Absences and tardiness occurrences will be tracked and reviewed within a rolling 90 day period.
- Any employee with three (3) absences or a pattern of tardiness may result in written warning, four (4) may result in unpaid suspension and five (5) may result in termination.  
Note: Any identified pattern of excessive absences, tardiness or leaving early may be subject to disciplinary action up to and including termination.
- For employees during their Initial Employment Period, any absences or tardiness may result in disciplinary action up to and including termination.
- Employees absent for two (2) consecutive scheduled days without notifying their immediate supervisor, will be considered a voluntary resignation.

### **Collections & Contributions**

Employees work closely together to achieve goals and accomplish tasks. With this, we value and care each other as individuals and develop relationships with each other. CMSS does permit collections and/or contributions for fellow employees.

- Employees may be permitted to take up collections and/or contributions for flowers, gifts, etc., when approved by the program director/administrator.
- The program director/administrator must be informed of the reason(s) for the solicitation of such funds, for whom the solicitation is made, and when the solicitation is to begin and end.

- Solicitation for approved collections/contributions must be made while employees are on authorized meal and break periods.
- Employees should not be forced or pressured to make any type of contribution, nor shall the amount given by an employee be disclosed to other employees.

### **Confidentiality**

CMSS policy is to ensure the operations, activities & business affairs of the organization, its employees and those we serve are kept confidential. As a CMSS employee, you may be in daily contact with confidential information. Because you are in a position of trust, you should never divulge or improperly use such information. CMSS operating methods, finances and plans constitute proprietary information and represent a considerable investment. Such information must not be discussed outside the organization. In addition, all information about residents, clients & co-workers is privileged and must be kept in strict confidence. Unauthorized disclosure of a resident or client's personal situation or medical condition should never be discussed with other residents, clients, visitors, or anyone else.

All employees have a responsibility to uphold confidentiality and to safeguard confidential information against potential misuse by others, even if/when you leave the Organization. You should never use confidential information for your own personal benefit.

Under HIPAA policies, employees are prohibited from directly or indirectly divulging, using or permitting the use of any patient confidential information, including medical information, records and invoices, except as required in the course of their employment.

Any request for information about CMSS, your position, co-workers, residents, clients or any of the organization's policies & procedures should be directed to the program director, administrator or Human Resources. Misuse or indulgence of confidential information may result in disciplinary action up to and including termination. Confidentiality is not extinguished by transfer or termination of employment.

Upon termination of employment of any reason, the employee must immediately return to CMSS all confidential information (including copies and duplicates) which is in the employee's position or otherwise subject to his or her control. Employees may not retain any copy, duplicate or memorialize any confidential information of CMSS or its residents.

### **Witnessing Documents**

CMSS employees are prohibited from acting as a witness to residents'/clients' signatures on any documents pertaining to personal, financial, or business matters without proper authorization. This means employees should not be a signatory as a witness to the signing of any documents by residents, visitors, or fellow employees, including but not limited to financial documents, powers of attorney, wills trusts and other probate documents without proper authorization.

### **Communicating Vital Information**

To maintain a successful work environment and provide consistent quality care, we depend on each other to communicate & share important information. We expect employees to cooperate and be team players by sharing information with each other, when appropriate and under any Confidentiality and/or HIPPA guidelines. Changes in resident and client needs, family issues, employee concerns & problems should be communicated to your supervisor.

### **Technology**

Computers, software, e-mail, internet, fax, copy machine and voicemail provided by CMSS are the property of the CMSS. Employees should have no expectation of privacy in the information contained on their computers.

E-mail is available to certain employees. Employees should keep in mind that anything that is placed on e-mail belongs to CMSS and may in certain circumstances be accessed by a third party. The purpose of e-mail is to conduct CMSS business.

### **Distribution & Solicitation**

- **Distribution** refers to handing out materials, supplies and/or leaflets not associated directly or indirectly with the organization.
- **Solicitation** refers to an employee or non-employee approaching employees for the purpose of influencing them to take a specific course of action or purchases other than regular work duties.

In order to maintain a work environment that is essential to the primary function of the organization to provide quality services and care, employees should avoid all types of solicitation and distribution at any time during work hours. Solicitation and distribution of any non-work related materials, physically or via email, are prohibited at all times by both employees and non-employees.

### **Dress Code & Personal Appearance**

All CMSS employees will maintain a professional, well-groomed appearance at work. Clothing and grooming of all personnel should contribute to a positive impression of CMSS staff while maintaining safety standards and precautions. All employees are required to adhere to the policy in order to reduce the risk of the spread of infection, promote task efficiency and portray a competent professional image.

- Name badges are to be worn above the waist by all staff while on duty.
- Clothing should be clean, pressed, presentable and well fitting.
- Personal hygiene must be maintained while on duty including being free of body odor or excessive perfume, cologne, after shave or tobacco odor.
- Shoes - Employees must wear closed toe and heel shoes with a solid upper covering. Shoes should have a low to medium heel and flexible non-slip soles. 'Crocs' are not allowed.
- Hair - If an employee has or wears long hair that may present a hazard it shall be suitably confined.
- Fingernails - All staff must maintain clean, neat and appropriately trimmed finger nails to facilitate hand hygiene in the workplace. Artificial nails or nail enhancements are prohibited for those providing direct care or those working in dining services, housekeeping, maintenance and laundry as they are implicated in the transfer of microorganisms.
- Jewelry – Direct care, dining services, housekeeping, and maintenance and laundry staff should limit jewelry to wedding bands and non-dangling earrings.
- All employees must conform to any uniform regulations within their program or department.
- The following departments have standard uniforms: maintenance, housekeeping, laundry, dining services, nurses, CNAs, transportation and resident associates.
- All employees without standard uniform regulations shall adhere to a professional dress code.
- CMSS reserves the right to require any employee improperly dressed or groomed to go home, change clothing and return to work with loss of pay while away from work.

Employees violating the dress code policy are subject to disciplinary action.

### **Gambling**

Gambling of any type within the organization is expressly prohibited. This policy applies to everyone and includes all forms of gambling, even those performed for the benefit of charity. Gambling may result in disciplinary action up to and including termination.

### **Gifts & Gratuities**

You are not permitted to request or accept any gifts or gratuities from residents/clients, their families, other visitors, or vendors. If you violate this policy you may be disciplined up to and including termination.

## **Gossip**

Gossip can cause conflict and bring unnecessary hardship to co-workers. Gossiping will not be tolerated. Work performance and quality of care can suffer when employees engage in gossip and rumors. Such conduct may result in disciplinary action up to and including termination. Employees are encouraged to speak to either your immediate supervisor or Human Resources rather than engage in gossip and rumors.

## **Harassment**

CMSS has a no harassment policy and is committed to providing a work environment that is free of unlawful discrimination and harassment.

CMSS will not tolerate harassment on the basis of an employee's actual or perceived age (40 and older), race, color, national origin, ancestry, religion, sex, sexual orientation, gender identity (including transgender status, or gender expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, order of protection status, citizenship status, employment status, arrest or conviction record (unless otherwise authorized by law), credit history, crime victim status, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, unfavorable discharge from military service, work authorization status or any other form of harassment in the workplace. Harassment is unwelcome conduct that creates an intimidating, hostile, offensive work environment that interferes with productive work performance.

Prohibited harassing conduct includes, but is not limited to:

- Epithets, slurs and negative stereotyping;
- Threatening, intimidating and hostile acts, and
- Written or graphic material, including e-mail and internal material that denigrates or show hostility or aversion toward an individual or group because of his/her legally protected characteristics.

Any employee found to have violated this policy shall be subject to appropriate disciplinary action, including warnings, reprimand, or discharge according to the findings of a complaint investigation.

**Sexual Harassment.** Harassment on the basis of sex is a violation of sec. 703 of Title VII of the Civil Rights Act. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. An individual's work environment is not limited to the physical location where an individual is assigned to perform work duties. No employee should ever threaten or imply, that an individual's submission to, or rejection of, sexual advances will in any way influence any decision regarding that individual's employment, performance evaluation, pay advancement, assigned duties or any other condition of employment or career development. While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Sexually suggestive notes or emails; sexually suggestive or obscene comments, threats, slurs, jokes about gender-specific traits, sexual propositions; intentional touching, pinching, brushing against another's body, impeding or blocking movement, assault, coercing sexual intercourse or contact; leering or staring at another's body, gesturing, displaying sexually suggestive objects or pictures, cartoons, posters, or magazines.

Violations of this policy constitute a serious offense and will be addressed through the appropriate corrective action, up to and including termination of employment. Chicago, IL 60604

**Other Harassment.** Harassment is any unwelcome conduct on the basis of an employee's actual or perceived age (40 and older), race, color, national origin, ancestry, religion, sex, sexual orientation, gender identity (including transgender status, or gender expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, order of protection status, citizenship status, employment status, arrest or conviction record (unless otherwise authorized by law), credit history, crime victim status, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, unfavorable discharge from military service, work authorization status, or any other status protected by federal, state, or local laws, that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. An individual's work environment is not limited to the physical location where an individual is assigned to perform work duties.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

#### **Reporting Harassment.**

Any employee that feels they experienced any form of harassment should discuss the situation immediately with Human Resources. HR will conduct a confidential investigation of any complaints as CMSS recognizes that the issue of whether sexual or any other harassment has occurred requires a factual determination based on all the evidence received.

Any employee found to have violated this policy shall be subject to appropriate disciplinary action, including warnings, reprimand, or termination, according to the findings of the complaint investigation.

CMSS also recognizes that false accusations of harassment can have serious effects on innocent individuals. We trust that all employees will continue to act in a responsible and professional manner to establish a working environment free of harassment.

Any employee bringing a harassment complaint or assisting in the investigation of a complaint will NOT be adversely affected in terms of employment, discriminated against or discharged. Complaints of such retaliation will be promptly investigated.

#### **Policy Against Retaliation**

CMSS strictly prohibits retaliation against any employee who, in good faith, makes a complaint of harassment or unlawful discrimination in the workplace, or who participates in any related investigation or proceeding.

**Resolution Outside of CMSS.** The purpose of this policy is to establish prompt, thorough, and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, you have the right to file a complaint with the Illinois Department of Human Rights (IDHR) or the federal Equal Employment Opportunity Commission (EEOC). If you choose to file a complaint with one of these agencies, you must file it within 300 calendar days of the alleged discriminatory act.

## **Administrative Contacts for Complaints**

### Illinois Department of Human Rights (IDHR)

Chicago Office:

**James R. Thompson Center  
100 W Randolph Street, Suite 10-100  
Chicago, IL 60601  
312-814-6200  
TTY: 866-740-3953  
Fax: 312-814-6251**

### Equal Employment Opportunity Office

Chicago Office:

**John C. Kluczynski Federal Building  
230 S Dearborn Street  
Chicago, IL 60604**

## **Phone Usage**

To ensure that quality care and attention is provided for our residents and clients, all staff are expected to be focused on their assigned duties while at work. CMSS's telephone lines must always be kept open for emergency use to meet the needs of the participants and to conduct daily business. For this reason, incoming/outgoing calls to employees will be limited to emergencies. Personal outgoing calls may be made during break or lunch periods only. It is the employee's responsibility to minimize personal telephone calls. If an employee is spending an excessive amount of time on personal calls whether on CMSS's telephone lines or an employee's personal cellular telephone, they will be subject to disciplinary action. During work hours, it is the responsibility of each employee to maintain a professional demeanor. **An employee is to refrain from utilizing his or her cellular phone excessively during work hours.**

Below are the guidelines that all employees must adhere to during work hours:

- Employees are to keep their personal cellular phone usage to a minimum;
- Cellular phones will be placed on a silent mode during work hours;
- Personal phone calls can only be taken or placed during an employee's break unless experiencing a personal emergency at which time it will be the responsibility of the employee to notify their immediate supervisor.

Any violation of this policy may result in disciplinary action up to and including termination.

## **Video or Audio Recording Devices**

The use of camera, audio or other video-capable recording devices within CMSS is prohibited without the express prior permission of senior management. This prohibition is applicable to, but not limited to, restrooms and locker rooms, clients rooms, clients residency, and other confidential type work areas. Violations of this policy will be subject to discipline, up to and including termination.

## **Social Media Policy**

CMSS respects the right of its employees to engage in online social networking sites such as Facebook, YouTube, Instagram, Twitter, Snapchat, as well as various chat rooms, blogs, online discussion forums, and other online sources. While we recognize that every employee has the right to free speech, employees must adhere to the following rules:

- Unless specifically authorized to do so for business purposes, CMSS employees may not engage in social media activities during work hours using Agency property or equipment.
- Conduct considered illegal by the social media site being accessed is expressly prohibited.
- Confidentiality of client information must always be honored, regardless of whether the employee is on/off-duty and regardless of whether the client has given apparent permission for personal information to be shared. This prohibition includes names, identifying information, photos, and any other information that may identify a CMSS participant to a person who is not part of a participant's care team.
- Confidentiality of CMSS proprietary information about the business must be maintained.
- Be clear in what is being said. Remember that information can be misdirected, intercepted, or misunderstood

- Use of social media is subject to the same prohibitions against discrimination, and harassment, the Code of Ethics, Standards of Conduct and all CMSS policies as any other aspect of employment.
- Posting on any social media site, or communicating in any manner, verbal “gossip” about a patient, resident, client, employee or vendor is strictly prohibited, even if the name is not disclosed. Such posting may constitute a HIPAA violation and infringement of privacy rights.

CMSS recognizes that an employee’s free time and personal equipment is not subject to employer restrictions.

CMSS reserves the right to discuss questionable use of social media with an employee, and violation of the above requirements may result in disciplinary action up to and including termination of employment.

Legal issues involved in the use of social media by employees are rapidly evolving. CMSS will adapt this policy as legal issues are resolved in the courts or in relevant laws and regulations.

### **Resident & Client Rights**

In order for us to be the Provider of Choice, we have an obligation to respect the rights of our residents & clients. All residents & clients have the right to a dignified existence, self-determination, and communication with and access to people and services. Resident & Client Rights assures every resident and client that we will do everything we can to guarantee the fundamental rights and individual sense of dignity to which every human being is entitled.

The following is a listing of Resident & Client Rights. Every resident and client has the right to every consideration of their privacy and individuality as it relates to their social, religious, and psychological well-being. Employees are expected to adhere to these rights. Employees violating resident/client rights will be subject to disciplinary up to and including termination.

- To exercise their rights as a resident/client of CMSS and a citizen or resident of the United States and be free of interference, coercion, discrimination, or reprisal by and CMSS or its employees for the exercise of such rights;
- To be fully informed of their rights and all rules and regulations governing resident/client conduct and responsibilities during the stay in the facility/use of programs;
- To access personal records within 24 hours of request;
- To purchase copies of records with two working day’s advance notice to the facility/the program;
- To be fully informed of their health status and medical condition;
- To refuse treatment;
- To be informed of the items and services paid for by Medicaid and for which Medicaid-covered residents/clients may not be charged, and to be informed of items and services for which the resident/client may be charged and the amount of such charges;
- To be informed of their legal rights, including the manner of protecting personal funds, a description of the requirements and procedures for qualifying for Medicaid, a positing of the names, addresses, and telephone numbers of all pertinent state client advocacy groups, and a statement that the resident/client may file complaints with the state survey and certification agency;
- To be advised of the name, specialty, and manner of contacting the physician for his or her care;
- To receive information on how to apply for and use Medicaid and Medicare benefits;
- To be notified, and have their physician and legal representative or family member notified, of accidents resulting in injury or requiring the intervention of a physician, of significant changes in condition, of a need to significantly alter treatment, or of a decision to be transferred;
- To be notified of a change in room, roommate, caregiver or a change in residents’/clients’ rights under state or federal law;
- To manage their financial affairs;
- To have the facility/program hold and manage his or her personal funds;
- To have a full and complete accounting of personal funds managed by facility/program;



- Not to have any charge made against personal funds for items paid for by Medicaid or Medicare;
- To choose a personal physician, to be informed in advance about care and treatment and any changes in care or treatment that may affect their well-being, and to participate in planning care or treatment unless adjudged incompetent or incapacitated under law;
- To personal privacy and confidentiality of personal and clinical records;
- To file grievances without discrimination or reprisal;
- To examine facility/program survey results;
- To have visitation by people of the resident's/client's choosing, including family members, state representatives, the ombudsman, and others, subject to reasonable restrictions;
- Not to be transferred except in the situations and according to the procedure described at 42 C.F.R. Part 483.12 (applicable in Wesley Place only)
- To be free from physical or chemical restraints imposed for the purpose of discipline or convenience and not required to treat medical symptoms;
- To be free from verbal, sexual, physical and mental abuse, corporal punishment, and involuntary seclusion; and
- To receive services in an environment that is safe, clean, and comfortable with adequate space for all activities.

### **Smoking**

CMSS is a smoke free environment and smoking is prohibited throughout CMSS and its premises. Smoking on any of the properties or in the homes of clients is prohibited. Individuals who smoke may only do so fifteen (15) feet away from the CMSS's premises, or within twenty-five (25) feet of the building for residential clients except in designated areas that are within City Regulations. Smoking includes the use of cigarettes, cigars, electronic nicotine delivery systems also known as electronic cigarettes/cigars/hookahs and pipes.

### **Substance Abuse Control**

We are committed to providing a healthy and safe workplace for everyone. Consistent with that commitment, we have established a policy, which promotes a drug and alcohol-free environment. We understand that some problems related to drugs and alcohol are more than one person can handle. Therefore, we encourage you to talk to your human resources representative should you need help. The Human Resources Department can provide you with information regarding the Employee Assistance Program.

We expect you to report to work in the mental and physical condition necessary to perform your job in a satisfactory manner. The legal use of prescribed drugs is permitted on the job only if it does not impair your ability to perform the essential functions on the job effectively and safely.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. CMSS does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. However, you may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to CMSS' Reasonable Accommodation policy for additional information.

CMSS receives federal funding for the services it provides to its clients and residents. Accordingly, employees who have been prescribed medical marijuana, may not be under the influence of medical marijuana while they are working.

The use, possession, sale, or transfer of illegal drugs, recreational marijuana, or alcohol is prohibited on any CMSS premises, while using our vehicles, or while you are taking part in any CMSS business. Under the Drug-Free Workplace Act, you must notify the organization within five (5) days of any criminal conviction for drug-related activity occurring in the workplace. CMSS reserves the right to ask an employee to open an area for inspection; consent to be tested or leave the premises, if any supervisor has reason to suspect that an employee may be:

- Under the influence of alcohol or drugs while at work or your job performance is being adversely affected by the possible abuse of drugs or alcohol, or
- Keeping drugs and alcohol on your person, in your desk, or other personal belonging or the organization area,

If you are found to be in possession of illegal drugs or alcohol, refuse to consent to testing or test positive, you may be disciplined up to and including termination of employment.

### **Theft and Loss**

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CMSS endorses the belief that a resident, client or employee's private possessions are an extension of their own personality, hold a high sentimental value, and in many instances are irreplaceable. CMSS will not tolerate theft.

- Residents, clients and employees have a right to enjoy their possessions without the fear that they will be stolen.
- CMSS may, at their discretion, call the police to have an investigation conducted if a theft occurs.
- CMSS has the right to inspect all items being brought into or out of CMSS properties whenever it is deemed necessary, including lockers.
- CMSS is not responsible for lost or damaged personal property.
- Precautionary measures should be used in safeguarding any valuables that are brought to work.

### **Use & Care of Organization Property**

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We want to ensure that the essential equipment and supplies are provided to employees to perform their assigned tasks.

- CMSS property, equipment and supplies should be used for business purposes only.
- All employees are expected to exercise care and safety in the use of all CMSS property, equipment and supplies.
- Equipment and/or supplies are never to be taken from the work premises unless authorized to do so.
- Deliberate misuse, abuse or damage to CMSS property, equipment or supplies will be grounds for disciplinary action up to and including termination.
- Employees will be required to pay for any CMSS property, equipment or supplies deliberately damaged or destroyed.
- Use only the supplies that are necessary to complete the task. The wasting of supplies may be grounds for disciplinary action.
- All equipment used must be properly cleaned and disinfected by employee after each use.

### **Visitors & Children in the Workplace**

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Visitors are welcome at CMSS properties, but for the safety of all concerned and for security reasons we request the following:

- All visitors must sign in at the reception desks
- All visitors must wear a visitor's badge or pass
- Visitors having business with any of the programs should be accompanied by an employee at all times while on the premises
- Outside contractors and repair personnel should wear a contractor's badge at all times while working in the building or on CMSS properties
- Employees are not permitted to bring their children to work with them.
- Employee's family, relatives, and friends will be requested to remain in the reception areas and are expected to minimize their stay. Visits must be limited to an employee's break or mealtime.

## CHICAGO METHODIST SENIOR SERVICES

### Operations

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Each team member brings to our organization their own set of talents and abilities. Our managers and supervisors direct this talent to meet the needs of our customers, helping to ensure smooth operation, quality of care, and service to our customers and families.

Please use the following information to help you understand how we accomplish the tasks that allow us to deliver the best customer service.

#### **Changes in Policy**

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Policies are subject to change at any time at the sole discretion of the organization. In order to enhance our services as well as remain current with federal and state regulations, law and licensure, CMSS reviews, updates and implements policies as needed. Suggestions and recommendations from staff that may be beneficial to the operations and services provided by the organization are welcome.

#### **Personnel Records**

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Although personnel files are the property of CMSS, we recognize that the expectations of employees regarding information about them are accurate, relevant and safe from improper disclosure.

- Employee records are kept confidential and contain privileged information pertinent to your employment such as your application, resume, tax forms, disciplinary actions & performance evaluations.
- Any employee who would like to review his/her personnel file may do so by contacting Human Resources. Employee files must remain in the offices of Human Resources. Human Resources will provide the requesting employee with the inspection opportunity within seven (7) working days after the employee makes the request.
- Any current or previous employee requesting copies of personnel records may do so in writing. Human Resources will respond within seven (7) working days of the request. A cost may be charged for the copies.

**NOTE:** Medical records are maintained in a separate file.

#### **Work Schedule & Hours**

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Our programs & services are open and available twenty-four (24) hours a day, 365 days a year. The staffing of CMSS reflects such hours of operation. The organization will establish a thirty (30) to forty (40) hour weekly work schedule and will make every effort possible to accommodate each individual's personal requests for time off and commitments.

- Requests for changes to schedule or time off should be made in writing to employee's supervisor at least thirty (30) days in advance. We understand that unexpected emergencies may prevent an employee from requesting time off thirty (30) days prior. Requests should be made as soon as feasibly possible in these circumstances.
- Due to the operational needs of CMSS, all requests for accommodations or time off may not be granted.
- Hours of work may be altered and/or changed at the discretion of the program directors and/or department supervisors when deemed necessary.
- Employees are expected to work their scheduled shifts. Failure to report to work may result in disciplinary action up to and including termination.
- No pay allowances are provided for time lost due to conditions over which we have no control such as inclement weather, automobile trouble, bad road conditions or any unauthorized absences. Benefit time

may be used and any additional exception to this policy must be approved in writing by the program director/administrator.

- A schedule of off days is established for each work period to ensure the non-interruption of resident service and to allow each full-time employee time off from assignments.
- Should an employee be required to work on a scheduled off-day, the employee will either receive another off-day or approved overtime compensation.
- Employees may visit CMSS programs when off duty however are not permitted to perform work related tasks nor cause any disruption with employees working their assigned duties.

#### **Meal & Break Policy**

Employees working 7.5 hours are provided one unpaid meal break of thirty (30) minutes. If an employee works four consecutive hours after an eight hour shift, that employee will be provided an additional fifteen (15) minute break. All other breaks are at the discretion of the employee's supervisor and will be scheduled by the supervisor.

#### **Parking Policy (CMSS)**

Employees should discuss with each program and/or building supervisor their options for parking. CMSS will not be responsible for any employee receiving a parking violation by the city. Parking is first come, first serve. The following applies:

- Employees must register their vehicles with Human Resources and display the CMSS sticker on their windshield.
- Failure to display a parking sticker or parking in an unauthorized parking area may result in having a vehicle towed at the employee's expense.
- Employee parking is not permitted in the Main Parking Lot between 8:00a.m and 5:00p.m.
- CMSS is not responsible for any damage or theft that may occur to either an employee's car or its contents while parked in the lot.

#### **Use of Personal Vehicles for CMSS Business**

There may be occasions when employees will be expected to use their own vehicles for business purposes. Examples of this include trips to the store for supplies, transporting residents or employees, attending a seminar, making marketing calls and driving to another business location. Driving one's own vehicle to and from work does NOT constitute business use.

The CMSS Automobile insurance coverage will cover CMSS' liability when an employee uses their vehicle for business purposes. However, repairs to the vehicle as a result of an accident will not be covered. Further, CMSS' Automobile Liability coverage does not extend to the employee as the driver of his own vehicle. The employee's own vehicle insurance policy will be accountable for any repair to the employee's vehicle and for liability coverage for the employee.

#### **Workplace Searches**

CMSS reserves the right to conduct searches to monitor compliance with rules concerning safety of employees and the security of CMSS. As a general rule, no employee should bring anything to work or store anything at work that they would not be prepared to show and possibly turn over to CMSS or law enforcement authorities, if warranted.

## CHICAGO METHODIST SENIOR SERVICES

### Wage & Benefits

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**Wages:** CMSS' goal is to attract, retain, and reward competent employees. To accomplish this, the organization will provide employees with a series of potential rewards, including direct compensation (competitive pay) and indirect compensation (competitive benefits).

It is the policy of CMSS to compensate all employees on a fair and equitable basis for the work which they perform. Jobs are classified according to duties and responsibilities as a basis for determining wage and salary classifications. In maintaining the designated levels, economic factors and prevailing rates of pay for similar services are taken into consideration. CMSS operates under a system of merit in providing salary adjustments.

#### Compensation Reviews

Employees will be reviewed at the end of the initial employment period (three (3) months for hourly (non-exempt) employees [not including Nurses]; six (6) months for salaried (exempt) employees [including Nurses]).

After the initial employment period, employees will be reviewed annually on the one (1) year anniversary of their hire date. Wage increases are not automatic. Increases are based on merit as determined by the employee's performance.

#### Payroll Policy

For safety and security of those who do not have direct deposit, paychecks will be disbursed directly to the employee. CMSS understands that an emergency can arise, and that the employee may need to have someone pick up their check on occasion. If this is the case, please contact Human Resources to inform them someone other than the employee will be picking up the check. The person picking up the check for the employee will need to have a signed letter from the employee stating their approval for pick-up, along with identification.

Employees are paid bi-weekly, on Fridays following the end of the pay period. As a courtesy to our employees, checks may be available for pick up after 3:00 P.M. on Thursday. Employees are expected to understand that there may be factors which cause checks not to be available until Friday. Under no circumstances will a check be released before 3:00 P.M. on Thursday.

Questions or concerns regarding your paycheck should be discussed with your supervisor or Human Resources.

You should inform your supervisor of any possible errors in your paycheck. CMSS reserves the right to make adjustments to subsequent checks if an error is discovered.

CMSS does not grant check advances.

#### Direct Deposit

Employees may enroll in direct deposit to receive wages earned. Employee may choose to have all or part of their paycheck directly deposited in a local bank or credit union. Contact the Payroll clerk or Human Resources staff for more information.

#### Payroll Deductions

Federal and State laws require that certain deductions be withheld from the pay of all employees. Among these are social security (FICA), federal income tax, and state and local taxes, where applicable.

When eligible, you may authorize the following deductions:

- Benefits (i.e. medical, dental, vision insurance, etc.)
- Employee Services (i.e. credit union, TSA, etc.)

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### **Wage Assignments and Garnishments**

If a valid wage assignment or garnishment is filed against CMSS and an employee of CMSS, by law, CMSS must make the required deductions from the employee's pay. If a plan is required for a CMSS staff member, HR will communicate with the employee the steps that will be taken.

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### **Time Keeping**

At the time of your hire, you will receive a shift assignment. However, there may be times when you will be asked to work another shift. We are required by law to maintain an accurate record of time worked by every non-exempt employee. You are responsible for recording your time worked.

You will be issued a swipe badge, timesheets or timecard and instructed on the time-keeping procedure. It is your responsibility to punch in and out or record your time each day you work.

*You are expected to be present at the work area at the scheduled time.* You are to record your time personally. No one else may punch you in and out or record your time. You are not allowed to record anyone else's time. Misuse of this procedure may result in disciplinary action up to and including termination of employment. Please report any errors in your attendance record to your supervisor immediately. Do **not** wait until the end of the pay period to report problems with your time record.

Non-exempt employees are not required and should not take work home. All work should be performed on the premises under normal supervision.

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### **Overtime Policy and Rates**

CMSS pays all nonexempt personnel time and a half for time worked in excess of 40 hours per work week. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

- The work week begins at 12:01am on Sunday and ends 12:00am on Saturday.
- Overtime compensation is defined as one and one-half (1 1/2) times the employee's regular rate of pay computed on an hourly basis.
- Any and all overtime work must be authorized by the department supervisor prior to work being performed.
- Excessive, unapproved overtime may be subject to disciplinary action.
- Exempt employees are not eligible to receive overtime compensation. However, exempt employees may be eligible for compensatory time off work.
- Maintenance staff called in for emergencies on a CMSS designated holiday must punch in and out and will receive overtime compensation for the time worked.

**Benefit Snapshot Eligibility** – please refer to each benefit summary for details

<b><u>Upon Hire</u></b>	<b><u>30 days (1 month)</u></b>	<b><u>60 days (2 months)</u></b>	<b><u>90 days (3 months)</u></b>	<b><u>180 days (6 months)</u></b>
<i>Employee Assistance Assistant Program (FT/PT)</i>	<i>Observed Holidays– (FT) see benefits details</i>	<i>Health Insurance (working over 30 hrs. per week)</i>	<i>Vacation (Exempt FT)</i>	<i>Vacation (Non-Exempt FT)</i>
<i>Employee referral (FT/PT)</i>		<i>Dental Insurance (FT)</i>	<i>Sick Time(FT/PT)</i>	
		<i>Vision Care (FT)</i>	<i>Bereavement (FT)</i>	
		<i>Short Term Disability (FT)</i>	<i>Jury Duty (FT/PT)</i>	
		<i>Group Life Insurance (FT)</i>		
		<i>403b and ROTH (FT/PT)</i>		

**Benefits:** CMSS offers various types of insurance and other benefits for its full-time employees after sixty (60) days of employment.

If you experience a major life event such as a marriage, divorce, or birth of child, you are required notify your Human Resources within 30 days of the event so that you may make changes to your benefits coverage. You are also responsible for notification of any change of address.

Please Note: Health and Dental benefits are Pre-Tax. Employees that are opposed to pre-tax benefits are required to notify Human Resources immediately.

#### **Group Life Insurance**

CMSS provides all full-time employees with a group life insurance plan to provide basic protection at no cost to the employee during employment. It only covers the employee, not family members.

CMSS offers additional life insurance through MetLife. The coverage not only covers the employee but dependents as well. This benefit is voluntary and portable, which means you can retain coverage upon separation of employment.

#### **Health Insurance**

CMSS offers health insurance to all full-time employees at a low cost. Eligible employees may enroll in the CMSS' health insurance program under either a PPO plan or HMO plan.

#### **Dental Insurance**

Dental insurance is available through a separate carrier and eligible employees may enroll in either a PPO plan or HMO plan. This benefit is not paid for by CMSS.

#### **Vision Care**

Vision insurance is available through a separate carrier and eligible full-time employees may enroll at annual open enrollment period or at time of eligibility following new hire date. (60 days) This benefit is not paid for by CMSS.

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### **Short Term Disability**

Full-time employees may elect to participate in the voluntary short-term disability plan through AFLAC after sixty (60) days of employment; the benefit start date is the first of the month following a sixty (60) days waiting period. The employee is responsible for the premium that will be deducted per pay period on a post-tax basis.

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### **403b Retirement Plan**

CMSS offers a 403b pre-tax retirement plan to its employees. Employees are automatically enrolled at 2% in the 403b retirement plan after 60 days of employment. The plan allows the employee to contribute a specific dollar amount or a percentage of wages earned (through payroll deductions). These contributions are made on a pre-tax basis. When employees receive a distribution of benefits, the entire balance will be taxable. Any employee interested in participating or opting out should contact the Human Resources representative for details and applications.

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### **Roth Retirement Plan**

CMSS offers a before tax ROTH retirement plan to employees after 60 days of employment. The plan allows the employee to make a fixed monthly deposit (through payroll deductions) to the plan account. Any employee interested in participating should contact the Human Resources representative for details and applications.

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### **Employee Assistance Program**

CMSS has an Employee Assistance Program designed to help employees cope with personal problems that may or may not be affecting work performance. Employees may seek the help of counselors and other professionals at no cost to the employee.

***Employee Resource Systems, Inc. 1-800-292-2780.***

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### **Employee Referral Program**

CMSS is always looking for qualified employees and appreciates recommendations made by existing employees. Employees who recommend a candidate, who is then hired as a full-time/part-time employee and then successfully completes the introductory period, may be eligible to receive a finder's fee. Employees should contact Human Resources for additional information regarding this program.

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### **Vacation Policy**

- All full-time employees are eligible for vacation time after three (3) or six (6) months for non-exempt or continuous service.
- Vacation is earned on an accrued basis, which is based on full time (60-80 hours per pay period). Vacation is accrued on hours paid during the year (excluding overtime) including vacation, sick and holiday pay. Vacation time starts accruing after three (3) or six (6) months of continuous service.
- Vacation time must be taken in minimum increments of four (4) hours.
- Vacations may be scheduled at any time during the employee's vacation year and may be taken in four (4) hour increments up to three (3) weeks provided the employee has the accrued vacation time. It shall be the employee's responsibility to inform his/her supervisor, in writing, at least 30 days in advance of the dates their vacation is requested. All vacation approvals are at the discretion of the supervisor.
- Earned vacation is treated like a bank account, wherein vacation time accrued is added to an employee's account. Vacation time taken or paid in lieu of time off will be subtracted from the account. Employees are encouraged to take their earned vacation in order to enjoy time away from work with their family and friends.
- Employees may accrue up to two (2) times the annual vacation provided. If an employee is in danger of reaching the maximum time allowed, they are encouraged to take some vacation time. Vacation will not accrue in excess of the maximum allowed. Overdrawing vacation hours is not allowed; employee may only use the vacation they have accrued.
- Employees may take one week (40 hours) of vacation pay per calendar year in lieu of time off. This is limited to a first come, first serve basis and only five (5) employees will be granted vacation pay per payroll.



- Upon separation of employment, any employee with six (6) or more months of service will be paid any accrued, but unused vacation. Such accrued vacation will be disbursed in increments of 80 hours or less.

### **Sick Time Policy**

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- All full-time and part time employees are eligible for sick pay.
- Each full-time and part-time employee will accrue sick leave hours each pay period at a rate that will equal (6) six days per calendar year. Sick leave hours begin accruing at time of hire. There is no limit on the amount of sick time that can be accrued.
- Sick pay should be used for absences due to personal and family illnesses or injuries. Sick time may be used in (4) four-hour increments.
- Requests for sick leave pay must be submitted to the supervisor.
- Sick leave pay will not be paid during an employee's first 90 days of employment (unless the employee worked at least 80 hours within that time period) or if the employee is sick on non-scheduled workdays, vacation leave days, holiday leave days, or other days of granted leave, with or without pay.
- Accrued sick days will not be paid out upon termination.
- If an employee is absent three (3) consecutive days or more, a physician's note may be required prior to returning to work. Extended absences (3 days or more) may qualify an employee for a Medical Leave of Absence.  
**NOTE:** See Family Medical Leave Policy. Sick leave will not be accrued while on a medical leave of absence.
- Employees may use their accrued paid sick leave, as provided under CMSS' Sick Time Policy, for absences due to an illness, injury, or medical appointment of the employee's child, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent, for reasonable periods of time as the employee's attendance may be necessary, on the same terms upon which the employee is able to use sick leave benefits for the employee's own illness or injury.
- Employees may take up to forty (40) hours in pay after they reach an accrual of 240 hours or more. This must be taken in eight (8) hour increments and only hours accrued in excess of 240 are eligible for pay. This benefit is payable at the end of each year if funds allow.

### **Holiday Policy**

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CMSS recognizes the following paid holidays for employees who have completed one month of employment and work full-time hours.

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. Christmas Day

Full-time employees (thirty (30) to forty (40) hours per week) are eligible to eight (8) hours of non-worked holiday time. Those who work on a holiday will receive their holiday benefit by being granted another day off with pay or an additional eight (8) hours of pay at the discretion of their supervisor. CMSS must have care every day of the week and many of the departments must be fully staffed every day. If another day off with pay is granted, it must be taken within thirty (30) days of the actual holiday or it will be forfeited.

**Employees will be paid for the holiday only if they have worked their full day scheduled immediately before and after the holiday, unless such day(s), has been approved in advance by the employee's supervisor.**

Part-time employees including on-call employees are not eligible for holiday pay even if they work on the holiday.

No employee will receive more than eight (8) hours of holiday pay for a recognized holiday. Employees will not receive paid holidays while on leave of absence.

Holiday pay will not be considered as hours worked in computing overtime for the week in which the recognized holiday falls.

### **Tuition Reimbursement**

CMSS believes continuing education is a great path to personal growth and development and supports the overall mission of the organization.

Employees planning to pursue course work may be eligible for reimbursement from CMSS. Factors considered include seniority, job performance, and relevance of the coursework to the organization's goals and the availability of funds in the budget to support tuition reimbursement.

Individuals interested in obtaining financial support for continuing education should speak to the Human Resources department.

### **Paid Bereavement Leave**

All full-time employees are eligible to funeral leave pay after ninety (90) days of employment. CMSS will pay full-time employees at their normal pay rate for up to three (3) workdays to attend the funeral of a member of the employee's immediate family.

Immediate family is defined as the employee's spouse, child, step-child, parent, step-parent, sibling, grandchild, grandparent, or parent-in-law.

To be eligible for funeral leave, the employee is expected to notify their supervisor immediately so that the necessary work arrangements can be made for their absence.

Proof of death, date and place of the funeral for the deceased family member should be provided by the employee and given to the employee's supervisor, before payment is made and time off is excused.

### **Unpaid Bereavement Leave**

Employees are entitled to a maximum of two (2) weeks (ten (10) work days) of unpaid bereavement leave following the death of a covered family member or be absent from work due to (i) a miscarriage; (ii) an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure; (iii) a failed adoption match or an adoption that is not finalized because it is contested by another party; (iv) a failed surrogacy agreement; (v) a diagnosis that negatively impacts pregnancy or fertility; or (vi) a stillbirth.

- "Covered family member" means an employee's child, stepchild, spouse, domestic partner, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent.
- "Child" means an employee's biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis.
- "Employee" means eligible employee, as defined by the federal Family and Medical Leave Act of 1993.

All employees shall be entitled to use a maximum of two (2) weeks (ten (10) work days) of unpaid bereavement leave to:

- (1) Attend the funeral or alternative to a funeral of a covered family member;
- (2) Make arrangements necessitated by the death of the covered family member;
- (3) Grieve the death of the covered family member.

Bereavement leave under subsection must be completed within sixty (60) days after the date on which the employee receives notice of the death of the covered family member or the occurrence of the pregnancy-related or adoption-related event. An employee shall provide the employer with at least forty (48) hours' advance notice of the employee's intention to take bereavement leave, unless providing such notice is not reasonable and practicable.

An employer may require reasonable documentation. Documentation may include a death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency.

For leave related to a pregnancy-related or adoption related event, an employer may request documentation filled out by a healthcare practitioner who has treated the employee or the employee's spouse or domestic partner, or surrogate certifying the covered event or documentation from the adoption or surrogacy organization that the employee worked with certifying that the employee or his or her spouse or domestic partner has experienced a covered event. CMSS will not require the employee to identify the category of event that this leave pertains to.

In the event of the death of more than one child in a twelve (12)-month period, an employee is entitled to up to a total of 6 Weeks of bereavement leave during the twelve (12) -month period. This Act does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under or is in addition to the unpaid leave time permitted by, the federal Family and Medical Leave Act of 1993.

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### **Jury Duty**

Employees called for jury duty should inform their supervisor immediately so that arrangements can be made to cover their jobs during their absence. Additionally, full-time and regular part-time employees who have worked for CMSS for greater than ninety (90) days or more will receive their regular pay for each regular scheduled workday they are on jury duty. Employees who have worked for CMSS for less than ninety (90) days, will be granted an unpaid leave of absence to attend jury duty.

- An employee must inform their supervisor immediately upon receiving a summons for duty and at least one (1) week prior to the date they are to report for jury duty.

After an employee has completed their jury duty, they should show proof of the summons for service, and evidence of having served. Those full-time and regular part-time employees who have worked for CMSS for greater than ninety (90) days or more and are receiving their regular pay for each regular scheduled work day they are on jury duty, must provide evidence of the amount received for serving jury duty, and the check for jury duty payments should be endorsed to and remitted to CMSS.

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### **Witness Leave**

CMSS realizes, that on occasion, employees may be subpoenaed to serve as a witness in a criminal proceeding. In such cases, you will be provided unpaid leave to attend.

Upon receiving a subpoena, notify your supervisor as soon as possible to make scheduling arrangements. You may request to use accrued vacation time in place of unpaid leave.

CMSS reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

CMSS will not retaliate against employees who request or take leave in accordance with this policy.

### **Voting Time**

Illinois law provides that employees are allowed up to two (2) hours leave for voting. CMSS will allow employees to take time to vote without using accrued vacation time.

In order to conduct business with the least disruption on general and primary election days, all employees are encouraged to vote before or after work if/when possible.

### **Family and Medical Leave Act (FMLA)**

CMSS complies with the Federal Family Medical Leave Act (FMLA). There are two types of FMLA: (1) the basic leave entitlement ("Basic FMLA Leave") and (2) military family leave entitlement ("Military FMLA Leave"). Both types of leave are unpaid and described below.

**Basic FMLA Leave:** FMLA entitles eligible employees to take up to 12 weeks of unpaid, job-protected leave in a rolling 12-month period for:

- a) The birth or placement of a child for adoption or foster care
- b) To care for an immediate family member (spouse, child, parent) with a serious health condition
- c) To take medical leave when the employee is unable to work because of their own serious health condition

**Definition of Serious Health Condition includes:**

- i) A serious health condition is 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 for 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.
- ii) Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

**Military FMLA Leave.** There are two types of Military Family Leave available to employees who are eligible to take FMLA Leave: (1) Qualifying Exigency Leave and (2) Covered Service Member Leave.

- **Qualifying Exigency Leave.** Eligible employees with a spouse, child, or parent on active duty or call to active-duty status in the Armed Forces may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.
- **Covered Service Member Leave.** Eligible employees may also take Service Member leave to care for a covered family member (next of kin) who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank or rating.

**Eligibility:**

- To be eligible for FMLA, an employee must have worked for CMSS for at least one (1) year and have completed 1,250 hours over the 12 months prior to the commencement of the leave.
- CMSS requires employees to use all available benefit time to cover qualifying FMLA time towards the 12 week limit. After exhausting benefit time, non-paid FMLA leave will continue until the conclusion of the protected 12 week time limit.

- Leave Duration for Service Member Leave under FMLA is up to 26 work weeks of leave during a single 12-month period. (Leave may not exceed 26 weeks in a single 12-month period when it is combined with other FMLA-qualifying leave)
- Employees do not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. FMLA may be taken in increments as small as one hour.

#### **Procedures:**

- 1) An eligible employee who wishes to take FMLA is expected to provide Human Resources with 30 days advance notice when the leave is foreseeable. At the time of the request, the employee may complete a Family Medical Leave Request Form. Once FMLA is requested, the employee will receive additional FMLA information and forms to complete.
- 2) Prior to approval, the eligible employee must submit medical certification to support a request for leave 15 days from receipt of notice of eligibility. The Certification of Health Care Provider must be completed by the healthcare provider. CMSS requires written medical verification of ability to return to work.
- 3) Health and dental benefits will continue during the FMLA provided the employee makes their regular bi-weekly contributions to the plan. Arrangements may be made through Human Resources for other scheduled payment options. Failure to pay premiums may result in lapse of coverage.
- 4) Employees returning from FMLA within the 12 week period will be restored to their original job, or to an equivalent job with equivalent pay and benefits. Because of operating needs of CMSS, same shift and schedule cannot be guaranteed upon return.
- 5) Employees returning from a medical FMLA may be required to present medical certification of fitness for duty. In addition, an Essential Functions Test is to be completed prior to returning to work. Failure to provide a medical certificate of fitness for duty or an unsuccessful EFT may result in a denial of job reinstatement until medical certificate release is provided and EFT successfully completed within the allotted time allowed for FMLA leave.

#### **VESSA (Victims' Economic Security & Safety Act)**

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CMSS will provide up to 12 weeks of unpaid leave from work on an intermittent or reduced work schedule basis to an employee who is a victim of domestic or sexual violence (or who has a family or household member who is a victim of domestic or sexual violence) and is looking to address the domestic or sexual violence.

#### **Interpretation and Implementation:**

- The Victims' Economic Security and Safety Act (VESSA) provides an employee who is a victim of domestic or sexual violence, or who has a family or household member who is a victim of domestic or sexual violence, with up to 12 weeks of unpaid leave per any 12 month period to address issues arising from domestic or sexual violence.
- In order to be eligible for the time off at least one of the following actions must be taken:
  - Seek medical attention for, or recovery from, physical or psychological injuries caused by domestic or sexual violence to the employee or employee's family or household member;
  - Obtain victim services for the employee or employee's family or household member;
  - Obtain psychological or other counseling for the employee or the employee's family or household member;
  - Participate in safety planning, including temporary or permanent relocation or other actions to increase the safety of the victim from future domestic or sexual violence; or
  - Seek legal assistance to ensure the health and safety of the victim, including participating in court proceedings related to the violence.
  - VESSA leave may be taken intermittently or on a reduced work schedule.

- *(This policy does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under, or is in addition to the unpaid leave time permitted by, the federal Family and Medical Leave Act.)*

#### **Procedure:**

- 1) CMSS will require certification that VESSA leave is to be taken for one of the purposes enumerated above and that the employee or employee's family or household member is a victim of domestic or sexual violence. The certification must be received within a reasonable period. An employee may satisfy such a certification requirement by providing a sworn statement of the employee, and upon obtaining such documents the employee will provide:
  - Documentation from a victim services organization, attorney, member of the clergy, or medical or other professional from whom the employee or the employee's family or household member has sought assistance;
  - A police or court record; or
  - Other corroborating evidence.
- 2) The employee should provide CMSS with at least 48 hours' advance notice of their intention to take leave, except in such cases where it is not practicable to provide such notice. If an unscheduled absence occurs, CMSS may not take action against the employee if the employee, upon request of the employer and within a reasonable period after the absence provides certification.
- 3) CMSS will maintain the confidentiality of all information pertaining to the use of VESSA leave, notice of an employee's intention to take VESSA leave, and certification provided by the employee.

### **CHICAGO METHODIST SENIOR SERVICES Communication & Staff Development**

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Communication is important and is one of our shared values. Good communication is the foundation for an excellent work environment and quality services.

We are dedicated to providing the resources that will ensure your continued success with us. Ongoing training is necessary to provide the highest level of quality care to our residents. If you desire to further your career, our educational assistance programs may benefit you. Your department manager, director of training and education and/or human resources representative can provide guidance on career development and job enhancement.

#### **Ideas and Suggestions**

Employees are encouraged to submit ideas, suggestions and concerns that will have a positive impact on improving CMSS' services, working conditions and environment for both the employees and residents. Suggestions should be forwarded to the employee's department head or may be given directly to the Program Supervisor.

#### **Grievance Procedure**

Satisfactory working relationships largely depend on a mutual understanding of the goals and objectives of CMSS. Good relationships are easier to achieve in an atmosphere in which problems and opinions can be discussed freely. Employees may be assured that they can bring up any problem or complaint without the fear of losing their jobs.

We have implemented the following dispute resolution procedure to ensure that issues raised by our employees are treated fairly, with dignity and respect, and without fear of retaliation. If you have questions about how to use this procedure, please contact your human resources representative.

### **Dispute Resolution Procedure**

1. Discuss your problem or complaint to your immediate supervisor either verbally or in writing. The supervisor will respond to the issue within a reasonable period of time, normally within three (3) working days.
2. If the matter is not settled to your satisfaction during step one, present the matter to Program Director in writing. The Program Director will review and attempt to resolve the issue and respond in writing to within five (5) working days.
3. If the matter is not resolved to your satisfaction during step two, proceed in presenting the matter to Human Resources in writing. The Vice President of Human Resources will attempt to resolve the issue and respond in writing in (5) working days.
4. If the matter is not resolved to your satisfaction, you may request in writing a hearing with the President, and a member of the Ethics Committee. A response of meeting date and time will occur within 10 working days. The decision made at this step will be the final resolution

It is in the best interest of the employee to know all the facts (i.e. date, time, etc.) so the grievance can be properly analyzed and resolved in the best interest of all parties. You are expected to comply with the disputed policy or practice until the dispute resolution procedure is completed.

Complaints should be presented on a reasonable and timely basis. For current employees, the complaint should be presented within two (2) weeks of occurrence. Terminated employees must submit their complaint within one (1) week of termination or two (2) weeks of occurrence, whichever occurs first.

Please note that employees in their introductory employment period are not eligible to use the grievances dispute resolution procedure.

### **Bulletin Boards**

Use of bulletin boards is a way to communicate information to employees. Items of interest and importance are posted regularly. When you have something to post, you are required to have it approved by the Program Director.

### **Performance Evaluations/Performance Development Plans**

The purpose of a performance evaluation/development plan is to evaluate your past performance and to guide you to maintain and/or improve your future job performance. Job performance for non-exempt employees will be reviewed 90 days (3 months) after hire date, and annually. Job performance for exempt employees will be reviewed 180 days (6 months) after their hire, and annually. We reserve the right to give formal and informal evaluations/plans at any other time during your employment.

Performance evaluations/development plans are prepared by your immediate supervisor and will provide you with the opportunity to formally discuss your job and your performance. You will be asked to sign the evaluation/plan to acknowledge that it has been reviewed with you and if desired, you may make any comments on the form. All performance evaluations/development plans become part of your personnel file and you may request and receive a copy.

### **Promotions/Career Advancement**

We firmly support the concept of “promoting from within.” Employees will be given first consideration when there is a job opening. Job openings will be posted on the bulletin board located near the time clock. In addition, a notification for job openings will be sent via email organization wide.

Selection of a person to fill a job opening will be based on the education, applicable training, experience, skills and physical ability required to perform the responsibilities of the new position. Factors considered when selecting candidates will include their current job performance record and any on-the-job training acquired.

Individuals selected for different jobs will be on a trial basis for the first 90 days. An employee so promoted may return to their previous position at the previous rate of pay in the event their job performance is not satisfactory during the trial period, if there is a job opening. Promoted employees will receive a pay adjustment at the time of the promotion, and will be eligible for a merit increase on the one (1) year anniversary of their job change.

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### **Reassignment Policy**

Reassignment (not promotion) of an employee may also be made at the discretion of the employer to correct an inappropriate placement, eliminate friction, to staff a specific project or to facilitate reorganization of a department or function. If reassignment is given with a raise, the next review/raise will be given one (1) year (12 months) from the date of the reassignment. If reassignment is given without a raise or review, the employee would be given an evaluation on the one (1) year (12 months) anniversary of their last salary review.

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### **Transfers**

CMSS may transfer employees from one position to another, from one facility to another, or alter job responsibilities at its discretion.

If you wish to voluntarily transfer to another department or facility within the CMSS system, you may apply with the hiring supervisor. Should you be offered the position, you must then give two (2) weeks' notice to your current supervisor. Special circumstances may dictate a longer or shorter transition period.

Because a transfer usually involves a move from one position to another of approximately the same level, little or no change in salary may be involved. If the new position rate of pay is different than the rate of pay of the position from which you transferred, you may, at management's discretion, be given the pay rate of the new position. For transfers between facilities, you will be paid the rate of pay for the position in effect at the new facility. An evaluation of compatibility with new position will be scheduled 90 days from transfer date.

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### **Training**

We are committed to our shared value of continuous improvement. We recognize that change is the positive result that comes from learning. Therefore, ongoing training is critical to our success, hence they are mandatory and an expectation of employment.

We offer training classes for Alzheimer's, CPR, and other related job training.

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### **In-Service Education**

Our internal Performance Improvement Program, as well as federal and state laws, requires us to provide specific in-service training programs. You will be responsible for attending in-services and/or complete trainings online that relate to your position. In-service education programs are scheduled at least monthly to increase the employee's knowledge and understanding of their job. Some of these sessions will be mandatory and employees on duty the day of the program must attend. Employees who come in for an in-service educational session on their day off will be paid for that time they spend attending the session.

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### **Coaching and Counseling**

CMSS wants all employees to excel. If your Manager/Supervisor thinks you're doing your job in a way that adversely affects the rest of the team and/or our residents, you will receive additional coaching and counseling, beginning with a discussion of your supervisor's concerns. You will have an opportunity to freely discuss your views, as well. If there is something wrong, we want to know about it so we can change things for the better.

The coaching and counseling may include a written tool but is not considered a reprimand. It is merely a record of issues and action steps intended to motivate and encourage you to become more productive.



### **Progressive Discipline**

We have an established progressive discipline procedure that may involve verbal warning, written warning, suspension and termination. CMSS reserves the right to accelerate or ignore any steps depending on the severity of the situation.

The severity, frequency, negligence and circumstances will determine the level of corrective action. CMSS is not required to take any corrective action before making an adverse employment decision, including termination. Termination may occur even for the first offense. Any step of the corrective process may be waived depending on the circumstances or violation.

Employees may be placed on suspension pending an investigation conducted regarding a potential violation or an employment policy or standard.

### **Administrative Leave**

During the investigation of a possible internal rule violation, you may be put on administrative leave without pay. If, based on the results of the investigation, you are reinstated you will receive pay for those scheduled days lost. The length of an internal investigation suspension is usually three (3) workdays or less, unless additional time is required for a complete investigation and necessary approvals.

An administrative leave may also be used while awaiting the outcome of an external matter (pending action by court, etc.). In such instances, this type of administrative leave may be for a considerable length of time. Employees on administrative leave pending external matters will not be compensated for lost workdays.

## **CHICAGO METHODIST SENIOR SERVICES**

### **Health, Safety & Wellness**

Your safety and health are important to us. We are committed to providing a safe and healthy work environment for you. We believe in full compliance with the safety and health standards contained in the Occupational Safety and Health Act (OSHA) and all state regulations.

Maintaining a safe work environment is everyone's responsibility and is required by law. To ensure your own safety and that of our residents, your supervisors will provide information and instructions on safe work procedures and health issues through meetings, bulletin board postings, memos, and regular in-service training (which you will be required to attend). Your facility has an emergency fire and disaster plan. You should participate fully and seriously in all drills, so that you will know what to do if a fire actually occurs.

Details about specific procedures are available for your review and can be found in these and other safety-related manuals.

- Risk Management
- Infection Control
- Exposure Control
- Fire Safety
- Disaster Preparedness
- Hazardous Communication

The organization has a Health, Wellness & Safety Committee. The committee is responsible for overseeing the safety programs. Some of the best safety improvement ideas come from our employees. If you have an idea, concern, or

suggestion for improved safety in the workplace, we encourage you to share it with your supervisor or a member of the committee.

You are expected to:

- Learn the safe way to do your job and exercise caution in all work activities.
- Follow all established safety rules and procedures.
- Report all hazards in the workplace to your supervisor or safety committee representative immediately.
- Participate in the safety committee activities and recommendations.
- Use and maintain all equipment and chemicals as instructed.
- Wear and use personal protective equipment and devices as required.
- Help in keeping the buildings clean, orderly, and sanitary.
- Notify your supervisor immediately if an accident should occur regardless of the outcome.
- Cooperate in any accident investigation and report immediately any incident or accident for which you were involved or which you may be able to provide information. This incident report must be submitted to your immediate supervisor. If your supervisor is not available, report the facts to another appropriate supervisor immediately.

### **Worker's Compensation**

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Employees are covered by the Illinois Worker's Compensation Act. If an employee suffers an injury as a direct result of his/her employment, the employee may be entitled to receive partial income if time is lost from work, as defined by the Act as well as medical and hospital care, as specified under the Act.

It is the responsibility of the employee to report any injury or accident, no matter how slight, to their supervisor in a timely manner.

### **Return to Work Policy**

When an illness, injury or medical condition prevents or interferes with a staff member's ability to perform the tasks of his/her job to its fullest extent, arrangements may be made to assign the person to alternate duty status until they recuperate. This status allows a person to continue receiving full pay without interruption and prevents loss of seniority. Studies indicate that employees on alternate duty are able to make better progress toward full recovery when concerns about their job future are removed. Continued employment in a different capacity allows employees to feel more secure in their employment.

After careful consideration of each individual case of illness, injury or medical condition, and with a doctor's concurrence, CMSS will attempt to assign a modified duty position for staff members unable to carry out their full range of duties and is within the restrictions prescribed by the employee's physician.

Examples of a modified duty position would be:

- conducting activity programs
- personal sitter for residents
- clerical support services
- reception duties
- transport accompaniment

## CHICAGO METHODIST SENIOR SERVICES

### Leaving the Organization

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We desire to retain good performers, but if an employee decides to leave employment, they may be eligible to continue their health care coverage under COBRA. If you or your dependent has questions about your rights under COBRA, please contact Human Resources. It is your responsibility to notify human resources within 31 days of any changes in your employment status.

#### **Voluntary Leave**

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Resignation is a voluntary act initiated by you for personal or professional reasons. If you decide to resign your job, you will be requested to provide at least two (2) weeks' notice so the transition of your leaving the team can be as smooth as possible. Failure to give the required notice may make you ineligible for re-employment with us in the future.

Employees will be paid out any accrued vacation time if employed for more than six (6) continuous months.

#### **Involuntary Leave or Discharge**

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Our policy is to inform you of the standards of conduct expected and the performance standards for your position. We may be required to discharge you if any standards of conduct or policies are violated. Discharge for cause may make you ineligible for re-employment with us in the future.

#### **Retirement**

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If you are considering Retirement, contact Human Resources in advance to find out what benefits may be available. Retirement benefits are available for employees working at least ten (10) years of continuous service and leaving with the intent to retire.

#### **Exit Survey**

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When you leave the organization, you are encouraged to complete an exit survey. This survey may be verbal or in writing. We want to hear your comments and suggestions concerning your work experiences with us. We will utilize this valuable information in making our organization a better place to work.

#### **Final Paycheck**

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- Upon termination, either voluntarily or involuntarily, you will be paid for the number of hours worked including any earned but unused vacation pay.  
**Note:** Employee must be employed at least 6 months to receive vacation pay
- The final paycheck will be available on the next regularly scheduled payday, unless state law requires otherwise or authorized by the program director/administrator.
- Final paychecks will be direct deposited.
- Any CMSS property which was issued, including uniforms, identification badges, tools, keys, cell phone, laptop, etc. must be returned on your last day of work or prior to final payroll check being issue.

#### **Employment References**

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When CMSS receives a request for information from another person or entity about an employee for the purpose of verifying employment, either during employment or after separation from employment, CMSS policy is to provide only dates of employment and last position held.

In general, the policy of CMSS is not to furnish any information about work performance or employment, unless the employee has specifically directed us to do so.

### **Purpose of Handbook**

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This Employee Handbook is made available to the personnel working for Chicago Methodist Senior Services. Each employee will receive a copy, be given an opportunity to discuss the contents with their Supervisor, and be asked to sign an acknowledgement that a handbook has been given to them and that their employment is governed by these policies. This is not a contract of employment and should not be taken as such. The purpose of the handbook is to promote understanding of CMSS' policies and practices.

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**CHICAGO METHODIST SENIOR SERVICES**  
**Employee Acknowledgement of Receipt**

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**Acknowledgment and Receipt**

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I acknowledge that I have received and read in its entirety the Chicago Methodist Senior Services Employee Handbook. I understand the Employee Handbook and agree to abide by its policies and procedures. I understand that I will be held accountable for abiding by the policies and procedures, standards of performance and rules of conduct contained in this Employee Handbook, as well as any other policies or practices implemented by CMSS, regardless of whether they are contained in this Employee Handbook and are therefore responsible for being familiar with its contents. I acknowledge that I have been given all the time I need to read the Employee Handbook or had it read to me in its entirety. Before signing below, I asked my supervisor or Human Resources any questions I may have about the Employee Handbook.

I understand that this Employee Handbook is not an employment contract. The language used in the Employee Handbook is not intended to create a contract. I understand that the Employee Handbook is solely informational in nature and subject to change at any time, without notice.

I understand that the Employee Handbook replaces and supersedes any previous employee handbooks, manuals and/or other similar documents that I may have received from CMSS. I also understand that this employee handbook is provided as a guide and summary of CMSS's current policies, procedures, any of which may be changed or revoked by CMSS at any time, with or without advance notice or other consideration to employees.

I understand that neither the Employee Handbook nor any of CMSS's policies or procedures is an express or implied contract. I also understand that no express or implied promise or guarantee with regard to the duration of an employee's employment, wages or benefits is binding upon CMSS unless made in writing and duly executed by the CEO & President or VP of Operations of CMSS and is explicitly and specifically identified as an employment agreement or contract.

I understand that nothing in this Employee Handbook alters my status as an "at-will" employee. As an at-will employee, I may be terminated by employment with CMSS at any time and for any reason. CMSS likewise may terminate my employment at any time, with or without cause. I further understand that my at-will employment with CMSS may not be changed at any time by any verbal promises, representations or statements. It may be changed only by a written signed agreement.

In addition, I also acknowledge and understand that I need to become familiar with CMSS Policies and Procedures Manual.

If I should have any questions regarding any materials contained in this Employee Handbook, I will contact Human Resources or my immediate supervisor.

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Employee Signature

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Employee Name (print)

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Date