



# **Organizational Employment (OES) Employee Handbook**

**Boone Center, Inc. (BCI)**

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*This manual replaces all previous publications.*

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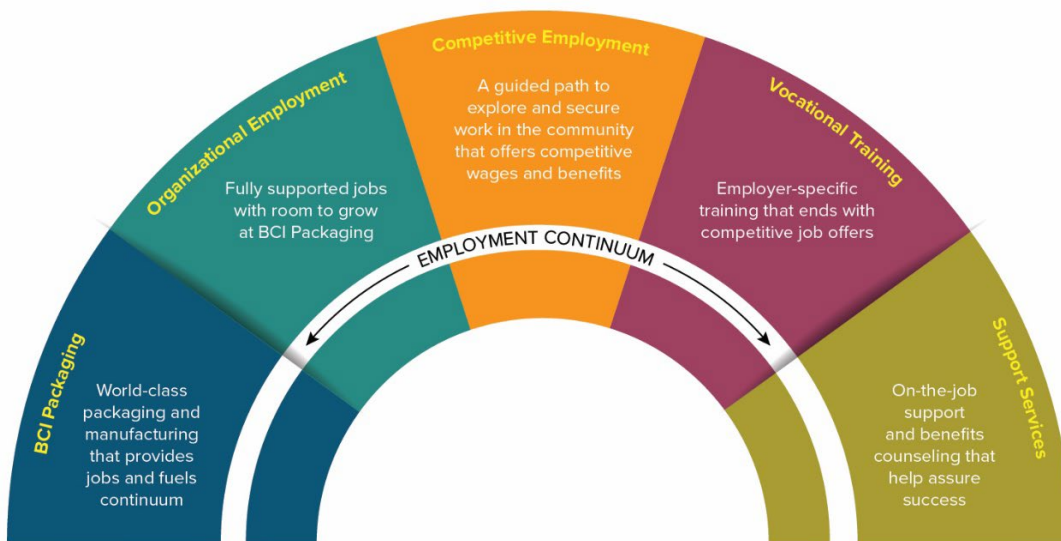
# About BCI

## Terms

For this and other BCI handbooks, the phrase “employees and program participants” shall be defined as any person served by or interacting with BCI programs, including BCI employees and other program participants, interns, Skills Center students, or volunteers. The term “BCI” encompasses all company names, including “Skills Center” and “Imagine Technical Institute”.

## Organizational Overview

BCI’s Employment Continuum advances the inclusion and equal participation of people with disabilities in the St. Charles regional work market and beyond. With the continuum, people can move into any number of employment and training opportunities through continual skill development and evaluation—all with one agency and one connected team to guide them.



**Organizational Employment** is BCI’s sheltered workshop, which has been the agency's roots since 1959. This program allows those who need additional work support to participate equally in full employment. Individuals have a dedicated support staff, accommodations for unique needs, continuous opportunities to advance their skills, and goal and skill reviews. It is an excellent option for those who need a structured work environment with support and can be a stepping-stone into competitive employment.

Individuals who want competitive work and perform independently are guided to **Competitive**

**Employment.** Here, BCI supports individuals entering the local work market by providing services and removing barriers that often hinder them from finding or keeping a job. The goal is successful placements and retention supports. This program also includes a **Summer Work Program** for youths with disabilities. This robust summer program for high school students also gives companies an experience employing people with disabilities.

BCI's **Skills Center** provides hands-on vocational training that leads to direct competitive employment. The Skills Center collaborates with vetted local businesses that have devoted resources to building an inclusive team. After graduation, participants move directly into competitive jobs. Vocational partners are impressed with these individuals' talents and attitudes and embrace, support, and evangelize the program.

**Supports and Benefits Counseling** includes a variety of resources that BCI provides or connects you to for successful employment. To schedule an online or in-person appointment with the Benefits Case Manager, visit [calendly.com/bcibenefitsplanning](https://calendly.com/bcibenefitsplanning).

**Imagine Technical Institute** is a growing program in Southern Missouri that encompasses all aspects of the employment continuum regarding competitive employment.

BCI was founded on the philosophy that productive work and a feeling of self-worth are essential to human happiness. Adults with disabilities have similar goals as those without disabilities. All individuals want a place to live, friendships, and meaningful employment. BCI helps to meet these needs by providing employment opportunities. This offers personal income, a sense of self-worth and pride, and allows contributions back to the community by paying taxes and full community inclusion.

### ***Mission, Vision, and Core Values***

Our mission is to inspire, develop, and support people with disabilities through a continuum of innovative employment opportunities.

Our vision is to create a world where disabilities are no longer barriers to achieving potential and purpose in meaningful work.

Our culture is rooted in our core values: Integrity, Positivity, Respect, Accountability, Innovation, Service, and Empathy (iPraise).

### ***Funding***

BCI is a 501(c)3 nonprofit organization. The Department of Elementary and Secondary Education, Missouri SB 40 boards, Vocational Rehabilitation, and the Department of Mental Health provide funding to support our employment efforts.

### ***Accreditations and Certifications***

BCI is CARF (Commission on Accreditation of Rehabilitation Facilities) accredited in all programs and certified to contract with Vocational Rehabilitation (Missouri), Division of



Rehabilitation (Illinois), and the Department of Mental Health.

The Department of Labor, under the FLSA 14c program, issues BCI a certificate to pay a commensurate wage for its Organizational Employment.

BCI's production floor follows cGMP (current Good Manufacturing Practices), SQF (Safe Quality Foods), and FDA (Food and Drug Administration) regulations.

The Department of Higher Education and Workforce Development has designated the Skills Center as a certified Employment Skills Training (EST) service.

## **Introduction**

### ***Welcome to BCI***

We are honored that you have chosen us to collaborate with you in your search for employment. We look forward to working together as a team and getting to know you better so that we can accomplish your goal of obtaining meaningful employment. Our staff is committed to your success; you can expect they will provide excellent service. We believe that everyone is unique, and the services that you will receive will be individualized to meet your goals and needs.

The handbook is designed to provide information and guidelines about Boone Center Inc. (BCI) policies, practices, responsibilities, and benefits. While it covers many of the policies and procedures of BCI, it is not intended to cover every possible question or situation that may arise. Further, it is not a contract of employment nor an agreement to provide any benefit. If you have questions about the information contained herein or questions regarding issues not covered, or if you have ideas on how to make this a better place, please feel free to contact your supervisor, the Human Resources department, or a member of management. Business changes occur constantly; we occasionally alter policies and procedures to keep pace. This handbook and the policies described herein can be changed at any time if BCI deems such changes necessary.

### ***Code of Ethics***

#### ***Purpose***

The purpose of this Code of Ethics is to establish a written code of conduct for BCI Board of Director members, staff, employees, and program participants to foster a positive work environment, raise the ethical aspect of business choices to a conscious level, and acknowledge that we are expected to do the right thing, in the right way, for the right reason.

#### ***Procedure***

Employees/Program Participants will receive training on the Code of Ethics during the initial and group orientation and an annual review afterward. Each employee will sign the Code of Ethics Acknowledgement, a copy of which will be kept in the personnel file.

Employees/Program Participants must report suspected violations of the Code to their supervisor, corporate compliance officer, or a member of the Leadership Team. We strongly encourage Employees/Program Participants who suspect violations to inform their supervisor first.

#### ***Investigations***

If appropriate, the Corporate Compliance Officer, the Director of Human Resources, and the CEO will immediately investigate complaints and take appropriate corrective action, which may include termination of employment.

#### ***Policy***

BCI has vision and mission statements that define its direction and purpose. In addition, it has a set of core values and a Code of Ethics that guide its daily conduct.

BCI's policy is that its Board members, staff, employees, and program participants consistently

demonstrate the highest standards of ethical and professional conduct in their activities. These individuals have an affirmative duty to promote and advance BCI's mission. In all respects, BCI must have the public's confidence. The community and people we serve trust BCI based on its long-established reputation and integrity. Any misdeed, illegal activity, or appearance of impropriety will reflect negatively upon all of us.

To maintain that trust, we agree to voluntarily comply with the guidelines and recommendations outlined in this policy. By supporting and adhering to the following ethical principles and standards of conduct, we will help maintain BCI's reputation in the community as a leading provider of services to individuals with barriers to employment.

### ***Business Practices and Corporate Compliance***

We will:

- Engage in and promote honest and ethical conduct.
- Professionally conduct ourselves at all times.
- Provide equal employment opportunities for all persons in our workforce or those being recruited for our workforce; prohibit discrimination in our personnel policies, program practices, and operations, and in our working conditions and relationships with Employees/Program Participants and applicants for employment; provide employment opportunities without regard to race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, financial status, medical condition, sexual orientation, veteran status or any other basis made unlawful by federal, state or local laws.
- Avoid actual or perceived conflicts of interest.
- Comply with applicable federal, state, and local laws, contractual obligations, CARF requirements, and BCI policies and procedures.
- Responsibly use and control all assets, resources, and information at our disposal.
- Use restricted monies for its requested purpose. We will be able to account for the use of any restricted funds and prohibit waste or fraud.
- Encourage promptly reporting violations of this Code of Ethics or other governing documents to BCI's Corporate Compliance Officer or a member of the Leadership Team.

### ***Service Delivery***

We will:

- Strive to avoid actual or perceived conflicts of interest and arrange for alternative services as needed.
- Prohibit the exchange of gifts, money, and gratuities between staff and persons served and discourage it among persons served.
- Strongly support setting professional boundaries between staff and persons served while honoring a friendly and respectful provider/customer relationship.
- Limit and vest authority of witnessing documents pursuant to persons served to those designated by the Chief Executive Officer of the organization.
- Maintain an atmosphere in which all persons in the BCI workforce can learn and develop.

- Ensure that BCI staff, employees, and participants are provided equal treatment and services regardless of race, color, religion, national origin, ancestry, disability, medical condition, military or veteran status, marital status, sex, gender identity, age, sexual orientation, financial or socioeconomic status or any other basis protected by federal, state or local law, except as restricted by specific contractual obligations.
- Ensure that individual staff, employee, and participant information is kept confidential according to applicable federal, state, and local laws, contractual obligations, CARF requirements, and BCI policies and procedures.
- Discuss confidential staff, employee, and participant information only with their authorization, as necessary for the provision of services or as a result of a legal or government order.
- Strictly prohibit program participant abuse, neglect, exploitation, and harassment. Employees and participants have the right and responsibility to report abuse, harassment, or any other violation of their rights to a member of management and to have a confidential investigation conducted on their behalf. BCI does not restrict these rights or use any restrictive procedures.

### ***Conflict of Interest***

We will:

- Not engage in, directly or indirectly, any relationship or activity that might impair, or appear to impair, our ability to act in the best interests of BCI or to make objective and fair decisions when performing our jobs.
- Not use BCI property or information for personal gain or take advantage of any opportunity discovered through our position at BCI.
- Neither award nor receive business courtesies, such as gifts and gratuities, that violate federal, state, or local laws, or BCI policies and procedures, that constitute, or could reasonably be perceived as constituting, unfair business inducements, or that would reflect negatively on BCI's reputation.

### ***Duties of Directors and Officers***

Directors and Officers will:

- Perform their duties in good faith and in the organization's best interest.
- Adhere to all the established laws and regulations regarding fiduciary responsibility, as well as those rules established in BCI's Articles of Incorporation and Board of Directors By-Laws.

### ***Compliance***

We will:

- Conduct BCI's operations in accordance with applicable state and federal laws, contractual obligations, CARF requirements, funding requirements, and BCI policies and procedures.

### ***Financial***

We will:

- Conduct BCI's financial matters in accordance with applicable federal, state, and local laws and within the standards of commonly accepted financial management practices. Organizational fundraising will be conducted with integrity and transparency, ensuring all funds raised will be appropriately solicited in accordance with our values of this Code of Ethics.

### ***Organizational and Personal Fundraising***

As a nonprofit, BCI occasionally runs fundraisers and donation campaigns. We fundraise to support employment programs and special events for employees served under our organizational employment program. All BCI employees can choose whether or not to support such efforts. Personal fundraising is not permitted.

### ***Confidentiality***

We will:

- Protect proprietary and confidential information in a manner designed to prevent unauthorized use or disclosure and in accordance with applicable federal, state, and local laws, contractual obligations, Health Insurance Portability and Accountability Act (HIPAA), CARF requirements, and BCI policies and procedures.
- Disclose confidential and nonpublic information only for a valid business purpose and with proper authorization.

### ***Health, Safety and Environmental***

We will:

- Provide a safe environment for staff, employees, participants, volunteers, and visitors.
- Comply with applicable federal, state, and local health, safety, and environmental regulations, CARF requirements, and BCI policies and procedures.

### ***Marketing and Public Relations***

We will:

- Practice honest, transparent, and timely communication to facilitate the free flow of essential information in accordance with the public interest.
- Ensure that all services and products are promoted in a manner that demonstrates respect for our employees and the people receiving services and sensitivity to cultural values and beliefs.
- Protect confidential information and comply with all legal requirements for disclosure of information affecting the welfare of others.
- Protect the privacy of our staff, employees, and participants, and disclose information about them only with expressed written permission.
- Disseminate accurate information and promptly correct erroneous communication for which we are responsible.

## ***Human Resources***

We will:

- Maintain the highest standards of ethical conduct and be a role model for our staff, employees, participants, and volunteers.
- Protect the rights of our staff, employees, participants, and volunteers while ensuring truthful communications and facilitating informed decision-making.
- Maintain diversity within our workforce to effectively meet the needs of the people we serve.

## ***Cultural Competency, Diversity/Equity and Inclusion***

BCI's cultural competency and diversity plan is the framework that holds our organization accountable. BCI intends that our employees/program participants behave in a manner representative of our ethical codes of conduct to provide quality programs for all stakeholders.

BCI is committed to the continuous application of this Cultural Competency and Diversity Plan to more clearly define our awareness of, respect for, and attention to the diversity of our community. In conjunction with our Core Values, BCI's competency and diversity plan addresses how we will embrace the diversity of our community by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures.

As an employer of adults with disabilities, we value each unique opportunity to serve individuals through our employment continuum based on individualistic goals. BCI has a policy of maintaining a written Cultural Competency and Diversity plan that describes how the cultural needs of our community are met.

All Employees/Program Participants will recognize, value, and respect each individual and protect their dignity. BCI is committed to eliminating barriers that restrict employment opportunities available to any person. We recognize that equal employment opportunity requires affirmative steps to ensure the full utilization of people of all backgrounds. BCI provides equal employment opportunities without regard to race, color, national origin, ancestry, military or veteran status, gender identity, religious creed, age, sex, disability, sexual orientation, financial or socioeconomic status, or any other characteristic protected by law.

Our commitment:

1. BCI seeks staff and board members committed to their community and our mission. We represent a variety of cultural backgrounds and are capable of communicating in cross-cultural situations. Discrimination is not tolerated, and employees will conduct services in a manner that recognizes our core values (iPRAISE), affirms and respects the worth of the individuals we serve, and preserves the dignity of each person in our community.
2. Interpreter and translation services are available upon request to any stakeholder or potential employee/participant of BCI. If an interpreter is not readily available at BCI, we will coordinate services to meet communication needs. Other accommodations are made

- and individually tailored to meet each person's needs.
3. BCI provides comprehensive, culturally competency-based initial and ongoing training to all employees/participants and the board of directors.
  4. Diversity in Hiring
    - a. All applicants for employment are asked to provide various demographic information voluntarily.
    - b. We are committed to evaluating services to promote respectful and individualized support.
    - c. BCI does not discriminate when hiring and encourages a diverse population for its team.

### ***Dissemination of Policy***

The content of this document is given to every employee/participant.

The policy is thoroughly discussed in orientation and reviewed annually during our training.

Our Core Values banner, signed by BCI employees, is a visual reminder of the integrity, positivity, respect, accountability, innovation, service, and empathy we portray daily in a culturally diverse community.

### ***Grievances and Monitoring***

This plan is reviewed annually by the leadership team.

Any grievances or complaints related to this plan should be directed to HR. Any such grievances, complaints, or observations of failure to comply with BCI's Cultural Competency and Diversity Plan will result in counsel and/or disciplinary action.

### ***Accommodating Disabilities***

BCI complies with the Americans with Disabilities Act and all state and local laws regarding individuals with disabilities. We are committed to:

- Treating all people who have a qualifying disability in a non-discriminatory manner and with dignity, respect, and compassion.
- Keeping all medical information confidential.
- Providing applicants and associates with a qualifying disability with reasonable accommodations.

If you have a qualifying disability, you may request reasonable accommodation from your manager or the Human Resources Department. We will consider various factors, including the impact on other people's ability to perform their duties and BCI's ability to conduct business.

## ***Grievance and Complaint Resolution***

### ***Policy***

Whenever people work closely together, complaints and misunderstandings are bound to arise occasionally. We will make every effort to allow you to bring such matters to management's attention and receive prompt and fair consideration. As part of this effort, we have developed the procedure below for handling complaints and problems.

You are strongly encouraged to use this procedure before seeking advice or assistance from agencies outside of BCI because we believe that a successful future depends upon our ability to learn together and solve our problems.

### ***Procedure***

First, discuss the situation with your direct supervisor. Please make sure they are aware of your thoughts and concerns.

If you feel the situation still needs to be resolved, submit a written grievance to the department manager or Human Resources. This can be submitted by letter or email. Include the grievance details, time, date, and location. Include a summary of the event and suggestions for resolving the problem.

Within five business days of receiving the complaint, the manager will schedule a meeting with you to discuss it. If unsatisfied with the manager's response, you may submit a written grievance to the Director of Human Resources. You will receive a response within five days. If Human Resources is the subject of your complaint, submit your grievance to the Chief Executive Officer (CEO).

In the event a mutually acceptable resolution cannot be reached, the complaint may be taken to an agency appropriate for the complaint for an alternative dispute resolution, which may include neutral evaluation, negotiation, conciliation, mediation, and/or arbitration.

We believe strongly in open, free communication at all levels. This procedure is not designed to discourage you from talking to anyone in the company. Rather, it is a way to ensure that complaints and problems are dealt with promptly, orderly, and consistently. No one who comes forward under the procedure will be retaliated against or suffer any adverse consequences, no matter how the complaint or problem is resolved. Be assured that the confidentiality of all such matters will be maintained to the fullest extent possible.

An anonymous grievance can be submitted through BCI's website under "Contact Us".

### ***Abuse and Neglect***

We prohibit mistreatment, neglect, exploitation, and abuse of any kind throughout all programs.

"Abuse" is any act of failure to act, performed intentionally or recklessly, that causes or is likely to cause harm to a person.

"Neglect" is the failure or omission by one's self, caretaker, or another person to provide goods



or services that are reasonably necessary to ensure safety and well-being and to avoid physical or mental harm or illness, including involuntary seclusion.

“Exploitation” is misappropriation or intentionally taking unfair advantage of a person's physical or financial resources for another individual's personal gain by the use of undue influence, coercion, harassment, duress, deception, false representation, or false pretense. We will not use verbal, mental, sexual, or physical abuse, corporal punishment, or involuntary seclusion.

All BCI staff are considered mandated reporters. If abuse, neglect, or exploitation is witnessed, it will be reported immediately to Health and Senior Services. If abuse, neglect, or exploitation is suspected or reported, this information needs to be given promptly to the Department Director or Human Resources, and we will proceed with a full investigation.

Failure to report instances of abuse, neglect, or exploitation can be cause for disciplinary action, criminal prosecution, or both. We will immediately report to law enforcement if there is a reasonable suspicion that any of the following abuse or neglect has occurred: sexual abuse or when criminal misconduct is involved.

### ***Confidentiality***

Information regarding BCI's operations, planning, and financial status, both short and long-term, must be kept confidential unless an authorized executive decides otherwise and authorizes the release of such information in writing. Employees must maintain the confidentiality of proprietary information entrusted to them by BCI's customers, program participants, or business partners, except when disclosure is authorized by the Chief Executive Officer, President, or Chief Financial Officer or required in writing by laws or regulations. Employees may not disclose any financial information without the prior approval of an Executive Officer.

BCI and its employees must cooperate with appropriate government inquiries and investigations. In this context, however, it is important to protect BCI's legal rights regarding its confidential information. All inquiries and requests for information, documents, or investigative interviews (whether in person, by telephone, email, or written correspondence) must be referred to the Human Resources/Program-specific department, which is responsible for coordinating a response.

Upon termination of your employment for any reason, you must immediately return to BCI all confidential information in your possession. Employees who leave BCI are further obligated to continue to recognize and uphold the confidentiality and proprietary nature of all confidential information acquired during employment with BCI.

In the event of any disclosure of confidential information in violation of the provisions within this policy, BCI would be irreparably and immediately harmed and could not be made whole by monetary damages. Therefore, in the event of any breach or threatened breach by an employee of this policy on confidential information, BCI shall be entitled to equitable relief. Without limiting the foregoing, any breach or violation of BCI's policy on confidential information will result in disciplinary action, up to and including termination.

For employees working with confidential information, all such materials must be placed in secure, locked files at the end of the day and on weekends. All legal and financial documents must be locked securely in file cabinets.

All confidential computer and electronic files should be protected using passwords or other security tools. Users of the BCI network are responsible for their activities on the network, including internet usage. Additionally, these networks should only be used for work-related purposes and necessary to conduct Company business. Transmission of any material violating U.S. or state laws or regulations is strictly prohibited.

If you are unsure if something constitutes confidential information, or if you have any questions regarding this policy or your responsibilities in dealing with confidential information, please ask a member of Executive Management.

Program participant information is always kept confidential. Every participant has the right to access their confidential information and records in accordance with federal and state law and regulation. A participant must give their written approval before their information is released. BCI staff is trained on the requirements of confidential information.

## ***Privacy***

BCI collects various personal data necessary for lawful Human Resources administration and management. The information contained in personnel records is treated as confidential. All requests for information on current or former employees must be referred to the Human Resources/Program Department.

To the extent local laws permit, we may use and disclose your personal data to conduct appropriate business-related tasks.

As a centralized organization with regional human resources policies, BCI will transfer employee's personal and sensitive data for the purposes of benefits and payroll administration, job transfers, etc. If there is a change in any personal information, employees should notify Human Resources/Program. It is very important that records are kept current to provide employees with correct pay and benefits and to contact the appropriate person in case of an emergency. We may retain your personal data and that of other individuals you provide to us for a reasonable period per legal requirements if you cease to be employed by BCI. If an employee wishes to review his or her personnel records, he or she should contact the Human Resources/Program Department.

## ***Your Rights***

You have rights that ensure we provide equal opportunity, protection, and assurance that our organization complies with state and federal laws.

You have the right to:

- Work in a safe environment with minimized health risks.

- Be treated with respect and dignity at all times.
- Receive services in the least restrictive environment.
- Choose which services you want to receive and what employment goals you want to work toward.
- Be free from any form of abuse, neglect, exploitation, or harassment.
- Look at the information that we have put in your file.
- Privacy: your information is private and confidential and can only be given to others with your permission. You (or your guardian) must sign a paper saying it's okay for us to give information about you to others. (Exceptions: information about you may be reported to agencies for funding and auditing purposes. We will also respond to a request for information from Law Enforcement Officials. Our accrediting bodies may periodically review information regarding our records.)
- Privacy in the restrooms and BCI facilities.
- Be free from any restraints. Physical restraints may only be used to protect a person from self-destructive behavior or to protect others. In these situations, local authorities are called.
- Informed consent: to be made aware of your decisions and subsequent actions.
- Access resources and referrals to legal entities for appropriate representation, self-supported services, and advocacy supports.
- Be free from involuntary servitude. Employees will be compensated at wages commensurate with their economic value and in compliance with applicable laws.
- No participant of BCI shall be placed in an employment position with a company on strike.
- Be free from any unnecessary medication. We do not administer, hold or dispense medication. Everyone is responsible for taking their medication as prescribed.

## ***Professional Conduct***

### ***Equal Opportunity and Non-Discrimination Policy***

We are an equal opportunity employer. It is the policy of BCI to prohibit discrimination of any type and to afford equal employment opportunities to employees, participants, and applicants without regard to race, color, religion, sex, sexual orientation, gender identity and expression, national origin, age, disability, health status, military or veteran status, political affiliation and/or any other categories protected by applicable federal, state or local law. The policy of equal employment opportunity and non-discrimination applies to all aspects of the relationship between BCI and its employees, including but not limited to recruitment, employment, promotion, transfer, training, working conditions, wages and salary administration, employee benefits, and application of policies. The policies and principles of equal employment opportunity and non-discrimination also apply to the selection and treatment of vendors, personnel working on our premises whom temporary agencies employ, and any other persons or firms doing business for or with BCI.

Company practices that support this policy include the following:

- BCI displays posters regarding equal employment opportunity in areas highly visible to employees.
- All advertising for job applicants includes the statement “An Equal Opportunity Employer.”

BCI forbids retaliation against any individual who files a charge of discrimination or reports harassment or who assists, testifies, or participates in an equal employment proceeding. Employees and program participants are required to report any apparent discrimination or harassment to a member of management or the Human Resources Department. Violations of this policy will not be tolerated. BCI will investigate every issue brought to its attention in this area and take appropriate disciplinary action, including termination of employment.

### ***Harassment-Free Workplace Policy***

Harassment and discrimination in the workplace based on a person’s race, color, sex, sexual orientation, gender identity, religion, national origin, age, or disability will not be tolerated. It is also the policy of BCI to maintain a work environment free from discrimination or harassment of any type. Sexual or other unlawful harassment of employees and program participants occurring in the workplace or in other settings in which employees and program participants may find themselves in connection with their employment is unlawful and will not be tolerated by this organization.

Further, any retaliation against an individual who has complained about sexual or unlawful harassment or retaliation against individuals for cooperating with an investigation of an unlawful harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from unlawful harassment, the conduct described in this policy will not be tolerated, and we have provided a procedure by which inappropriate conduct will be dealt with if encountered by employees and program participants. Because BCI takes allegations of unlawful harassment seriously, we will respond promptly to complaints of unlawful harassment. Where it is determined that such inappropriate conduct has occurred, we will promptly eliminate it and impose corrective action as necessary, including disciplinary action where appropriate. Please note that while this policy sets forth our goals of promoting a workplace that is free of unlawful harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct that we deem unacceptable, regardless of whether that conduct satisfies the definition of unlawful harassment.

The legal definition of sexual harassment is broad. Sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers may constitute sexual harassment. While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances, whether they involve physical touching or not;
- Jokes of a sexual nature;

- Written or oral references to sexual conduct;
- Gossip regarding one's sex life;
- Commenting on an individual's body;
- Commenting about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body;
- Sexual gestures;
- Sexually suggestive or insulting comments;
- Inquiries into one's sexual experiences;
- Dissemination of sexually explicit voice mail, email, graphics, downloaded materials or websites; and
- Discussion of one's sexual activities.

All employees and program participants should note that, as stated above, retaliation against an individual who has complained about sexual or unlawful harassment and retaliation against individuals for cooperating with an investigation of a sexual or unlawful harassment complaint is unlawful and will not be tolerated by this organization. If any employee and program participant believes that he or she has been subjected to unlawful harassment, the employee has the right to file a complaint with our organization. This may be done in writing or verbally. If you would like to file a complaint, you may do so by contacting the Director of Human Resources. Your direct supervisor is also available to discuss any concerns and provide information about our policy on unlawful harassment and our complaint process. We will promptly investigate the allegation fairly and expeditiously when we receive the complaint. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed the unlawful harassment. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where it is appropriate, we will also impose disciplinary action. If it is determined that inappropriate conduct has been committed by one of our employees, we will take such action as is appropriate under the circumstances. Such action may range from counseling to employment termination and may include other forms of disciplinary action as we deem appropriate under the circumstances. If, after investigating any complaint of harassment, BCI determines that the complaint was untruthful or that an employee has provided false information regarding the complaint, disciplinary action, up to and including termination, may be taken against an individual who knowingly filed an untruthful complaint or gave false information.

As part of BCI's Harassment-Free Workplace policy, we are committed to maintaining a diligent screening program for prospective and existing employees and program participants, volunteers, and others who may interact with those employed by, associating with, or serviced by BCI. The organization may utilize a variety of methods of screening and selection, including but

not limited to applications, personal interviews, criminal background checks, and personal and professional references before making an employment offer.

### ***Workplace Violence***

BCI expects all employees to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit personal integrity at all times. Employees must comply with BCI's policies and procedures and observe BCI's high standards of professionalism.

BCI expressly prohibits disruptive, threatening, or intimidating behavior, as well as any acts or threats of violence, that involve or affect any current or former employee, customer, program participant, vendor, or other third party on or about its facilities or elsewhere at any time, either during or after working hours. BCI prohibits the possession of firearms and/or other dangerous or deadly weapons by any employee, program participant, customer, vendor, visitor, or other third parties while on Company property or engaged in Company business.

Weapons include knives, explosives, and any other object designed to cause bodily harm as defined by applicable laws. This prohibition includes keeping or transporting a firearm or weapon in a vehicle in a parking lot provided by BCI. Any employee aware of a violation of this policy must report it to management or a member of the Human Resources Department.

In emergencies, local law enforcement should be notified immediately. BCI will promptly investigate any policy violation, maintaining confidentiality to the extent possible.

BCI will take immediate and appropriate disciplinary action consistent with applicable law against any employee who violates this policy, up to and including termination of employment. Retaliation of any kind against the party reporting a violation of this policy is strictly prohibited.

### ***Misconduct***

Certain acts are considered so severe that they usually result in immediate employment termination. Such actions include, but are not limited to, the following:

- Gross insubordination (e.g., refusal to carry out assigned job duties or work-related directives given by a supervisor).
- Deliberate or reckless action that causes actual or potential loss to BCI or employees, damage to Company or employee property, or physical injury to employees.
- Fighting or disorderly conduct on BCI's premises, or at Company-sponsored events off-site, engaging in violence or making threats of violence in the workplace, or using obscene, abusive, or threatening language or gestures.
- Unauthorized use or disclosure of confidential or proprietary information or related materials.
- Dishonesty or misrepresentation, including falsification of reports, records, or Company documents, or deliberate failure to accurately complete reports, records, or Company documents.
- Misappropriation or misuse of Company funds, property, or other assets.

- Stealing property from BCI, its employees, or program participants.
- Having firearms or weapons on Company premises or while on Company business.
- Having knives or other potential weapons on Company premises except for Company-approved tools necessary to perform an assigned job.
- Failing to maintain the confidentiality of Company or program participant information.
- Use, sale, purchase, transfer, or possession of an illegal drug while on Company property or while on Company business.
- Use, possession, or being under the influence of alcohol or an illegal drug on Company property or while on Company business.
- Discrimination in hiring, firing, pay, promotion, transfer, discipline, development, or establishment of terms and conditions of employment of any employee, or retaliation against an employee who has complained about discrimination or harassment.
- Sleeping on the job or leaving the job without authorization.
- Causing an accident that did or might have caused severe harm to the safety or well-being of BCI, its employees, program participants, or property.
- Failure to comply with safety rules.
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of BCI, its employees, program participants, or property.

This list is illustrative only and is not intended to cover every possible situation that may arise. Any conduct detrimental to BCI's interests or security, or the safety or welfare of the employee or his/her co-workers, may result in corrective action up to and including termination of employment.

### ***Satisfaction Surveys***

We value your feedback and want to know what works well and what areas need improvement. Therefore, at least once a year, we will send you a survey to complete asking questions about the services, environment, and your satisfaction. We encourage you to share your thoughts at any time throughout the year.

### ***Substance Abuse and Drug-Free Workplace***

BCI is committed to protecting the safety, health, and well-being of its employees and all people who come into contact with its workplace(s), property, and/or use its services and abides by the laws governing illegal substances. It is BCI's policy to prevent the use of drugs from having adverse effects in each location in which it operates, and it is committed to maintaining a drug-free workplace. This policy applies to all employees and all applicants for employment at BCI.

All supervisors must make every effort to be aware of an employee's condition at all times the employee is in service of BCI. The supervisor must contact the Human Resources Department before taking any disciplinary action, including requesting that an employee submit to a drug screen. In all instances, drug BCI screening will be handled by Human Resources to ensure the integrity of the process and to protect the rights of the individuals involved.

BCI will assist and support employees who voluntarily seek help for such problems before becoming subject to discipline and/or termination under this or other policies. Such employees may be allowed to use accrued paid time off, be placed on leaves of absence, be referred to treatment providers, and otherwise be accommodated as required by law. Such employees shall be required to document or have documented that they are successfully following prescribed treatment and to take and pass follow-up tests.

Employees should report to work fit for duty and free of illegal drugs or controlled substances, including, but not limited to, synthetic drugs, alcohol, or marijuana. This policy does not prohibit employees from the lawful use and possession of prescribed medications, including marijuana that has been medically prescribed in accordance with state law. Employees must, however, consult with their doctors/pharmacists about the effects of medications on their fitness for duty and ability to work safely.

Employees should not, however, disclose underlying medical conditions unless directed to do so.

### **Work Rules**

The following work rules apply to all employees. Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, it is a violation of company policy to be:

- Using, possessing, buying, selling, trading, manufacturing, or dispensing illegal drugs or controlled substances (including possession of drug paraphernalia)
- Under the influence of alcohol, any illegal drugs, or controlled substances
- Testing positive for illegal drugs, controlled substances, or alcohol

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and in accordance with a physician's prescription. Any employees taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with the safe performance of his/her job. When the doctor/pharmacist determines a medication would prevent employees from performing any function of his/her job safely and effectively, it is the employee's duty to disclose any work restrictions to their supervisor promptly.

BCI will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their essential job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist and be prepared to produce it if asked. In the case of medically prescribed marijuana, the employee must produce a state-authorized card or other proof of lawful prescription. Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

### **Required Testing**

For safety-sensitive roles, BCI will require regular testing. BCI reserves the right to perform



random testing at its discretion and retains the right to require testing in the following situations:

**Reasonable Suspicion:** Employees are subject to testing based on observations by a supervisor or other person in authority of apparent workplace use, possession, or impairment. Reasonable suspicion may be based upon factors such as the employee's appearance, speech, behavior, or other conduct and facts that may indicate that the employee possesses, uses, or is under the influence of unlawful drugs, alcohol, or prescription drugs or a combination any of them (e.g. excessive or suspiciously patterned tardiness, leaving early, or absenteeism). Human Resources must be consulted before sending an employee for reasonable suspicion testing.

Unless prohibited by law, if testing for a controlled substance is to occur under this policy but the testing facility normally used by BCI is not open (e.g., evening or weekend), the employee will be suspended pending further investigation. The employee will be required to submit to testing on the next day that the facility is open so that the employee may obtain the test results to conclude the investigation.

**Post-Accident:** Employees are subject to testing when they cause, contribute to, or are involved in an accident that results in more than minor damage to the property of BCI or other persons or entities and/or injury to themselves, another employee, or another person requiring medical attention. In any of these instances, the investigation and subsequent testing must generally occur within two (2) hours following the accident or injury, if not sooner.

### ***Consequences***

Employees who test positive or who refuse to cooperate in required tests fully or who use, possess, buy, sell, trade, manufacture, or dispense an illegal drug in violation of this policy are subject to termination. When used in this policy, refusal to cooperate or failure to fully cooperate by an applicant or employee also includes an applicant or employee who adulterates or dilutes the specimen, substitutes the specimen with that from another person, sends an imposter to the drug test, refuses to sign the required forms or otherwise refuses to cooperate in the testing process in such a way that prevents the completion or accurate completion of the test.

Employees will be paid for time spent in alcohol/drug testing and then suspended without pay, pending the results of the drug/alcohol test. After the results are received, a date/time will be scheduled to discuss them; this meeting will include a member of management and Human Resources. Should the results prove negative, the employee will receive back pay for the times/days of suspension.

### ***Compliance and Reporting***

Employees are responsible for their behavior and are obligated to report any failure by others to abide by the guidelines in the Ethics and Professional Conduct policy to their supervisor. Where an employee believes the situation can be better handled by higher management, he/she is encouraged to report the incident to a member of executive management and/or directly to the Human Resources Department. All such reports will be treated confidentially to the fullest extent practicable.

Retaliation of any kind against the part making a report is strictly prohibited. Failure to comply with the principles and guidelines outlined in this policy will be dealt with appropriately, up to and including termination of employment, referral for criminal prosecution and/or restitution for any losses or damages caused by improper actions or omissions. If an employee has doubts or questions regarding the propriety of any proposed action, he or she must discuss the situation with the supervisor and/or the Human Resources Department.

## **Organizational Employment (OES) Program**

### ***Program Purpose***

Organizational Employment offers individuals with disabilities the opportunity to work at BCI through our facility-based employment program. Work occurs onsite at one of our two warehouses in St. Peters or Moscow Mills. Employees perform a variety of packaging and assembly jobs, which can be self-paced (bench work) or line-paced (at the speed of a conveyor). Each individual has Employment Support Specialists to work with his or her unique needs. Through regular training and assessment, we ensure the highest level of success for each person who joins the team.

### ***Admission Criteria and Eligibility***

Organizational Employment is open to individuals without regard to race, color, religion, gender, national origin, age, or any other categories protected by applicable federal, state, or local law who meet the following qualifications:

- 18 years of age or older
- Documented developmental or intellectual disability (the documented disability will be used for certification through the Department of Elementary and Secondary Education)
- Able and willing to work with demonstrated skills at a minimum of 10% of the established productivity rate in repetitive motion packaging and assembly
- Independent in self-care needs such as toileting, mobility, etc., including self-administration of medications
- Free of aggressive behaviors toward others or self
- Capable of following appropriate safety measures
- Seizures must be controlled with prescribed medication

### ***Staff Expertise and Qualifications***

Our entire team is dedicated to supporting your success in every way possible. Below, you will find some of the qualifications, relevant experience, and ongoing training that our staff participate in to provide meaningful services to each employee.

- All Employment Support Specialists hold a Bachelor's Degree in the Human Services field
- All direct support staff receive continuous training in pertinent workplace safety, along with professional development in areas relevant to the population served
- All direct support staff are MANDT Certified
- First Responder staff are CPR/First Aid Certified
- All BCI staff receive a thorough pre-employment background check, in addition to screening through the Family Care Safety Registry (FCSR)
- All BCI staff comply with the procedures and policies of our funding agencies

## ***Accessing Services/Intake***

### ***Accessing Services***

Individuals who meet the admission criteria may apply for the Organizational Employment Program at BCI. Applications may be submitted in person or online by visiting <https://boonecenter.com/> and looking under the “Jobs” tab where current openings will be shown. Upon review of an application and pending available job openings, the applicant will receive a call to set up an initial interview. The interview consists of two parts: a verbal discussion and an on-the-floor assessment of skills, focus, safety, and productivity. The applicant will be sent home with paperwork to complete and return if they want to continue pursuing employment. Once the paperwork is received back and a decision is made to move forward with employment, an applicant will be sent an offer of employment. A notification letter will be sent to the applicant if a decision is made not to move forward. Once an applicant accepts, an in-processing meeting is scheduled.

### ***Intake***

Before an individual begins working at BCI, an In-Processing meeting is required. This meeting consists of reviewing the company handbook, signing release forms and other paperwork required for employment, and discussing benefits. After the in-processing is completed, each person will undergo a background check. Once the background check results are received, a mutually agreed-upon start date is set.

All offers of employment at BCI are contingent upon clear background check results.

## ***Discharge***

An employee may be discharged from the Organizational Employment Services program in the following ways.

- Transferring to a different employment opportunity through BCI’s continuum
- Voluntary resignation
- Termination of employment to include, but is not limited to
  - No longer meeting admission criteria
  - Excessive Absenteeism
  - Misconduct
  - Theft
  - Harassment
  - Damaging company property
  - Drug or Alcohol possession at work

## ***Schedule***

Our 29-hour work week is Monday through Thursday, 8:30 a.m. to 3:00 p.m., and Friday, 8:30 a.m. to 2:00 p.m.

On Monday through Thursday, you will have a 30-minute lunch and a 15-minute afternoon break. On Friday, you will have a 40-minute lunch and no afternoon break.

Lunch and break times may change based on which production line you are working on. We have three lunch periods. Your supervisor will inform you daily what lunch period your line is assigned. All employees are encouraged to bring their lunch to work. OES cannot leave the BCI premises for lunch or break times.

### ***Extra Innings***

BCI offers structured time before and after work for employees to enjoy. This paid program may be useful for families with difficulties coordinating transportation for the six-hour workday.

Participants can arrive up to 1 hour before work and remain up to 1.5 hours after work to relax or participate in the daily activities. Please ask an Employment Support Specialist (ESS) for fee and participation structure.

### ***Pick-Up/Drop-Off Times***

#### ***Arrivals***

Employees should not come to work before 8:00 a.m. and should remain in their vehicles until BCI staff open the entry doors to signal the start of the day. The workday starts at 8:30 a.m. There is a 7-minute grace period for arrivals. At 8:38 a.m., entry is no longer permitted for the day, and employees will be turned away.

#### ***Dismissals***

The circle drive opens 30 minutes before the conclusion of the work day. Employees should be picked up no later than 3:15 p.m. on Monday through Thursday and 2:15 p.m. on Friday. If an employee remains at BCI beyond 3:30 p.m. on Monday through Thursday or 2:30 p.m. on Friday, they will be subject to a late, emergency use Extras Innings fee.

### ***Pick-Up/Drop-Off Procedures***

#### ***Lincoln County***

There are two lanes in the circle drive, one for transportation providers and the other for private drivers. The transportation provider lane is closest to the building. Please do not block the crosswalk or traffic on the main road.

#### ***St. Peters***

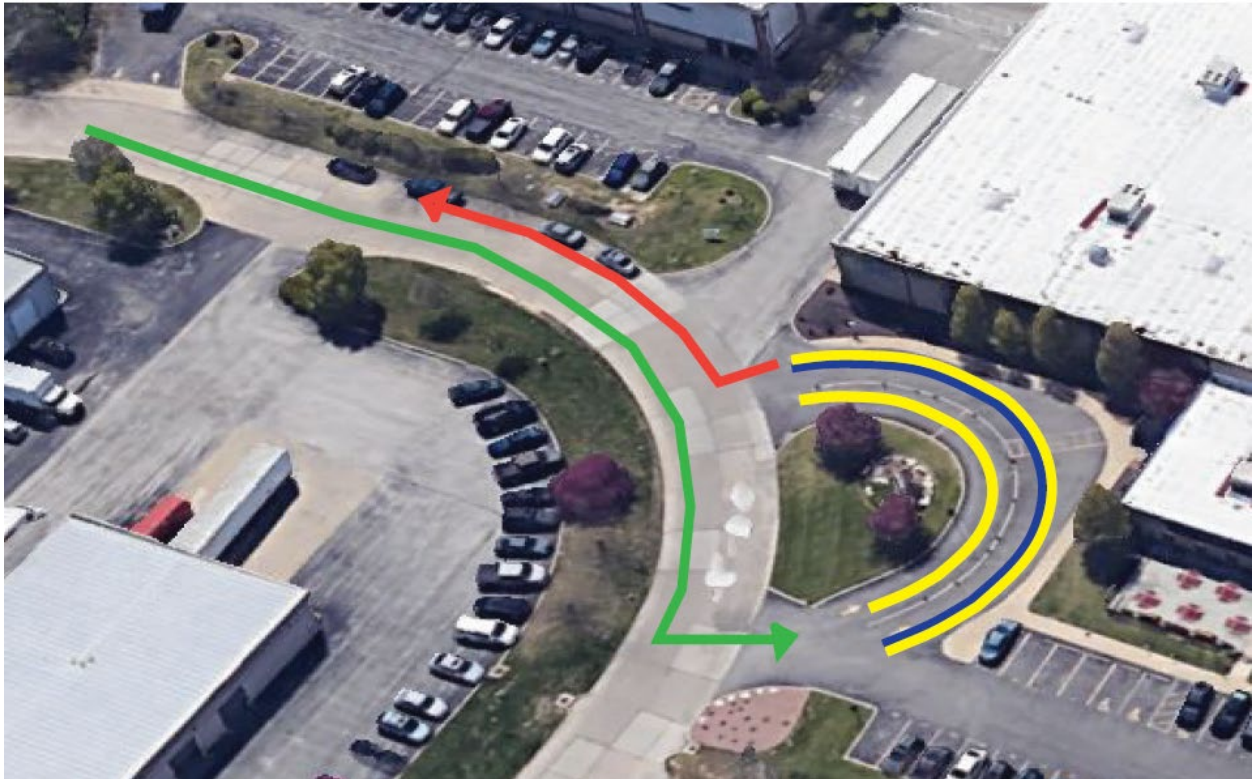
Please refer to the following diagrams when dropping off or picking up an employee from our St. Peters facility. It is imperative that each driver pays attention and follows the direction of BCI staff.

### **Morning Drop-Offs — One Lane Only**

- Cars will line up around Trade Center for a left-hand turn into one lane of BCI's circle drive.
- Drivers will be directed to pull all the way forward into circle drive.
- Employees will exit cars from the right and use sidewalk to enter building.
- Cars will exit circle drive to the right.

### **Afternoon Pick-Ups — Two Lanes**

- Cars will line up around Trade Center Drive for a left-hand turn into BCI's circle drive.
  - Drivers will be directed to pull forward into the circle drive.
  - Once both lanes are full and cars are stopped, traffic cones will be placed at the front and back end of circle drive.
  - Employees will be called out to their cars.
  - When all cars are loaded, staff will remove cones and signal for cars to exit circle drive.
- The next group of cars will enter, and the process will be repeated.



### **Important Reminders**

- The accessibility side door is reserved for those who utilize wheelchairs and walkers.
- Please refrain from parking in the lot unless you have been authorized to do so.
- No driver should enter the building.
- When you exit the circle drive, you will turn right, allowing a continuous traffic flow.
- Please follow the directions of BCI staff.

## ***Special Minimum Wage Certificate***

BCI pays commensurate wages in certain instances, as the Department of Labor allows, under a certified 14c exemption from the US Fair Labor Standards Act. This means your pay is commensurate or equal to your productivity (how fast and accurately you work). BCI reviews each person's productivity at least once every six months. Your pay may increase or decrease depending on the result of the review.

BCI conducts a prevailing wage survey each year with comparable businesses. The results of the survey determine the base for a commensurate wage formula, according to Department of Labor regulations.

BCI pays an hourly wage.

## ***Pay***

Paychecks are distributed biweekly (every other week). BCI uses ADP as our payroll platform.

Everyone is required to have their pay directly deposited into a bank account. Your pay stub will be distributed to you on payday, or you can choose to access the online ADP user portal and select no printable pay stub. Logging into this portal also lets you view pay information and PTO balances.

You are assigned a time card to clock in and out of work daily. Your ESS will teach you how to use the time clock machine, and you must do this each day to be paid correctly.

## ***Social Security Office***

It is your responsibility to inform the Social Security office of your employment. BCI can share wage information with the Social Security office if you have provided authorization.

## ***Probationary Period***

The first 30 days of your employment at BCI are called your probationary period. We will work closely with you during this time to ensure you understand BCI's structure, policies, and atmosphere. You are also being observed more closely to ensure that employment at BCI is a good fit. We monitor attendance, cooperation, and work ethic closely.

We may end your employment if you are unsuccessful in your probationary period. If there are areas in which you need additional support, BCI may extend your probationary period to assist you.

Based on your interview, your starting pay is a guestimate of your production speed. During your probationary period, we will conduct time studies that calculate your productivity on the work floor to determine an accurate pay rate. We take the highest of all time studies to determine your new wage. If your new rate is lower than your starting wage, your pay will reflect that change after your probationary period. If your new rate is higher than your starting wage, your pay will reflect that change, and you will be retroactively paid the difference from your hire date. Time

studies will continue to be conducted at least every six months to reassess your productivity.

You will also meet with an ESS at the end of your probationary period. At this time, you will create an employment goal and discuss the successes and struggles you have found and the results of your time studies. Please be open and honest at this meeting to ensure we meet your employment needs and work with you to achieve your goals.

### ***PBS (Positive Behavior Supports)***

BCI provides ongoing PBS for all employees to maintain or increase employment-related skills. Each individual will have access to a team of Employment Support Specialists (ESS) and Production Supervisors to aid their growth. The ESS creates work goals, teaches new skills and responsibilities, and creatively develops each individual to reach his or her full potential at work by utilizing positive behavior supports. Production Supervisors provide additional direct support on the work floor.

### ***Training***

We have monthly safety training to maintain a safe work environment. These trainings are required and typically occur during your regularly scheduled hours in the break room.

### ***Assistive Technology and Accommodations***

We strive to make the workplace accommodating to most people's needs as long as safety is not compromised. Please speak with an Employment Support Specialist about needs or suggestions to improve barriers.

### ***Your Responsibilities***

1. You are expected to conduct yourself in a manner that is appropriate for employment.
2. You will follow all the rules of BCI.
3. You are responsible for actively participating in the development of your employment plan with the BCI team.
4. You will treat others and their property with respect.
5. You are responsible for taking your medication as prescribed by your physician and communicating with BCI any changes that occur medically.
6. You must be attentive and participate in all safety meetings.
7. You will communicate to BCI any absences and changes to personal information (address/phone numbers).
8. You will accept responsibility for your decisions and work toward growth, following the recommendations of those who provide services.

### ***BCI's Responsibilities***

1. To treat you with dignity and respect at all times.
2. To support you in your employment goals.



3. To provide continuous training to you for your growth
4. To provide meaningful employment
5. To actively work to remove all barriers to you while receiving services.
6. To provide resources beyond our scope of services when you are in need.
7. To adhere to all safety guidelines and federal and state laws. Every BCI staff member is responsible for the health, safety, and well-being of the individuals we serve.
8. To ensure thorough documentation of supports and services.
9. To abide by our Code of Ethics.

## ***Transfers and Advancements***

BCI's employment continuum outlines programs and services that meet individual needs ranging from supported employment to competitive community-based employment and vocational training.

### ***Transfers***

In the event of a change of residence, you may be eligible for transfer to BCI's other production facility. All transfers maintain current employment status and benefits. Please speak with an ESS if you want to transfer due to a change of address.

### ***Advancements***

There are opportunities for employee advancement through our 39ers program, which is a 36.5-hour workweek with full benefits. Employees may also advance to staff line workers or other positions within the organization. We also encourage the pursuit of competitive employment outside of BCI. Our Competitive Employment and Skills Center teams can facilitate a smooth transition when that becomes the goal.

All advancement opportunities are contingent upon current job openings, course availability, and employee's work performance.

## ***Sample Day of Program***

A sample day at BCI would consist of the following:

- 8-8:25 a.m.—Arrive to BCI. Check the scheduling board for a job assignment. Put personal belongings away. Put on appropriate PPE and gather any necessary items for work. Clock yourself in.
- 8:25 a.m.—The bell rings to signify the start of the day. Head to the production floor.
- 8:30 a.m.—Turn in your ID badge to your line supervisor so they can take attendance and wait for your job tasks. Work on the Production floor.
  - Employees perform a variety of packaging and assembly jobs. Common tasks include palletizing, stocking, assembling, inspecting, labeling, building display cases and packing, and operating pallet jacks and light machinery.
- 10:40-12:20 p.m.—You will have a 30-minute lunch break. Lunches take place in the breakroom and the outdoor eating area.
  - *\*Please see below for times and noted changes on Fridays.*

- You return to the work floor after lunch until afternoon breaks begin.
- 1:00-1:55 p.m.—A 15-minute break will occur in the afternoon. You will remain working on the production floor when you are not on break.
  - Break is your time to eat a snack, use the restroom, socialize with peers, or take care of what you need to.
  - Breaks occasionally include training, parties/events, or important announcements.
- After the break, you will return to the work floor until dismissal.
- 2:45 p.m.—Dismissals begin in St. Peters (2:55 for Lincoln County)
  - The first dismissal bell rings, and redbirds (employees needing additional ambulation time) enter the breakroom.
- Clock yourself out of work. Put your ID badge and PPE in your locker. Gather your belongings and wait to hear your name announced for dismissal.

*\*On Fridays, lunches go from 10:30 a.m. to 12:40 p.m. and last 40 minutes each, with no afternoon break. Friday dismissals also start one hour earlier, at 1:45 p.m.*

### **Results and Outcomes of Services**

- To maintain employment at BCI and/or transition to other employment opportunities within the competitive job market or the Skills Center through BCI's continuum.
- To maintain/increase hard and soft skills through a structured, supportive setting.
- To encourage independence by accommodating employment-related barriers.
- To help individuals achieve potential and purpose in meaningful work.

### **Attendance/Paid Time Off (PTO)**

BCI believes you should take adequate time for rest and relaxation. For this reason, all employees earn Paid Time Off (PTO). PTO includes vacation and sick time. The PTO period runs from July 1 through June 30. PTO benefits for eligible employees are determined on July 1 of each PTO period.

Employees must use PTO before going unpaid. They are not allowed to use PTO after submitting a notice of resignation.

*\*Please speak with an ESS or the HR department for guidance on taking a personal Leave of Absence or FMLA.*

PTO amounts for eligible employees are determined by length of continuous service on July 1 and employment status (full-time or part-time). Full-time employees are scheduled to regularly work 30 or more hours per week, while part-time employees are scheduled to work between 18 and 29 hours per week\* regularly. The tables below show the annual PTO provisions by category.

Continuous Service with BCI	Annual Paid Time Off (PTO)	
	Full-time (= 30-40 hr/week)	Part-time (= 29 hr/week)
0 - 4 years	128	58
5 - 9 years	168	87
10 or more years	208	116

\*Part-time (18-28 hr/week) = the number of regular hours worked in a week multiplied by 2 (0-4 years of service), 3 (5-9 years of service) or 4 (10+ years of service).

During your first year of employment, PTO is prorated based on your hire date per the schedule below. Allotted PTO can be used once you have completed your probationary period.

Hire Date is Between	PTO Within First Year of Employment	
	Full-time	Part-time
July 1 – August 31	102	46
September 1 – October 31	76	34
November 1 – December 31	50	22
January 1 – February 28	24	10
March 1 – June 30	0	0

Upon achievement of 5 and 10 years of employment, employees will receive an additional prorated amount of PTO within the fiscal year of the anniversary date according to the schedule below:

Anniversary is Between	Additional PTO within Year of 5th or 10th Anniversary	
	Full-time	Part-time
July 1 – August 31	32	23
September 1 – October 31	24	17
November 1 – December 31	16	11
January 1 – February 28	8	5
March 1 – June 30	0	0

### ***How to Request PTO***

Go to <https://boonecenter.com/> and scroll to the bottom for the **OES Time Off Request Form**. Click the link and enter your information. Hard copies of Request Off Forms are also available in the breakroom to take home, fill out, and return.

PTO requests should be submitted with two weeks' notice when possible. On July 1 of each year, the system re-sets with your new PTO balances. This takes a couple of weeks to show on your paycheck. Throughout the year, PTO balances are noted on each paycheck stub.

### ***How to Call in Sick***

If you are sick or unable to work, you must call in your absence as soon as possible so the production floor can make changes.

1. Call 636-978-4300
2. Choose #3 (to report an absence)
3. Choose either option #1 (for St. Peters) or option #2 (for Lincoln County)
4. Leave your message to report the details of your absence.

*\*When you miss three consecutive days due to illness, you must have a doctor's note to return to work.*

### ***How to Use PTO for a Half-Day***

The half-day policy is reserved for doctor's appointments. If you have an appointment in the morning, you take a half-day for the morning (with your paid time off) and arrive at BCI at 11:30 a.m. If you have a doctor's appointment in the afternoon, you arrive at work on time and dismiss at 11:30 a.m.

*\*This policy is limited to four people per day. A half-day must also be requested at least one week in advance. If the half-day spots are all full or if the day is requested less than one week, it will be denied.*

### ***How to Cash-Out your PTO***

In June and December, employees may also request payment for unused PTO hours up to a maximum of one week of their regular schedule. PTO payout requests must be submitted in writing to the Human Resources Department. The monetary value of the cash-out will be based on the pay rate in effect at the time of the request. Cash-out requests received by the end of the pay cycle will be included in the next scheduled payroll check.

### ***How to Carry-Forward your PTO***

Employees may carry forward PTO hours at a maximum of one week of their regular work schedule into the following fiscal year, which begins on July 1.

### ***Holidays***

A holiday schedule is distributed on the first of each year. BCI observes the following nine holidays:

1. New Year's Day
2. Good Friday
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving Day
7. Day after Thanksgiving
8. Christmas Eve
9. Christmas Day

You can find a list of BCI's upcoming holiday closures on the website by going to:  
<https://boonecenter.com/events-calendar/>

Employees who are not regularly scheduled to work on the day the holiday is celebrated will not

receive holiday pay. To receive your holiday pay, you must work the entire day before and the entire day after or have pre-scheduled approved Paid Time Off. When a company-celebrated holiday falls on a weekend, BCI will announce the day the holiday will be observed.

A call-in absence before or after the holiday will cause the holiday pay to be forfeited.

### ***Funeral Leave***

In the event of the death of an immediate family member that requires employees to miss work to attend the funeral or take care of related matters, they are given time off with pay for up to three (3) consecutive work days.

Immediate family is defined as: spouse, children/step-children, parents/step-parents, spouse's parents, siblings/step-siblings, grandparents, grandchildren, and sons/daughters-in-law.

If employees need additional time away from work due to a death in their immediate family or wish to attend the funeral of someone not covered by this policy, they may request to take PTO or unpaid time.

### ***Excessive Absenteeism***

We count on every employee to show up to work each day. You are a valued team member and are needed on the production floor. If absences become excessive (call off work too often), these steps will be taken to assist you in maintaining your work schedule and employment.

PTO time is automatically applied to scheduled and missed days. Your entire PTO bank must be exhausted before going unpaid. When all of your PTO has been used, the absences are called "unpaid absences".

- 3rd unpaid absence- verbal warning
- 6th unpaid absence- written feedback and warning
- 10th unpaid absence- team meeting
- 14th unpaid absence – termination

The BCI Program Department retains the right to use discretion when unpaid absences involve serious and ongoing medical issues. A doctor's note may excuse an absence; however, if BCI believes this exception is being abused, employees will be encouraged to take a Leave of Absence or resign.

Repeated absences will result in termination of your employment at BCI.

### ***Dress Code***

As an employee, you are expected to maintain a professional appearance while you are at work. Jeans, T-shirts, and comfortable tennis shoes are the most appropriate items to wear to work.

Items that are **not** allowed to be worn due to safety reasons include:

- Ripped, tattered, unclean, or foul-smelling clothing

- Dresses or skirts
- Loose-fitting or flowing clothing
- Jewelry that is dangling
- Open-toe/open-heel shoes
- Spaghetti strap tops, halter tops, tube tops, midriff/crop tops (abdomen and back must be covered), or muscle shirts
- Distracting, offensive, or revealing clothes or visible undergarments
- Clothing with inappropriate words, pictures, or logos
- Long strings or ties that are not secured or tucked in (including strings on hoodies)
- Any spandex or other form-fitting pants when not appropriately covered by tops extending to mid-thigh length
- Short shorts. They must be at or below knee length
- Hair that is shoulder length or longer must be tied back.

All employees are encouraged to bring a change of clothing to keep in their lockers. Employees who violate the dress code may be required to change clothes or be sent home for the day.

### ***Health and Safety Requirements***

Maintenance of a safe and healthful workplace relies upon all employees' awareness and due diligence. All employees must promptly report any accident, injury, or potential safety concern to a staff member.

#### ***Minor Accidents/Injuries***

BCI staff can provide first aid for minor injuries such as cuts, scrapes, burns, bug bites or stings, splinters, or nosebleeds.

#### ***Seizures***

Per BCI's admission criteria, seizures must be under control. Seizure forms are signed by each employee before their start. The form provides descriptions of seizures and how to care for the person should a seizure occur. BCI will contact 911 if a seizure lasts more than 4 minutes, is abnormal for the individual, or has caused serious injury. If an employee has two seizures in one day, he or she will be sent home.

#### ***Medical Emergencies***

If any employee requires emergency medical treatment, we will call 911 and notify their guardians or family.

All notable, reported accidents, incidents, and seizures will be documented in an employee's file, and a written copy will sent home with the employee and their guardian within 24 hours.

#### ***Emergency Drills***

BCI participates in regularly scheduled emergency drills. Fire, earthquake, tornado, intruder, and bomb threat drills are practiced to ensure you know how to respond in the event of a true emergency with the necessary protocol. BCI also provides routine training on these topics.

### ***Illness***

To prevent the spread of illnesses and to keep themselves healthy, employees are asked to stay home or could be sent home if they present any of the following signs of illness including, but not limited to:

- Fever of 100.4°F or more- you may return to work after you have been fever-free for 24 hours without the use of fever-reducing medication
- Vomiting or Diarrhea
- Conjunctivitis (pink eye)
- New, unknown/unspecified rash
- Head lice
- Chicken Pox

### ***Personal Protective Equipment (PPE)***

BCI will provide any tools or supplies you need to work, including personal protective equipment (PPE). Jobs may require you to wear gloves, safety glasses, or safety vests. We also have sleeve guards, disposable earbuds, aprons, shoe covers, and thumb guards available.

Lincoln County is a Safe Quality Foods (SQF) facility. More PPE is needed when working with food and medical-grade devices. We often wear beard guards, hairnets, and aprons. Absolutely no jewelry can be worn, and excellent hygiene is necessary.

It is considered a weapon if you bring a box cutter into work.

### ***Building Security***

BCI utilizes security cameras onsite at both locations to protect employee safety and the security of company property.

Circle drive and side entry doors will be locked and alarmed after morning arrivals and until afternoon dismissals. If you must pick up an employee outside these designated times, please utilize BCI's main entrance and check in with the receptionist.

### ***Medications***

BCI does not administer medications. However, if an employee requests the use of non-aspirin at 325mg due to a minor ache or pain, we can provide this to them with signed consent.

Employees can keep their own aspirin or medications with their belongings for personal use. The employee must be independent in administering their medication (see admission criteria) and properly follow BCI's policies on Drugs and Alcohol, which include prescription drugs and the prohibition of sharing medication.

### ***Physical Requirements/Work Environment***

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is regularly required to communicate. The

employee routinely is required to walk, reach with hands and arms, balance, and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit, stand, and use hands to push buttons, handle, or feel.

The employee may lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

The work environment characteristics described here are representative of those encountered by an employee while performing the essential functions of this job in a manufacturing environment.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

*\*Reasonable accommodations can be made to enable individuals with disabilities to perform essential functions.*

## **Work Environment**

### ***Individual Work Plan***

We want to see you excel at BCI and reach every goal! To do so, an ESS will sit down with you to discuss your goals with our employment. The ESS makes notes on the progress of these goals and provides you with an annual report that includes your performance appraisal. If your goal is to work in competitive employment, we can refer you to our Skills Center, our Competitive Program, or Vocational Rehabilitation. Other goals are often to increase productivity, learn new jobs, or become independent in specific work skills.

### ***Communication***

It is vital that we have current contact information for each employee in case of an emergency. Opt-in to receive BCI communications. Always ensure that phone numbers, emergency contacts and email addresses are up-to-date. Emails and texts are often the most effective mode of communication for us.

### ***Closures***

For inclement weather situations that cause BCI to close, you will receive a text message or email if you opt-in for BCI communications. In addition, you can watch television (KSDK channel 5) or check out BCI's Facebook page for updates.

### ***Newsletters***

BCI produces a monthly OES newsletter and sends it to each email address that has opted in to receive BCI communications. Printed copies are also available in the employee break rooms.

### ***Social Media***

BCI regularly posts on social media, including Facebook ([facebook.com/boonecenterinc](https://www.facebook.com/boonecenterinc)) and LinkedIn (Boone Center, Inc). Follow these channels to catch even more updates about what's



happening at BCI.

### ***Breakroom Vending***

Vending machines sell sodas, sandwiches, and snacks. Prices vary and are subject to change. Machines typically accept cash, coins, and credit cards. BCI staff cannot change large bills, so please plan accordingly.

### ***Microwaves/Refrigerators***

Microwaves and fridges are available in the breakroom for your use. Staff provide breakroom oversight and assistance, but the employee should independently operate microwaves. If an individual cannot safely operate a microwave, they are encouraged to bring a non-microwavable lunch option instead.

### ***Lockers***

You will be assigned your own locker, which you may choose to keep a lock on. Please note that if you are unable to open your locker due to lost keys, BCI will need to cut the lock off.

- Please keep your locker clean
- Refrain from keeping open food or drink in your locker
- You are encouraged to keep your valuables at home
- BCI reserves the right to open lockers at any time without prior notice

### ***Borrowing***

For the safety of each person at BCI, we do not allow employees to exchange items. This includes giving or receiving money, food, medication, trinkets, etc. You must keep your belongings to yourself. Some of our employees have dietary restrictions and unique personal circumstances. If you need something, please speak with an ESS.

### ***Dietary Restriction***

BCI has vending machines that are accessible to everyone. Events and celebrations are also held throughout the year, which may include desserts or lunches. Occasionally, employees will also receive vending machine vouchers as awards or recognition.

*\*BCI will monitor when requested by an individual or guardian but cannot guarantee nor will it be held liable for individuals who access food/drink outside of their restricted diet. Employees must be independent in self-care needs for BCI employment, including dietary oversight.*

### ***Events***

Throughout the year, BCI hosts events to encourage a positive work atmosphere. These events typically occur during the workday but occasionally take place offsite. Your participation is at will.

### ***Annual Paperwork***

You will receive a packet of information to update each year. This will include releases and other required forms. However, throughout the year, it is important that you update BCI with changes to addresses, contact information, and medical information as they occur.

## ***Benefits***

BCI offers a benefits package designed to protect employee health and welfare. All active employees working 18+ hours a week are eligible to participate in benefits. For new hires, benefits begin the first of the month following 60 days of employment. Benefits include vision, dental, voluntary life insurance, PTO, and a 403(b) retirement plan. Contact the HR department for assistance if you have questions about benefit offerings or eligibility.

We also create a fulfilling workplace that goes beyond the job. As a team, we celebrate holidays, work anniversaries, retirements, and many other special events. We also recognize employees' achievements through monthly and annual awards and special incentives.

## Employee/Program Participant Acknowledgement of Receipt

*Sign and return this form for retention in your file.*

I acknowledge that I have received a copy of the BCI Handbook and understand that it is intended to explain BCI's current policies, benefits, procedures, and rules. I understand that the Handbook is not a contract or a guarantee of employment, participation, or any specific terms or conditions of employment or procedural rights. I also acknowledge that the Handbook replaces any prior versions of policies or procedures and may be updated at any time with or without notice as determined necessary by BCI.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

BCI Representative Signature \_\_\_\_\_