

LIFE, INC. EMPLOYEE HANDBOOK

It is the belief of LIFE, Inc., that persons served are not simply objects of care, but truly partners in life. – Ms. Beatrice Lamb, Founder of LIFE, Inc.

Our Commitment...

LIFE, Inc. is committed to providing a person-centered approach to the highest quality care and service to individuals with intellectual and developmental disabilities. The focus of service for each person is to promote self-reliance and independence. Our belief is that the individuals we serve are not simply objects of care, but truly partners in life.

Our Goal...

The goal of LIFE, Inc. is to empower people with disabilities to gain more control over their lives and to become as self-sufficient as possible.

COMPANY BACKGROUND

Thomas and Beatrice Lamb founded our organization in 1984 with two five-bed group homes licensed as ICF/IID facilities. Sharon Raynor, their daughter, is the President of LIFE, Inc. We currently operate 29 six bed ICF group home facilities for individuals with intellectual disabilities as well as 8 DDA homes. In these residential settings, individuals learn daily living, self-help, social and cognitive skills. LIFE, Inc. also operates six vocational programs throughout eastern North Carolina. The focus in these day programs is services and other personal support services. LIFE, Inc. is accredited by CARF international.

COMPANY PHILOSOPHY

LIFE, Inc. is committed to improving the quality of life and increasing the functionality of individuals with mental health and intellectual disabilities in eastern North Carolina.

LIFE, Inc. strives to develop self-reliance by teaching skills necessary to promote independence and community integration. Our belief is that individuals we serve are not objects of care, but truly partners in life!

The goal of LIFE, Inc. is to empower persons with disabilities to gain more control over their lives and to become as self-sufficient as possible.

HIRING

LIFE, Inc. is an equal opportunity employer. Hiring is based on employee ability, experience, performance and potential, regardless of sex, race, age, religion and natural origin. All employees must have a valid Social Security card. LIFE, Inc. encourages hiring Veterans whenever possible. All employees are employed "at will" and may be discharged for any reason, with or without notice.

INTRODUCTORY PERIOD

All LIFE, Inc. employees are hired on a ninety (90) day introductory period. This period gives both the company and the employee an opportunity to determine whether or not a compatible successful job relationship has developed.

PHYSICAL EXAMINATION

LIFE, Inc. may require a written statement from a physician stating that you are physically capable of performing the job for which you have been hired. Any physical limitations should be listed. We furthermore reserve the right to request a post-employment physical examination.

EMPLOYMENT OF RELATIVES

You are required to state prior to employment if you are related to another LIFE, Inc. employee and the Supervisor has the authority, on a case-by-case basis, to approve or disapprove hiring. If two LIFE, Inc. employees marry, we reserve the right to discontinue employment of one or both parties. This policy is in the best interest of both employer and employee, and all such cases will be carefully considered.

SUBMISSION OF FORMS

During the hiring period, you will be required to fill out a number of forms for federal, state and company records. All forms are to be filled out completely and accurately. False information supplied on applications and forms can be reason for immediate termination. Some of the forms to be completed are: Permanent Employee Application, State and Federal W-4's, Employment Eligibility Verification (Form I-9), Payroll Transmittal, State of North Carolina new hire reporting form, copy of driver's license, copy of social security card, and release of information form (background check/motor vehicle record check). If any problems are encountered in properly filling out forms, please ask for assistance.

SUBMISSION OF STATE AND FEDERAL W-4 FORMS

In order to prevent any delays in processing your initial paycheck, be sure you have submitted completed State and Federal W-4 forms with your correct number of withholding exemptions and social security number. Please make sure your name on the W-4 forms is exactly as it appears on your social security card. Also provide your date of birth. When you have a change such as marital status, number of exemptions, or address, please notify your regional Accounting Clerk and prepare a new W-4 so we will always have the correct information in your file.

CHANGE OF STATUS

Inform you regional Accounting Clerk of all changes, such as name, address, phone number, marital status, or dependents so company payroll/records can be updated.

WORK HOURS

The normal work day is eight (8) hours. The normal work week is forty (40) hours Sunday to Saturday. A normal work week consists of five (5) days as scheduled. We reserve the right to work employees on flex time and a 4-day week in accordance with work requirements. Your Supervisor will advise you of lunch periods and any allowable breaks. You are not guaranteed full-time or 40 hours per week. If the workload decreases, we reserve the right to limit the hours worked.

OVERTIME

Time and one-half will be paid for hours worked in excess of forty (40) hours in the work week. All overtime will be with the Supervisor's prior approval.

TIMEKEEPING

Each hourly wage employee must use a time sheet to reflect hours worked. It is imperative that time keeping procedures be followed and all time is accurately recorded.

TARDINESS

Employees who arrive five (5) minutes or more after their designated starting time are subject to disciplinary action and must take PTO.

PAY PERIOD

Employees are paid every other Friday. Payment is made by direct deposit. A pay period begins at Midnight on Sunday (Saturday Night), and ends at 11:59:59 pm on Saturday Night. The total work time on a shift will go to the date the shift started.

Example: If an employee begins work at 11:00pm on Saturday night, and gets off of work at 7:00am on Sunday morning, all of this work time will be on Saturday, and the previous pay period if it is at the end of the pay period.

PART-TIME EMPLOYEES

Part-time employees (less than 30 hours per week) are hired as needed. They may not be assigned to permanent shifts and are not guaranteed a specified number of hours per day or week, but will be offered as many hours as scheduling permits.

CONFIDENTIALITY

No employee may divulge consumer, company or job information, including pay rates, to others without prior approval from management. This includes outsiders, media, government representatives and well as co-workers. Your personal pay is your personal business.

No information, videos, or pictures regarding LIFE, Inc., the individuals we serve, or employees should be posted on social media or shared with anyone without the approval of the Executive Vice President.

LEAVES OF ABSENCE

Employees may be granted leaves of absence under certain circumstances. An employee may be granted a Family Medical Leave of Absence (FMLA) to care for a child, spouse, or parent who has a serious health condition if the employee has worked for LIFE, Inc. the last 12 months and has worked at least 1250 hours in those 12 months. See Personnel Policy 703 for more details.

MILITARY TRAINING

If you are in the Armed Forces Reserves or National Guard, you will be allowed to take time off during your normal two week period of training.

OTHER ABSENCES

A business like ours must rely on you for continuity of attendance. Absences will always put extra burdens on others. However, unavoidable emergencies do occur, and when they do, the reasons are nearly always individual and personal. Because of this, your Supervisor should always be consulted. If you are unable to report for work, you are responsible to notify your Supervisor as soon as possible. Failure to do so may result in discipline up to and including termination.

PAID TIME OFF (PTO)

Employees who are paid for 72 hours or more during any pay period will accrue PTO for that pay period. PTO is given in lieu of vacation days, holidays and sick days. Paid Time Off is earned based on years of service and hours worked. See Personnel Policy 504 for details.

WORKERS COMPENSATION

All on-the-job injuries will be reported to your Supervisor or regional Nurse immediately. Injuries sustained on the job may entitle you to workers compensation. See Personnel Policy 1105 for details.

MEDICAL INSURANCE AND LIFE INSURANCE

Full time employees (30 or more hours per week) are eligible to apply for participation in our group health insurance plan. Eligible employees are offered employee only coverage, or employee children coverage. Rates and other details are available from the regional Accounting Clerk.

RETIREMENT

All employees who are at least 18 years old and have completed 90 days of service will become a Plan Participant on the first day of the month following the 90 days. The plan is a profit sharing plan and is totally company funded. The employee does not contribute. See Personnel Policy 509 for details.

BEREAVEMENT LEAVE

Full time employees who have completed the introductory period are granted up to three (3) days of bereavement leave for the death of an immediate family member. Immediate family means the employee's spouse, parent, child, sibling, mother-in-law, and father-in-law. See Personnel Policy 505 for details.

CIVIL LEAVE

Employees called to perform their civic duty will be allowed non-compensated leave but will have the option of using PTO. See Personnel Policy 506 for details and policies concerning other court actions.

BEHAVIOR OF EMPLOYEES

It is the policy of LIFE, Inc. that certain rules and regulations regarding behavior are necessary for the efficient operation of the Company and for the benefit and safety of all employees. Conduct that interferes with operations, discredits LIFE, Inc., or is offensive to clients or fellow employees will not be tolerated. Employees are expected to conduct themselves in a positive manner so as to promote the best interests of LIFE, Inc. See Personnel Policy 801 for details.

DRESS AND APPEARANCE

Each employee represents LIFE, Inc. As a result, appearance is extremely important. You are required to present a favorable appearance at all times. Reporting to work in inappropriate or unacceptable dress will result in your being sent home.

Grooming will be in accordance with good taste, and a “scraggly” appearance will not be acceptable. Facial hair will be maintained in a neat, groomed style of cut.

DISCIPLINARY PROCEDURE

All employees are expected to comply with the Company’s standards of behavior and performance and that any noncompliance with these standards must be remedied. Under normal circumstances, LIFE, Inc. endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. LIFE, Inc. does, however, retain the right to administer discipline in any manner it sees fit. Violation of company policy will result in disciplinary action including written warnings, suspension or termination. See Personnel Policy 806 for details.

DRUG-FREE WORKPLACE

LIFE, Inc. strictly prohibits any employee from unlawfully manufacturing, distributing, dispensing, possessing or using (including reporting to work under the influence of) illegal drugs, narcotics or alcohol in the workplace. Any employee who violates any of the above policy will be terminated immediately. See Personnel Policy 807 for more details.

VIDEO SURVEILLANCE

LIFE, Inc. may utilize video surveillance cameras within the common areas of any group home or day program for the security of consumers and employees, to monitor consumer care, and to aid in enhancing consumer care training for LIFE, Inc. employees as need warrants.

CULTURAL COMPETENCY

It is the policy of LIFE, Inc. to maintain a Cultural Competency and Diversity Plan that describes how the linguistic and cultural needs should be met for our consumers and employees. It is our policy to effectively provide services and employment opportunities to all cultures, ages, races, genders, sexual orientations, socio economic statuses, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes and respects the individuality of each person.

COMPLAINTS AND GRIEVANCES

Any employee with a problem, complaint or grievance is strongly encouraged to talk with their Supervisor. We maintain an “open door” policy and discussions will be handled confidentially.

EMPLOYEE SUGGESTIONS

LIFE, Inc. strongly encourages employees to submit all ideas, suggestions and possible changes which would improve operations/efficiency or help reduce cost. Feedback can be given by email to feedback@lifeincorporated.com, messaging "Feedback" on Therap, calling 1-877-1945 or by mailing:

Feedback
2609 Royall Ave.
Goldsboro, NC 27534