



# Policies and Procedures



*Welcome!*

**The purpose of this training is to highlight some of the policies and procedures that govern SMA.**

**Objective**

- **The purpose of this Code is to provide a guide by which all employees, regardless of discipline, may follow in delivering professional services to our clients.**
- **The Code of Ethical Conduct is based on the following core values:**
  - **Service: Staff elevate service to others above self-interest.**
  - **Integrity: Staff act in professional, responsible, and trustworthy manner at all times.**
  - **Excellence: Staff strive for continuous quality and performance improvement.**

## **Code of Ethical Conduct**

- **All employees shall be employed in an introductory status for the first 6 months of employment.**
- **The introductory period is intended to give new employees and opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations.**
- **SMA uses this period to evaluate employee capabilities, work habits, and overall performance.**
- **Either the employee or SMA may end the employment relationship at any time during or after the introductory period, with or without cause or in advance notice.**

# **Introductory Period**

- **SMA requires that management annually evaluate, in writing, the performance of each employee.**

- **Employee Evaluation**

**Periods:**

- **60 Days**
- **120 Days**
- **180 Days**
- **Annually**

**Performance  
Evaluations**

- **SMA complies with and compensates employees according to the Fair Labor Standards Act (FLSA).**
- **It is the policy of SMA that all employees work according to established work schedules for the purpose of maintaining continuity in the administration and delivery of SMA's services.**
- **Employees are obligated to report for each and every scheduled working day or shift, to report on time and to complete all scheduled hours.**

## **Working Hours**

- Employees are expected to report to work as scheduled, and are expected to remain at work for their entire work schedule.
- Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.
- Prescheduled times away from work, and absences, tardiness, or early departures related to a Family and Medical Leave of Absence are not considered occurrences for the purpose of this policy.
- Any employee who fails to report to work without notification to his or her supervisor or designee will be subject to corrective action as outlined in the HR Policies and Procedures Manual.
- Any employee who arrives to work late or leaves work early without prior authorization from their supervisor will be subject to corrective action as outlined in the HR Policies and Procedures Manual.

## Attendance



- SMA utilizes Time Clock Plus in order to monitor employee's hours worked.
- Hours are reviewed and approved by the supervisor and electronically submitted to Payroll bi-weekly.
- Review of hours worked and time off requests can be made through Time Clock .

## Time Clock

- SMA's policy on personal leave is intended to provide employees with flexibility in their work situations by allowing paid time away from work to accommodate personal needs.
- Employees may not use PL until they have been with the company 180 days (6 months), even though it begins to accrue immediately.
- Rates of Accrual:
  - 6 months of complete service= 40 (5 days)
  - 7 months -1 year of service = 3.08 hours/pay period (5days)
  - 1-3 years of service = 4.62 hours/pay period (15 days/year)
  - 3 years and beyond = 7.69 hours/pay period (25 days/year)
- Personal Leave Days may be accrued to a maximum of 248 hours (31 days) for full-time employees.
- Provide a minimum of ten days notice to supervisor for time off requests.
- Requests for time off are made through TimeClock.

## Personal Leave Days

- **Family Medical Leave (FMLA)**
  - Provides a job protected leave for up to 12 work weeks (26 weeks for armed forces recipients)
  - Must have worked for at least twelve (12) months and for a minimum of 1,250 hours during that time to be eligible.
- **Bereavement Leave**
  - In-state occurrences (up to 24 hours of administrative leave with pay)
  - Out-of-state (up to 40 hours of administrative leave with pay)
  - HR needs a copy of the service or obituary
- **Jury Duty**
  - HR needs a memo from the clerk of the courts substantiating the day(s) you attended
- **Military Leave**
  - Unpaid leave
- **Domestic Violence Leave**
  - Unpaid leave
- **Personal Leaves of Absence**

## Other Available Leave

SMA shall grant paid holiday time off to all eligible full-time employees. Holiday pay shall be calculated based on the employees straight time pay rate as of the date of the holiday. Ten holidays are observed, including your birthday (must be taken within 30 days before or after the birth date with supervisor approval.)

## Holidays

New Year's Day (as observed)  
Martin Luther King, Jr.  
Birthday  
Memorial Day  
July 4<sup>th</sup> (as observed)  
Labor Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve or day after  
Christmas (as observed)  
Christmas Day (as observed)  
**Your Birthday 😊**

- The appearance of each employee, regardless of position held, is an important part of SMA's image. Clothing and personal appearance have an effect on the perceptions and feelings other hold about us as SMA employees and as individuals.
- It is the responsibility of each employee to adhere to the dress code as outlined in the HR Policies and Procedures manual, keeping in mind that SMA expects staff members to project a demeanor that expresses professionalism and pride.

Dress Code

- It is the policy of the agency to make every effort to keep all staff abreast of new methods and procedures, as well as to develop skills necessary to provide the highest level of care to clients serviced by the agency.
  - All employees shall complete the New Hire Orientation and On-Boarding Trainings
  - All employees shall complete annual professional development courses mandated by governing authorities.
  - All employees will complete additional trainings assigned as required for their position.
  - Online Trainings are completed through MyLearningPointe.
  - Trainings must be completed on paid time only.

## Staff Development and Training Requirements

# Tuition Reimbursement/Continuing Education Program

- All staff are encouraged to continue formal education and pursue relevant degrees.
- The Tuition Reimbursement Program shall provide the following reimbursement for staff that are attending an accredited school as part of a degree program relevant to your position.
- Employees must be employed for at least one year.
- The maximum allowed per fiscal year:
  - Up to \$800 per undergraduate course (max \$2400 per year)
  - Up to \$1800 per graduate course (max \$3600 per year)
- Please review the full Tuition Reimbursement Policy located in the HR Policies and Procedures Manual for further information.

- SMA is an authorized provider for the state's Certification Board, Florida Board of Nursing, Florida Board of Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling.
- Employees must be employed for at least one year.
- Staff wishing to receive approved licensure or certification shall be reimbursed for the application and testing fees after receiving confirmation.
- Approved licensure includes but is not limited to: Certified Addictions Professional (CAP), LMFT, LMHC, and LCSW.
- Please review the full Credentialing Reimbursement Policy located in the HR Policies and Procedures Manual for further information.

## Credentialing Reimbursement



- It is the policy of the agency to reimburse employees for approved travel expenses.
- Expenses Include:
  - Local Travel @ \$0.485 per mile
  - Business Meals and Expenses such as parking fees
    - Breakfast - \$6
    - Lunch - \$11
    - Dinner - \$19
  - Conventions, Seminars, and Workshops – Registration fees, hotel accommodations, and travel arrangements.

## Travel Reimbursement

# Use of Agency Issued Electronic Devices

- The agency manages cell phone use and other electronic devices to ensure that it is a benefit to the agency and does not constitute a liability to either staff or clients.
- Employees are expected to adhere to local traffic laws and limit the use of cell phones to emergencies while driving.
- Personal use of individual cell phones during working hours shall be limited.
- Program procedures may include additional restrictions based on its operation.

In commitment to our organizational mission and in order to safeguard the health of our staff and provide a safe working environment for everyone.

SMA recognizes that alcohol and/or other drug dependency is a treatable condition and shall make reasonable efforts to provide treatment for staff in need of assistance.

SMA shall make substance addiction treatment services available outside the agency to staff experiencing alcohol or other drug abuse or dependence.

**Drug Free  
Workplace**

- SMA is dedicated to providing a healthy, comfortable, and productive work environment for our clients and employees.
- Compliance with the policy is expected, based upon the importance of the message this conveys to our clients.
- Adherence to this policy is a condition of continued employment with the agency.

Tobacco Free  
Workplace

- All approved vacant positions shall be posted for a minimum of seven calendar days so that all eligible staff may be informed of job opportunities at SMA.
- In order to be eligible to apply for internal positions **you must have worked in your current position for at least six months** and must not be on any form of corrective action.

## Internal Job Posting

- Workforce Connections is database that stores all employees' demographic, position, compensation, tax information, education, pay history, and benefits information.
- The site also includes the SMA Staff Phone List, SMA Translators List, with links to the HR Policy Manual, Employee Handbook, and the SMA Intranet.

Workforce  
Connections

- The SMARtnet is SMA's Intranet system and is available to all employees who have computer and internet access.
- The SMARtnet has links to **myLearningPointe, Workforce Connections, Policies and Procedures manual, Job Postings**, Agency forms, Avatar (EMR) tutorials, Facilities Helpdesk requests, Training forms, Videos and tutorials, SMA Annual Report, Strategic Plan, Resource Links, and much more.

**SMARtnet/Intranet**

**QUESTIONS?**