

CENTRAL IOWA PSYCHOLOGICAL SERVICES
SUBSTANCE AND ADDICTIVE DISORDER
PROGRAM

2018 POLICY AND PROCEDURE MANUAL

April 1, 2013

Reviewed: January 2014, January 2015, January 2016, January 2017, January 2018

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Central Iowa Psychological Services Substance and Addictive Disorder Program

Manual Statement of Program Purpose and Goals

Effective: April 1, 2013, revised January 1, 2018 RET

1. MISSION

It is our commitment to provide the highest quality and most comprehensive behavioral health services available to children, adults, and families in Central Iowa and to promote a staff and work environment that encourages personal growth and mutual support among all staff members as part of a collaborative staff.

2. TREATMENT PHILOSOPHY

The primary purpose of Central Iowa Psychological Services Substance and Addictive Disorder Program is to assist each client to live a life of recovery from substance and addictive disorders. Services will be person-centered and their plan of recovery will be individualized.

3. OBJECTIVES AND GOALS

The objective of the program is to give assistance to the client seeking to recover from substance and addictive disorders by gaining knowledge and an understanding of several facets of their dependency. Client education includes:

- a. The nature of substance and addictive disorders;
- b. The symptoms of substance and addictive disorders
- c. The need for a lifelong program of recovery
- d. To support and direct the client in a life of recovery

We expand these goals by offering knowledge and understanding of Alcoholic Anonymous and/or Narcotics Anonymous and other support groups and systems.

3. **GEOGRAPHICAL LOCATION** The primary area of service includes but is not limited to, Story, Boone, Hamilton, Marshall, and Polk Counties, however, we have no limitations on persons who participate in our program and openly welcome all who come.

4. **TARGET POPULATION** We are fully licensed to serve male and female persons (Adults) in all facets of the program we offer. We are licensed to serve adolescents in an outpatient program for chemical dependency. We do not cater to any age group or clientele and provide services to all persons regardless of race, color, national origin, age, or handicap as long as we believe we can facilitate their needs.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

TITLE: INTRODUCTION

Effective: April 1, 2013

A. Purpose and Function:

The primary purpose of Central Iowa Psychological Services Substance and Addictive Disorder Program is to assist the client in a life free from substance and addictive disorders.

B. The Primary Policy:

It shall be the policy of Central Iowa Psychological Services Substance and Addictive Disorder Program that all plans, objectives, goals, policies, procedures and rules are based upon and subordinate to helping the facility to accomplish its primary purpose.

C. General Policies

1. No one will be denied admission for treatment at because of an inability to pay for the cost of therapy. An account can be set up on an honest and conscientious payment plan agreed upon by the client. Clients who are discharged against medical advice (AMA) are required to pay their account in full no later than 30 days after discharge. If no contact is made, Central Iowa Psychological Services will involve independent collection assistance.

2. Central Iowa Psychological Services and its staff shall obey and conform to the laws of the United States and the State of Iowa and to the rules and regulations of the various agencies having jurisdiction over the facilities, its program and staff.

3. Central Iowa Psychological Services shall not discriminate in any manner prohibited by the United States or Iowa law or ruling from an appropriate agency of the same. Staff and team member will follow Central Iowa Psychological Service Cultural Competency Plan to guide them in delivery of services to all.

4. Central Iowa Psychological Services and its staff shall safeguard the confidentiality of its clients and any of his/her records or other information given about the client. Furthermore, the staff shall make no release of information without written authorization from the client.

D. Program Goals and Objectives

1. Central Iowa Psychological Services shall establish objectives, goals, policies and procedures for each area of operation and evaluate its function in light of accomplishment of these goals.
2. The treatment program shall include a need assessment used as a guide to the counselor and client in the formation of the following:
 - a. Individualized treatment plan
 - b. Family Counseling
 - c. Aftercare plan
 - d. Other areas of care or assistance

E. Availability of Services

The individualized treatment program shall include, where appropriate, referral to any or all of the following agencies:

Chemical dependency inpatient unit referral;

United States Veterans Administration;

Vocational Rehabilitation Units;

Department of Public Welfare and or Social Services;

Mental Health facilities;

Other Half-way houses;

Other outpatient treatment centers;

Clergy or other spiritual counselors;

Legal assistance;

Educational and vocational counselors;

Job services and employment agencies; and or

Other agencies or resources deemed beneficial to the overall recovery of the client.

We expand these goals by offering a knowledge and understanding of Alcoholic Anonymous and/or Narcotic Anonymous. We assist the client to see their personal need for that knowledge of the twelve steps of the A.A./N.A. program. We present the further goals of learning to see the needs in other life areas of physical and mental health, employment, vocational/career/educational needs, family and social adjustments.

1. Conditions under which referral are made are as follows:

If the treatment staff and clinical director believe a client needs to have a psychological evaluation the client will be referred to an appropriate mental health center for evaluation.

If the psychological evaluation reveals that the client is mentally impaired (MI) and should be treated in a mental health institution.

If the psychological evaluation reveals multi-occurring symptoms that would best be treated in a mental health based chemical dependent program.

If a client has been referred by a mental health counselor, medical doctor or probation officer, that client will be referred back to the referring agency for further assistance.

If a client is not able to stay clean and sober and capable of working in an outpatient level of care, they would likely be referred to a higher level of care.

2. The following means will be used to assist in the referral for the client seeking services not provided at Central Iowa Psychological Services

A. Once the client signs a release of information, the referral will be made, any and all information approved by the client will be sent to referral agency.

B. The referent will be contacted, consulted, and then an appointment made for the client.

3. Central Iowa Psychological Services will document at least one contact during the Client's treatment.

A. Following the decision to consider referral, the client's counselor will contact referral agency and he/she will document the results of the call in the client's progress notes.

- B. The client's counselor will confirm referral arrangements before the expected arrival of the client. The referral will be recorded in the progress notes of the client's file.

F. Program Evaluations

1. All clients shall be apprised of their progress on going, their progress will be measured against the goal established in the individualized treatment program and staff observations.
2. A discharge summary shall be prepared for each client following their release from treatment, one on one counseling, and recovery groups; the summary shall include;
 - A. Goals established in the individualized treatment plan;
 - B. Progress toward those goals;
 - C. Pertinent agencies to which referral is desirable.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

We the undersigned, being all the members of the Central Iowa Psychological Services a corporation subject to the provision of the Iowa Statutes, adopts the forgoing bylaws as the Bylaws of Central Iowa Psychological Services.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: Legal Authority and Organization of the Governing Body:

155.21(1)

**BYLAWS OF CENTRAL IOWA PSYCHOLOGICAL
SERVICES**

Effective: April 1, 2013

1. MISSION

It is our commitment to provide the highest quality and most comprehensive behavioral health services available to children, adults, and families in Central Iowa and to promote a staff and work environment that encourages personal growth and mutual support among all staff members as part of a collaborative staff.

2. HISTORY OF CENTRAL IOWA PSYCHOLOGICAL SERVICES

Central Iowa Psychological Services was first established in 1989 in West Des Moines for the purpose of providing therapeutic counseling services to individuals in the central Iowa area. This grew to include clients who travel to their offices from throughout the state as well as southern Minnesota and northern Missouri. In 1998 Central Iowa Psychological Services expanded and opened an Ames location, managed by Dr. Warren Phillips. Dr. Phillips established full ownership in 2009 with locations in both Ames and West Des Moines, IA.

Central Iowa Psychological Services provides psychological evaluations and counseling for children, adults, couples and families throughout Central Iowa. Central Iowa Psychological Services currently employs both full and part time therapists as well as non-clinical support staff. Therapists' specialties include psychotherapy with children, adolescents, and adults as well as psychological testing, substance abuse counseling, eating disorders specialties, and a variety of approaches for individual, couple and family therapy. Please see Central Iowa Psychological Services' website at :

<http://www.iowacounseling.com/> for additional details regarding staff resumes and the operations of Central Iowa Psychological Services.

Amended and Restated Bylaws of Donald M. Kaesser, Ph.D., P.C.

Article I Offices

The principal office of the Corporation shall be located at: 1200 Valley West Drive, Suite 707, West Des Moines, Iowa 50266. The Corporation may have such other offices, either within or without such State: as the Board of Directors may designate or as the business of the Corporation may require from time to time.

The registered office of the Corporation required by the Iowa Business Corporation Act to be maintained in the State of Iowa may be, but need not be, identical with the principal office in the State of Iowa, and the address of the registered office may be changed from time to time by the Board of Directors in accordance with the Iowa Business Corporation Act.

Article II Shareholders

Section A. Annual Meeting. The annual meeting of the Shareholders shall be held at 9:00 A.M. on the first Tuesday of May in each year, beginning with the year 2003: for the purpose of electing Directors and for the transaction of such other business as may come before the meeting. If the day fixed for the annual meeting shall be a legal holiday, such meeting shall be held on the next succeeding business day. If the election of Directors shall not be held on the day designated herein for any annual meeting of the Shareholders, or at any adjournment thereof, the Board of Directors shall cause the election to be held at a special meeting of the Shareholders as soon thereafter as conveniently may be.

Section B. Special Meetings

Special meetings of the Shareholders for any purpose or purposes, unless otherwise prescribed by statute, may be called by the President or by a majority of the Board of Directors or by holders of a majority of the shares of the Corporation entitled to vote at the meeting.

Section C. Place of Shareholders' Meeting

The Board of Directors may designate any place, either within or without the State of Iowa: as the place of meeting for any annual meeting or for any special meeting called by the Board of Directors. A waiver of notice signed by all Shareholders entitled to vote at a meeting may designate any place, either within or without the State of Iowa, as the place for the holding of such

meeting. If no designation is made, or if a special meeting be otherwise called. The place of meeting shall be the principal office of the Corporation in the State of Iowa.

Section D. Notice of Meeting

Notice shall be given for each annual and special meeting to each Shareholder of record entitled to vote at such meeting stating the place, day and hour of the meeting and, in case of a special meeting, the purpose or purposes for which the meeting is called. Such notice shall be given not less than ten nor

more than sixty days before the date of the meeting in writing, unless oral notice is reasonable under the circumstances. If mailed, such notice shall be deemed to be delivered when deposited in the United States mail, addressed to the Shareholder's address as it appears on the stock transfer books of the Corporation, unless a Shareholder shall have filed with the Secretary of the Corporation a written request that notices intended for such Shareholder be mailed to a different address, in which case the notice shall be mailed to the address designated in the request, with postage thereon prepaid, Any notice of meetings may be waived by a Shareholder by submitting a signed waiver either before or after the meeting, or by attendance at the meeting.

Section E. Closing of Transfer Books or Fixing of Record Date

For the purpose of determining Shareholders entitled to notice of or to vote at any meeting of Shareholders or any adjournment thereof, or Shareholders entitled to receive payment of any dividend, or in order to make a determination of Shareholders for any other proper purpose, the Board of Directors of the Corporation may provide that the stock transfer books shall be closed for a stated period but not to exceed, in any case, sixty days. If the stock transfer books shall be closed for the purpose of determining Shareholders entitled to notice of or to vote at a meeting of Shareholders, such books shall be closed for at least ten days immediately preceding such meeting. In lieu of closing the stock transfer books, the Board of Directors may fix in advance a date as the record date for any such determination of Shareholders, such date in any case to be not more than sixty days and not less than ten days prior to the date on which the particular action, requiring such determination of Shareholders, is to be taken. If the stock transfer books are not closed and no record date is fixed for the determination of Shareholders entitled to notice of or to vote at a meeting of Shareholders, or Shareholders entitled to receive payment of a dividend, the date on which notice of the meeting is mailed or the date on which the resolution of the Board of Directors declaring such dividend is adopted, as the case may be, shall be the record date for such determination of Shareholders, When a determination of Shareholders entitled to vote at any meeting of Shareholders has been made as provided in this section, such determination shall apply to any adjournment thereof.

Section F. Quorum

A majority of the outstanding shares of the Corporation entitled to vote, represented in person or by proxy, shall constitute a quorum at a meeting of Shareholders. If a quorum is present, the affirmative vote of a majority of the shares represented at the meeting and entitled to vote on the subject matter shall be the act of the Shareholders, unless the vote of a greater number or voting by classes is required by the Iowa Business Corporation Act, the Articles Of Incorporation, or the Bylaws. If less than a majority of the outstanding shares are represented at a meeting, a majority of the shares so represented may adjourn the meeting from time to time without further notice, At such adjourned meeting at which a quorum shall be present or represented, any business may be transacted which might have been transacted at the meeting as originally notified. The Shareholders present at a duly organized meeting may continue to transact business until adjournment, notwithstanding the withdrawal of enough Shareholders to leave less than a quorum.

Section G. Voting of Shares

Subject to the provisions of this Article, each outstanding share, regardless of class, shall be entitled to one vote upon each matter submitted to vote at a meeting of Shareholders, except to the extent that the voting rights of the shares of any class or classes are limited or denied by the Articles of Incorporation.

Section H. Cumulative Voting of Shares

Every Shareholder entitled to vote at any election for Directors may cumulate his or her votes and give one candidate a number of votes equal to the number of Directors to be elected multiplied by the number of votes to which his or her shares are entitled, or distribute his or her votes on the same principle among as many candidates as he or she thinks fit_ The candidates receiving the highest number of votes up to the number of Directors to be elected are elected.

Section I. Action without a Meeting

Unless prohibited by the Iowa Business Corporation Act any action required to be taken at a meeting of the Shareholders, or any other action which may be taken at a meeting of the Shareholders, may be taken without a meeting if one or more written consents setting forth the action so taken, shall be signed by Shareholders representing not less than 100% of the shares entitled to vote with respect to the subject matter thereof, unless a higher percentage is specified in the Articles Of Incorporation.

Section J. Meeting of all Shareholders.

If all of the Shareholders shall meet at any time and place, either within or without the State of Iowa, and consent to the holding of a meeting at such time and place, such meeting shall be valid without call or notice, and at such meeting any corporate action may be taken.

Section K. Voting by Ballot

Voting by Shareholders on any question or on any election may be voice unless the presiding Officer shall order or any Shareholder shall demand that voting be by ballot.

Article III Board of Directors

Section A. General Powers

The business and affairs of the Corporation shall be managed by its Board of Directors. The Board of Directors may authorize any Officer or Officers, agent or agents, to enter into any contract or execute and deliver any instrument in the name of and on behalf of the Corporation, and such authority may be general or confined to specific instances.

Section B. Number, Tenure, and Qualifications

The Board of Directors of the Corporation shall consist of a minimum of one and a maximum of seven members. The number of Directors may be fixed or changed from time to time, within that minimum

and maximum, by the Shareholders or Board of Directors. in accordance with the provisions of this paragraph. The Shareholders may increase or decrease the number of Directors last approved by the Shareholders. At the first annual meeting of Shareholders and at each annual meeting thereafter the Shareholders shall elect Directors to hold office for the term for which elected, and until the successors of such Director shall have been elected and qualified. Directors must be of legal age.

Section C. Regular Meeting

A regular meeting of the Board of Directors shall be held without other notice than this Bylaw immediately after, and at the same place as, the annual meeting of Shareholders, for the election or appointment of Officers and for the transaction of any other business. The Board of Directors may provide, by resolution, the time and place, either within or without the State of Iowa: for the holding of additional regular meetings without other notice than such resolution.

Section D. Special Meetings

Special meetings of the Board of Directors may be called by or at the request of the President or any one Director. The person or persons authorized to call special meetings of the Board of Directors may fix any place, either within or without the State of Iowa, as the place for holding any special meeting of the Board of Directors called by such person or persons.

Section E. Notice

Notice shall be given for any regular or special meeting of the Board of Directors to each Director stating the date, time and place of the meeting. Such notice shall be given at least two days prior thereto in writing, unless oral notice is reasonable under the circumstances. If mailed, such notice shall be deemed to be delivered on the earlier of two days after deposit in the United States mail addressed to the Director's address as shown on the Corporation's records with postage thereon prepaid or upon receipt. The attendance of a Director at a meeting shall constitute a waiver of notice of such meeting, except where a Director attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called or convened.

Section F. Conduct of Meeting

All Directors, to the extent possible, shall personally attend regular and special meetings of the Board of Directors. However, any Director may participate in any regular or special meeting by any means of communication by which all Directors participating may simultaneously hear each other during the meeting. A Director participating in a meeting by this means is deemed to be present in person at the meeting.

Section G. Quorum

A majority of the number of the duly elected and qualified Directors shall constitute a quorum for the transaction of business; provided. that if less than a majority of such number of Directors are present at said meeting, a majority of the Directors present may adjourn the meeting from time to time without further notice.

Section H. Manner of Acting

The act of the majority of the Directors present at a meeting at which a quorum is present shall be the act of the Board of Directors.

Section I. Vacancies

Any vacancy occurring in the Board of Directors and any Directorship may be filled by the affirmative vote of a majority of the remaining Directors. A Director elected to fill a vacancy shall be elected for the unexpired term of such Director's predecessor in office. Any directorship to be filled by reason of any increase in the number of Directors shall be filled by election at an annual meeting or at a special meeting of Shareholders called for that purpose.

Section J. Removal of Directors

The entire Board of Directors or any Director may be removed either with or without cause, at any time, by a vote of the Shareholders holding a majority of the shares then issued and outstanding and who were entitled to vote for the election of the Director sought to be removed, at any special meeting called for that purpose. or at the annual meeting. Except as otherwise prescribed by the Iowa Business Corporation Act, a Director may be removed for cause by vote of a majority of the entire Board,

Section K. Resignation of Director

Any Director may resign his or her office at any time, such resignation to be made in writing and to take effect immediately without acceptance.

Section L. Compensation

The Board of Directors, by the affirmative vote of a majority of Directors then in office, and irrespective of any personal interest of any of its members, shall have authority to establish reasonable compensation of all Directors for services to the Corporation as Directors, Officers, or otherwise. By resolution of the Board of Directors the Directors may be paid theft expenses, if any, of attendance at each meeting of the Board.

Section M. Presumption of Assent

A Director of the Corporation who is present at a meeting of the Board of Directors at which action on any corporate matter is taken shall be presumed to have assented to the action taken unless the dissent of such Director shall be entered in the minutes of the meeting or unless such Director shall file a written dissent to such action with the person acting as the secretary of the meeting before the adjournment thereof or shall forward such dissent by registered or certified mail to the Secretary of the Corporation immediately after the adjournment of the meeting, Such right to dissent shall not apply to a Director who voted in favor of such action,

Section N. Action Without a Meeting

Unless prohibited by the Iowa Business Corporation Act any action required to be taken at a meeting of the Directors, or any other action which may be taken at a meeting of the Directors or of a committee of Directors, may be taken without a meeting if a consent in writing, setting forth the action so taken, shall be signed by all of the Directors or all of the members of the committee of Directors, as the case may be, entitled to vote with respect to the subject matter thereof.

Article IV Committees

Section A. Executive Committee

The Board of Directors by resolution adopted by a majority of the full board, may designate two or more of its members to constitute an Executive Committee, The designation of such committee and the delegation thereto of authority shall not operate to relieve the Board of Directors, or any member thereof, of any responsibility imposed by law. The Executive Committee: when the Board of Directors is not in session, shall have and may exercise all of the authority of the Board of Directors except to the extent, if any, that such authority shall be limited by the resolution appointing the Executive Committee and except also that the Executive Committee shall not have the authority of the Board of Directors in reference to amending the Articles Of Incorporation, adopting a plan of merger or consolidation. recommending to the Shareholders the sale, lease or other disposition of all or substantially all of the property and assets of the Corporation otherwise than in the usual and regular course of its business, recommending to the Shareholders a voluntary dissolution of the Corporation or a revocation thereof, or amending the Bylaws of the Corporation.

Section B. Tenure and Qualifications

Each member of each Committee shall hold office until the next regular annual meeting of the Board of Directors following his or her designation and until his or her successor is designated as a member of such Committee and is elected and qualified.

Section C. Meetings

Regular meetings of each Committee may be held without notice at such times and places as each Committee may fix from time to time by resolution. Special meetings of each Committee may be called by any member thereof upon not less than two days notice stating the place, date and hour of the meeting, which notice may be written or oral, and if mailed, shall be deemed to be delivered when deposited in the United States mail addressed to the member of each Committee at his or her address designated to the Corporation. Any member of a Committee may waive notice of any meeting and no notice of any meeting need be given to any member thereof who attends in person. The notice of a meeting of a Committee need not state the business proposed to be transacted at the meeting.

Section D. Quorum

A majority of the members of a Committee shall constitute a quorum for the transaction of business at any meeting thereof and action of a Committee must be authorized by the affirmative vote of a majority of the members present at a meeting at which a quorum is present.

Section E. Action Without a Meeting

Any action that may be taken by a Committee at a meeting may be taken without a meeting if a consent in writing, setting forth the action so to be taken, shall be signed before such action by all of the members of such Committee.

Section F. Vacancies.

Any vacancy in a Committee may be filled by a resolution adopted by a majority of the full Board of Directors.

Section G. Resignations and Removal

Any member of a Committee may be removed at any time with or without cause by resolution adopted by a majority of the full Board of Directors. Any member of a Committee may resign from such Committee at any time by giving written notice to the President or Secretary of the Corporation, and unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make it effective.

Section H. Procedure

Each Committee shall elect a presiding officer from its members and may fix its own rules or procedures which shall not be inconsistent with these Bylaws.

Article V Officers

Section A. Number

The Officers of the Corporation shall consist of a President, one or more Vice-Presidents (the number thereof to be determined by the Board of Directors), a Secretary and a Treasurer, and such assistant Officers as may be elected or appointed by the Board of Directors. Any two or more offices may be held by the same person,

Section B. Election and Term of Office

The Officers of the Corporation shall be elected annually by the Board of Directors at the first meeting of the Board of Directors held after each annual meeting of Shareholders. If the election of Officers shall not be held at such meeting, such election shall be held as soon thereafter as conveniently may be. Vacancies may be filled or new offices created and filled at any meeting of the Board of Directors. Each Officer shall hold office until his or her successor shall have been duly elected and qualified or until his or her death or until he or she shall resign or shall have been removed in the manner hereinafter provided. Election or appointment of an Officer or agent shall not of itself create contract rights.

Section C. Removal

Any Officer or agent elected or appointed by the Board of Directors may be removed by the Board of Directors whenever in its judgment the best interests of the Corporation would be served thereby, but such removal shall be without prejudice to the contract rights, if any, of the person so removed.

Section D. Resignation

Any Officer or agent may resign at any time by giving written notice to the Board of Directors, the President or the Secretary of the Corporation. Such resignation shall take effect at the date of the receipt of such notice or at any later time specified therein; and, unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make it effective.

Section E. Vacancies

A vacancy in any office because of death, resignation, removal, disqualification or otherwise, may be filled by the Board of Directors for the unexpired portion of the term.

Section F. The President

The President shall be the principal executive officer of the Corporation and, subject to the general powers of the Board of Directors, shall in general supervise and control all of the business and affairs of the Corporation. The President shall, when present, preside at all meetings of the Shareholders and of the Board of Directors and shall in general perform all duties incident to the office of President and such other duties as may be prescribed by the Bylaws or by the Board of Directors from time to time.

Section G. The Vice-President(s)

The Vice-President (or in the event there be more than one Vice-President, the Vice-President in the order designated, or in the absence of any designation, then in the order of their election) shall perform the duties of the President in the event of the President's absence, death, inability or refusal to act. When so acting, the Vice-President shall have all the powers of and be subject to all the restrictions upon the President; and in addition thereto, shall perform such other duties as may be assigned by the President or by the Board of Directors, or as may be prescribed by the Bylaws.

Section H. The Secretary

The Secretary shall: (a) keep the minutes of the Shareholders' and of the Board of Directors' meetings in one or more books provided for that purpose; (b) see that all notices are duly given in accordance with the provisions of these Bylaws or as required by law; (c) be custodian of the corporate records; (d) keep a register of the post office address of each Shareholder which shall be furnished to the Secretary by such Shareholder; (e) have general charge of the stock transfer books of the Corporation; and (f) in general perform all duties incident to the office of Secretary and such other duties as from time to time may be assigned by the President or by the Board of Directors.

Section I. The Treasurer

The Treasurer shall: (a) have charge and custody of and be responsible for all funds and securities of the Corporation; receive and give receipts for moneys due and payable to the Corporation from any source whatsoever, and deposit all such moneys in the name of the Corporation in such banks, trust companies or other depositories as shall be selected in accordance with the provisions of these Bylaws: and (b) in general perform all of the duties incident to the office of Treasurer and such other duties as from time to time may be assigned by the President or by the Board of Directors. The Treasurer shall give a bond for the faithful discharge of his or her duties in such sum and with such surety or sureties as the Board of Directors shall determine.

Section J. Other Assistants and Acting Officers

The Board of Directors shall have the power to appoint any person to act as assistant to any Officer, or to perform the duties of such Officer whenever for any reason it is impracticable for such Officer to act personally, and such assistant or acting Officer so appointed by the Board of Directors shall have the power to perform all the duties of the office to which appointed to be assistant, or as to which appointed to act, except as such power may be otherwise defined or restricted by the Board of Directors.

Section K. Compensation

The compensation of the Officers shall be fixed from time to time by the Board of Directors and no Officer shall be prevented from receiving such compensation by reason of the fact that such Officer is also a Director of the Corporation.

Article VI Indemnification of Officers

This Corporation shall indemnify an Officer of this Corporation, and each Officer of this Corporation who is serving or who has served, at the request of this Corporation, as an officer, director, partner, trustee, employee or agent of another corporation, partnership, joint venture, trust, other enterprise or employee benefit plan to the fullest extent possible against expenses, including attorneys' fees, judgments, penalties, fines, settlements and reasonable expenses, actually incurred by such Officer or person relating to his or her conduct as an Officer of this Corporation or as an officer, director, partner, trustee, employee or agent of another corporation, partnership, joint venture, trust, other enterprise or employee benefit plan, except that the mandatory indemnification required by this sentence shall not apply (i) to a breach of an Officer's duty of loyalty to the Corporation or its Shareholders, (ii) for acts or omissions not in good faith or which involve intentional misconduct or knowing violation of the law, (iii) for a transaction from which an Officer derived an improper personal benefit, (iv) acts or omissions for which indemnification is prohibited under the Iowa Business Corporation Act, or (v) against judgments, penalties, fines, and settlements arising from any proceeding by or in the right of the Corporation, or against expenses in any such case where such Officer shall be adjudged liable to the Corporation.

The indemnification provided in this Article shall not be deemed exclusive of any other rights to which a person indemnified may be entitled under any agreement, vote of Shareholders, or disinterested Officers or otherwise, both as to action in the official capacity of such person and as to action in another

capacity while holding such office, and shall continue as to a person who has ceased to be an Officer and shall inure to the benefit of the heirs, executors, and administrators of such person,

Article VII Written Instruments, Loans and Deposits

Section A. Written Instruments

Subject always to the specific directions of the Board of Directors, all deeds and mortgages made by the Corporation to which the Corporation shall be a party shall be executed in its name by the President or the Vice- President and attested by the Secretary or the Treasurer. All other written contracts and agreements to which the Corporation shall be a party shall be executed in its name by any Officer.

Section B. Loans

No loans shall be contracted on behalf of the Corporation and no evidences of indebtedness shall be issued in its name unless authorized by a resolution of the Board of Directors. Such authority may be general or confined to specific instances.

Section C. Directors' Contracts

No contract or other transaction between the Corporation and any other corporation shall be affected or invalidated by the fact that any one or more of the Directors of this Corporation is or are interested in, or is a Director or Officer, or are Directors or Officers of such other corporation, and any Director or Directors, individually or jointly, may be a party or parties to or may be interested in any contract or transaction of this Corporation or in which this Corporation is interested; and no contract, act or transaction of this Corporation with any person or persons, firm or association, shall be affected or invalidated by the fact that any Director or Directors of this Corporation is a party, or are parties to, or interested in, such contract, act, or transaction, or in any way connected with such person or persons, firm or association and each and every person who may become a Director of this Corporation is hereby relieved from any liability that might otherwise exist from contracting with the Corporation for the benefit of such person or any firm or corporation in which such person may be in any way interested,

Article VIII Certificates for Shares and Their Transfer

Section A, Certificates for Shares.

Subject to the provisions of the Iowa Business Corporation Act, certificates representing shares of the Corporation shall be in such form as may be determined by the Board of Directors. Such certificates shall be signed by the President or a Vice-President and the Secretary or an Assistant Secretary of the Corporation. The signatures of the President or Vice-President and the Secretary or an Assistant Secretary upon a certificate may be facsimiles if the certificate is countersigned by a transfer agent, or registered by a registrar, other than the Corporation itself or an employee of the Corporation. All certificates for shares shall be consecutively numbered or otherwise identified. All certificates shall state the registered holder's name, the number and class of shares represented thereby, the date of issue, the par value of such shares, or that they are without par value. The name of the person to whom the shares represented thereby are issued, with the number of shares and date of issue, shall be entered on the books of the Corporation. All certificates surrendered to the Corporation for transfer shall be canceled

and no new certificate shall be issued until the former certificate for a like number of shares shall have been surrendered and canceled, except that in the case of a lost, destroyed, or mutilated certificate a new one may be issued therefore upon such terms and indemnity to the Corporation as the Board of Directors may prescribe.

Section B. Transfers of Shares

Subject to the rights conferred by the laws of the State of Iowa, transfers of shares of the Corporation shall be made only on the books of the Corporation by the holder of record thereof or by the legal representative of such holder, who shall furnish proper evidence of authority to transfer, or by an attorney for such holder thereunto authorized by power of attorney duly executed and filed with the Secretary of the Corporation; and only on surrender for cancellation of the certificate for such shares. Except as otherwise provided by law, the person in whose name shares stand on the books of the Corporation shall be deemed the owner thereof for all purposes as regards the Corporation.

Section C. Stock Regulations

The Board of Directors shall have the power and authority to make all such further rules and regulations not inconsistent with the laws of the State of Iowa as they may deem expedient concerning the issue, transfer, and registration of certificates representing shares of the Corporation.

Section D. Restrictions on Disposition of Stock

No stockholder of this Corporation shall sell or dispose of any of his or her shares of such stock in the Corporation, except to pledge the same, without first giving notice in writing to the President or the Secretary of the Corporation, naming the prospective purchaser: and the price and terms of the proposed sale, or other disposition of the stock, and without first giving the Corporation or the remaining Shareholders of the class in proportion to their holdings of the class of stock in the Corporation, the first right and option to purchase such stock at the same price and upon the same terms offered to such Shareholder by a bona fide prospective purchaser of such shares. The Corporation shall have the option for thirty days after its receipt of such written offer to accept such offer. If, within such thirty day period, the Corporation shall fail to accept such offer in its entirety: its option hereunder as to such offer shall terminate. Immediately following the termination of said offer as to the Corporation, the said same offer shall be deemed without further writing to have been renewed and reinstated as to such of the other Shareholders of the Corporation and such Shareholders shall have the option for thirty days after the termination of the Corporation's option to purchase such part or all of the stock which the offering Shareholder desires to sell, at the same price and upon the same terms offered to such Shareholder by a bona fide prospective purchaser of such shares. If more than one Shareholder desires to exercise such option, they may exercise such option in such proportion between themselves as they may agree, and if they do not so agree, then each of them who wishes to purchase shares shall have the right to purchase a portion of such shares as corresponds to a fraction in which the numerator is the number of shares then owned by such Shareholder, and the denominator is the total number of shares then owned by all of the Shareholders who wish to purchase shares; provided, however, that no Shareholder shall have the right to purchase any part of the shares so offered for sale unless all of such shares so offered for sale are purchased, pursuant to such option, by one or more of the Shareholders. If the option is not exercised, then the Shareholder so desiring to sell part or all of his or her stock shall have the right for a period of thirty days after the expiration of the option period, to sell such stock to, and only to, the aforesaid bona fide prospective purchaser in the same quantity, at

the same price, and upon the same terms as were offered to the Corporation and/or the then Shareholders. Upon the expiration of such thirty day period, if such Shareholder does not sell such stock, all of the restrictions imposed by this Section shall apply to all of the stock owned by such Shareholder. Nothing contained herein shall prevent a Shareholder from selling stock to members of such Shareholder's immediate family or from making a bona fide gift, or a testamentary disposition, or from permitting a distribution by operation of law, of such share or shares, provided that in such case a transferee shall be bound by the provisions contained in this paragraph the same as an original Shareholder.

Section E. Transfer Agent

The Board of Directors shall have power to appoint one or more Transfer Agents and Registrars for the transfer and registration of certificates of stock of any class, and may require that stock certificates shall be countersigned and registered by one or more of such Transfer Agents and Registrars.

Section F. Lost Certificate

In case any certificate for the capital stock of the Corporation shall be lost, stolen, or destroyed, the Corporation may require such proof of the fact and such indemnity to be given to it and to its Transfer Agent and Registrar, if any. as shall be deemed necessary or advisable by it.

Article IX Fiscal Year

The fiscal year of the Corporation shall end on the last day of December in each year.

Article X Distributions to Shareholders

The Board of Directors may from time to time declare, and the Corporation may pay, distributions on its outstanding shares in the manner and upon the terms and conditions provided by its Articles Of Incorporation and the Iowa Business Corporation Act, The Board of Directors may fix a record date for the determination of the Shareholders entitled to receive any dividend or distribution, or any allotment of rights, or to exercise rights in respect to any change, conversion, or exchange of shares. The record date so fixed shall be not more than forty-five days prior to the date or event for the purposes of which it is fixed. When a record date is so fixed, only Shareholders of record on that date are entitled to receive the dividend_ distribution, or allotment of rights, or to exercise the rights, as the case may be, notwithstanding any transfer of any shares on the books of the Corporation after the record date.

Article XI Voting of Shares Owned by Corporation

Subject always to the specific directions of the Board of Directors, any share or shares of stock issued by any other corporation and owned or controlled by the Corporation may be voted at any Shareholder's meeting of such other corporation by the President of the Corporation if present, or if not present by the Vice-President of the Corporation. Whenever, in the judgment of the President, or if not present, of the Vice-President, it is desirable for the Corporation to execute a proxy or give a Shareholders' consent in respect to any share or shares of stock issued by any other corporation and owned by the Corporation, such proxy or consent shall be executed in the name of the Corporation by the President or the Vice-President of the Corporation and shall be attested by the Secretary of the Corporation without

necessity of any authorization by the Board of Directors. Any person or persons designated in the manner above stated as the proxy or proxies of the Corporation shall have full right, power, and authority to vote the share or shares of stock issued by such other corporation and owned by the Corporation the same as such share or shares might be voted by the Corporation,

Article XII Waiver of Notice

Whenever any notice is required to be given to any Shareholder or Director of the Corporation under the provisions of the Articles Of Incorporation, Bylaws, or the Iowa Business Corporation Act, a waiver thereof in writing, signed by the person or persons entitled to such notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice.

Article XIII Amendments

These Bylaws may be altered, amended, or repealed by the affirmative vote of the holders of a majority of the Shareholders entitled to vote in the election of any Director at an annual meeting or at a special meeting called for that purpose, provided that a written notice shall have been sent to each Shareholder of record entitled to vote at such meeting, which notice shall state the alterations, amendments, additions, or changes which are proposed to be made in such Bylaws. Only such changes shall be made as have been specified in the notice. These Bylaws may also be altered, amended or repealed by a majority vote of the Directors at any regular or special meeting or by the Shareholders: provided, however, that the power of the Board of Directors to alter, amend or repeal may be expressly limited in the Articles Of Incorporation.

The foregoing are the Amended and Restated Bylaws of Donald M. Kaesser, PhD, PC, duly adopted by the Board of Directors of said Corporation on May 22nd 2002.

Donald M. Kaesser, PhD, PC

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: EXECUTIVE DIRECTOR

155.21(2)

Effective: April 1, 2013

POLICY: A. The governing body shall appoint an Executive Director whose qualifications, authority, and duties are appropriate to the administrative and treatment requirements of the program. This individual shall have primary responsibility for the overall program operations of the Central Iowa Psychological Services in accordance with the policy established by the governing body.

B. Policy Requirements

1. The requirements shall comply with federal, state and local regulations regarding employment.
2. The duties of the Executive Director shall include, but not necessarily be limited to the following:
 - A. The developing and organizing of administrative and procedural functions of all Central Iowa Psychological Services programs;
 - B. Public relations;
 - C. Establishing a formal means of staff accountability;
 - D. Control and conservation of the physical and financial assets of the program;
 - E. Personnel administration; and
 - F. Review of policies on an annual basis and updating as appropriately.

C. The Executive Director shall assist the governing body in

Formulating a Strategic Plan, Risk Management Plan, Cultural Competency Plan, shall prepare all policies and procedures, present, and interpret relevant information as deemed appropriate by the governing body which

may include:

1. Reports describing the program's operation;
2. Evaluation reports dealing with the efficiency and effectiveness of the programs;
3. Plans based upon the nature and extent of substance abuse and addictive disorder problems within the service area, the nature and extent of funding, and other resources available, and federal, state, and local developments affecting substance abuse treatment; and
4. Budget and financial statements and annual audit.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

TITLE: CLINICAL OVERSIGHT

155.21(3)

Effective: April 1, 2013

POLICY:

The program shall have available consultation from a qualified Director of Substance and Addictive Disorders to ensure quality of clinical services provided to clients. This individual will assist the program in developing policies and procedures relating to the assessment and treatment of psychopathology. The Director of Substance and Addictive Disorders will assist in the training of the staff and providing assistance to the clinical staff in client treatment. The Director of Substance and Addictive Disorders will oversee the day to day operations of all chemical dependency services, supervise staff, and insure that the program meets state licensure standards. The Executive Director or designee shall be ultimately responsible for clinical services and implementation for treatment services to clients.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: STAFF DEVELOPMENT AND TRAINING:

155.21(4)

Effective: April 1, 2013, Revised: 1/1/2018 RET

Staff Development and Training

POLICY:

It is the policy of the Central Iowa Psychological Services to permit attendance at seminars, workshops, and other education meetings or classes on work time with pay. This is to encourage continual updating of work related knowledge and skills, each staff member is strongly encouraged to attend at least one seminar or workshop or to enroll in one college level course annually.

PROCEDURE:

Thorough professional development is the primary responsibility of the individual. The Director of Substance and Addictive Disorder Services shall be responsible for providing such opportunities for the staff, as part of their management functions.

Central Iowa Psychological Services recognizes that the quality of its work is directly related to the continuing career growth and training opportunities for employees. Developmental training experiences will be provided for all employees, based upon the association's goals and an individual's career plan and job responsibilities. Consequently, there will be periodic consultations between employees, the Executive Director, and Clinical Director to identify training and career development needs. This will be conducted annually to improve the overall performance of services delivered.

A needs assessment will be conducted annually by the Director of Substance and Addictive Disorder Services. On the basis of that assessment a yearly training plan will be developed and followed.

Staff trainings will be mandatory for staff members on diverse populations. Staff will be required to be competent in areas of culture and diversity. CIPS will have a cultural competency and diversity plan that will address how it will respond to its stakeholders as well as how the knowledge, skills, and behaviors will enable personnel to work effectively cross-culturally by understanding, appreciating, and expecting differences and similarities in beliefs, values, and practices within and between cultures.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: Management Information System

SARS/ISMART

155.21(5)

Effective: April 1, 2013

POLICY:

It is the policy of Central Iowa Psychological Services Substance and Addictive Disorder Program to cooperate with the Iowa Department of Health, Division of Substance Abuse in using the Division required **Substance Abuse Reporting System (SARS) or Web Based (ISMART) program.**

PROCEDURE:

Central Iowa Psychological Services will utilize the full clinical application of the Web Based (ISMART) program as the clinical record. The appropriate ISMART/SARS forms (following) will be completed for all clients for the following:

1. Evaluations (outpatient): Use Placement Screening form
2. Admissions: Use Admission form
3. Clients: Use Services form each month of client services
4. Discharges: Use Discharge form
5. Follow-up: Use Follow-up form

All forms will be completed using criteria and as instructed in the **SARS USER MANUAL or ISMART technical assistance.**

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

Effective: April 1, 2013

PROCEDURES MANUAL

155.21(6)

POLICY

Central Iowa Psychological Services Substance and Addictive Disorder Program will develop and maintain a policy and procedural manual. The manual will define the program's policies and procedures to reflect the programs activities and services. The manual will contain all required written policies and procedures, definitions, and all other documentation outlined by state standards. All revisions will be entered with the date, name, and title of the individual making the entries.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: FISCAL MANAGEMENT PLAN

155.21(7)

Effective: April 1, 2013

Central Iowa Psychological Services Substance and Addictive Disorder Program shall ensure proper fiscal management which shall include the following:

- A. The preparation and maintenance of an annual written budget shall include the following:
 - 1. Itemized projected expenses by line item and revenue by funding source.
 - 2. Review and approval by the Governing Body prior to the beginning of the budget year.
- B. The fiscal management system shall be maintained in accordance with generally accepted accounting principles, including internal controls to reasonably protect Central Iowa Psychological Services Substance and Addictive Disorder Program assets. This shall be verified by an independent fiscal audit of the facility by a certified public accountant based on an agreement entered into by the Governing Body.
- C. Current financial reports shall be provided at least quarterly to the program management and the Governing Body. These reports shall include itemized income and expenses compared to budget.
- D. The financial management system shall reflect the financial position of the agency including assets, liabilities, and reserves. An independent audit will be conducted annually.

There shall be an insurance program that provides for the protection of the physical and financial resources of the program which provides coverage for all people, buildings, and equipment. The insurance program shall be reviewed by the Governing Body.

CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL

TITLE: PERSONNEL POLICIES

155.21 (8)

Effective: April 1, 2013, Revised: January 1, 2018 RET

Nature of Employment

Employment with Central Iowa Psychological Services is voluntarily entered into, and the staff member is free to resign at will at any time, with or without cause. Similarly, Central Iowa Psychological Services may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law. CIPS recruits qualified candidates for employment.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Central Iowa Psychological Services will be based on merit, qualifications, and abilities. Central Iowa Psychological Services does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity or any other characteristic protected by law.

Central Iowa Psychological Services will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any staff members with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Staff members can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Management Members at Central Iowa Psychological Services

Chief Executive Officer/President:

Warren H. Phillips, Ph.D.

Management Team (Supervisors and Personnel Management):

Warren H. Phillips, Ph.D.

Robert E. Thacker M.A.

Karen Ahrens, Ph.D.

Amy Cantazaro, Ph.D.

Witnessing of Legal Documents: Staff may be asked to witness legal documents to include powers of attorney, guardianship, and advanced directives.

Staff Member Relations

Central Iowa Psychological Services believes that the work conditions, wages, and benefits it offers to its staff members are highly competitive with those offered by other employers in this area and in this industry. If staff members have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisor.

Our experience has shown that when staff members deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Central Iowa Psychological Services demonstrates its commitment to staff members by responding effectively to staff member concerns.

Grievances with Fellow Staff Members

In the interest of facilitating open & enjoyable human relationships at Central Iowa Psychological Services the following procedure is to be followed if you have a concern with another Central Iowa Psychological Services employee.

First, we encourage you to directly contact the person that you may be having an issue with to let him/her know of your concerns. We ask that you do this as respectfully and professionally as possible and without anger or angst. Also, please communicate your concern(s) directly to the person involved without involving other non-management employees and do not announce your private conversations or communications with the person to other employees through any medium, including verbally, in writing, in emails, etc.

If you are uncomfortable doing this for any reason, then you should report your concern to a member of the management team. The management team member will document your concern, then discuss the issues with the full management team and take any needed action.

Retaliation in the workplace for usage of the Grievance process will not be tolerated and is subject to disciplinary action up to and including immediate termination. All grievances will be addressed immediately, and CIPS will take a no-reprisal approach when dealing with allegations of violations of ethical codes. If you have any questions about this procedure please contact the management team with your question(s).

Business Ethics and Conduct

The successful business operation and reputation of Central Iowa Psychological Services is built upon the principles of fair dealing and ethical conduct of our staff members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, all applicable Professional Codes of Ethics, and a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Central Iowa Psychological Services is dependent upon our client's trust and we are dedicated to preserving that trust. Staff members owe a duty to Central Iowa Psychological Services, its clients, shareholders, and fellow staff members to act in a way that will merit the continued trust and confidence of the public.

Central Iowa Psychological Services will comply with all applicable laws and regulations and expects its directors, officers, and staff members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and relevant ethical codes and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles and professional ethical codes of conduct, will guide you with respect to lines of acceptable behavior. If a situation arises where it is

difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor for advice and consultation.

Compliance with this policy of business and professional ethics and conduct is the responsibility of every Central Iowa Psychological Services staff member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Sexual and Other Unlawful Harassment

Central Iowa Psychological Services is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, and gender identify or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or unwanted visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact another Immediate Supervisor or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. Your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Allegations of Client Abuse

Central Iowa Psychological Services is committed to providing quality and safe client care in all the facilities where our staff works. Any allegations of client abuse (physical, sexual) or neglect are taken very seriously. When a Central Iowa Psychological Services employee is the focus of an allegation the employee will be automatically suspended pending an initial review by Management staff and Corporate Legal Counsel. The review will be conducted no later than 48 hours (or as soon as available information is obtained and reviewed) after the reported incident. During the 48 hours the employee will not be scheduled at any office location or any facility contracted with Central Iowa Psychological Services. An Initial Review may result in the following: the employee suspension will be indefinitely continued pending a state investigation, immediate termination, or release to work.

Failure to cooperate with Central Iowa Psychological Services in the internal review or with a formal state investigation will result in immediate termination.

All information obtained during the course of an internal investigation/review is strictly confidential and will not be shared outside authorized company personnel or to unauthorized third parties, unless otherwise compelled/required by ethical bodies and/or legal authorities.

Violence Prevention

Central Iowa Psychological Services is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Central Iowa Psychological Services has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises. All staff members, including supervisors and temporary staff members, should be treated with courtesy and respect at all times. Staff members are expected to refrain from fighting or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Central Iowa Psychological Services. Conduct that threatens, intimidates, or coerces another staff member, a client, or a member of the public at any time, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by staff members, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work area, do not try to intercede or see what is happening.

Central Iowa Psychological Services will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Central Iowa Psychological Services may suspend staff members, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Central Iowa Psychological Services encourages staff members to bring their disputes or differences with other staff members to the attention of their supervisors or the Immediate Supervisor before the situation escalates into potential violence. Central Iowa Psychological Services is eager to assist in the resolution of staff member disputes, and will not discipline staff members for raising such concerns.

Business Conflicts of Interest

Staff members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Central Iowa Psychological Services wishes the business to operate. The purpose of these guidelines is to provide general direction so that staff members can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Immediate Supervisor for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when a staff member is in a position to influence a decision that may result in a personal gain for that staff member or for a relative as a result of Central Iowa Psychological Services' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the staff member is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if staff members have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Central Iowa Psychological Services as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where a staff member or relative has a significant ownership in a firm with which Central Iowa Psychological Services does business, but also when a staff member or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Central Iowa Psychological Services.

Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Central Iowa Psychological Services. Such confidential information includes, but is not limited to, the following examples:

- compensation data
- discussion of detailed salary information among employees
- client lists, client identity, all clinical information, and all business data related to client contacts
- client preferences
- financial information
- marketing strategies
- clinical paperwork (e.g., history forms, checklists, etc.)
- pending projects and proposals

Staff members who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of

employment and legal action, even if they do not actually benefit from the disclosed information.

Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and staff member morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the staff member is similar to that of persons who are related by blood or marriage.

Central Iowa Psychological Services reserves the right to review situations on a case-by-case basis. Central Iowa Psychological Services also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship is established after employment between staff members who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. If the relationship is determined to be inappropriate, disruptive, or a conflict of interest by Management the following will occur: the individuals concerned will be given the opportunity to decide to whom the supervisory relationship will be transferred, such that the individuals involved are no longer in a direct supervisor/supervisee relationship to each other. If that decision is not made within 30 calendar days, management will decide who will take over supervision for the supervisee or, if it becomes necessary, who will be terminated from employment.

In other cases where a conflict (as defined by management on a case by case basis) arises because of the relationship between staff members, even if there is no line of authority or reporting involved, the staff members may be separated by reassignment or, if necessary, terminated from employment.

Immigration Law Compliance

Central Iowa Psychological Services is committed to employing only United States citizens and aliens who are authorized to work in the United States, and do not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new staff member, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former staff members who are rehired must also complete the form if they have not completed an I-9 with Central Iowa Psychological Services within the past three years, or if their previous I-9 is no longer retained or valid.

Staff members may raise questions or complaints about immigration law compliance without fear of reprisal.

Employment Reference Checks

To ensure that individuals who join Central Iowa Psychological Services are well qualified and have a strong potential to be productive and successful, it is the policy of Central Iowa Psychological Services to check the employment references of all applicants, which may include a criminal background investigation.

Verification of Employee Information: On occasion employees may need employment verification, salary verification or other personnel information to be shared with third parties. No employee information will be given to third parties without a written permission signed by the employee (both during employment and following cessation of employment). Verification of all employee information requests are conducted by the management staff. No information will be given to either the employee or third party unless the permission or request is in writing and signed by the employee. This procedure is intended to protect the employee's right to privacy and protect confidential information.

Access to Personnel Files

Central Iowa Psychological Services maintains a personnel file on each staff member. The personnel file includes such information as the staff member's job application, resume, records of training, documentation of performance appraisals and salary increases (if applicable), and other employment records.

Personnel files are the property of Central Iowa Psychological Services, and access to the information they contain is restricted. Generally, only supervisors and management personnel of Central Iowa Psychological Services who have a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, staff members may review their own personnel files at Central Iowa Psychological Services' corporate offices and in the presence of a designated management staff.

Personnel Data Changes

It is the responsibility of each staff member to promptly notify Central Iowa Psychological Services' management staff of any changes in personnel data. Personal mailing addresses, telephone numbers, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, please notify the management staff. Upon notification, the management staff will provide the employee with any necessary and appropriate forms and make the necessary changes.

Performance Evaluations

Annual performance appraisals will be conducted for each office support staff member. Your supervisor will inform you of the date and time of your performance appraisal meeting. This review provides a basis for individual development; by determining strengths, areas that need improvement, and creation of a program for office support staff' goals training. This is intended to enable the employee to maintain or improve their performance.

Supervisors and support staff members are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted annually to provide both supervisors and support staff members the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Merit-based pay adjustments may be awarded by Central Iowa Psychological Services to office support staff in an effort to recognize truly superior staff member performance. The decision to award such an

adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process and the staff member's length of service.

Staff Member Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Central Iowa Psychological Services expects all staff members to follow rules of conduct that will protect the interests and safety of all staff members and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property, waste, fraud, abuse, or other wrong doings.
- Falsification of timekeeping records
- Personal solicitation or personal fund raising involving clients
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or client-owned property
- Insubordination or other disrespectful conduct
- Abusive behavior, language, or conduct towards any client or fellow staff member
- Abusive behavior, language, swearing, or unprofessional conduct with or towards members of the general public during activities where the staff member is a designated representative of Central Iowa Psychological Services (e.g., attendance at job fairs, presentations and workshops to the public, etc.)
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized disclosure of business "secrets" or confidential information
- Improper use of employer provided e-mail or Internet access. This would include accessing inappropriate material on the Internet. Any personal use of the internet should be limited to non-working hours
- Careless or unsatisfactory work
- Leaving work before the end of a workday or work shift without authorization
- Sleeping on the job; loitering or loafing during work hours
- Creating or contributing to unsanitary conditions
- Use of obscene or abusive language toward any staff member, manager or client
- Failure to report damage to or an accident involving any Central Iowa Psychological Services' equipment
- Unauthorized use of company property for personal disposition
- Unauthorized use of computers, websites, and social media.

- Receiving unauthorized gifts, money, or gratuities.
- Being disrespectful of personal property of clients, staff, or facilities.

Employment with Central Iowa Psychological Services is at the mutual consent of Central Iowa Psychological Services and the staff member, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice (unless otherwise determined or agreed upon in a separate employment contract).

Computer and Internet Usage, Social Media and Security

1. Any and all usage of Central Iowa Psychological Services computers at all locations at all times during and after business hours (and associated electronic sending or receiving devices) may ONLY be used for activities that are clearly Central Iowa Psychological Services related business. The only exception is that is acceptable to use Central Iowa Psychological Services computers for typing personal papers and the like as long as this personal data is not transmitted out via the internet. If in doubt ask the Central Iowa Psychological Services Security Officer (Dr. Phillips).

2. More specifically Office staff, therapists and owners may not go to any web site for any reason that is not directly related to Central Iowa Psychological Services business, to include social media sites.

3. No one may add any program to any Central Iowa Psychological Services computer or network without first clearing it with the Central Iowa Psychological Services Security Officer.

4. All personnel must adhere to the Privacy and Security Rules as a HIPAA-covered entity. Please refer to the Central Iowa Psychological Services HIPAA Privacy and Security Manual for information or reference to these rules as they related to Central Iowa Psychological Services.

Drug and Alcohol Use

It is Central Iowa Psychological Services' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, staff members are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Central Iowa Psychological Services premises and while conducting business-related activities off Central Iowa Psychological Services premises, no staff member may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a staff member's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Drug Testing

Central Iowa Psychological Services reserves the right to require drug testing of any employee who has exhibited bizarre, erratic or other behavior that may lead to the suspicion of illegal drug usage. Failure to comply with drug testing may result in termination of employment.

In case of a positive test result, the employee will be notified of the positive test result and be given an opportunity

to explain alternative reasons for the positive test result (i.e. medically authorized prescription drug usage) and if appropriate, a re-testing will be allowed at employee's expense. Failure to comply with

requested re-testing, or recommended periodic re-testing or (if appropriate) rehabilitative substance treatment will result in immediate termination.

Central Iowa Psychological Services attempts to comply with all federal and state laws regarding drug

testing and maintaining the confidentiality of drug testing information. In all instances the Administering Authority is with the management team and designated management staff. All drug testing arrangements and test results are reported to and dispensed through the management team.

Attendance and Punctuality

To maintain a safe and productive work environment, Central Iowa Psychological Services expects staff members to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other staff members and on Central Iowa Psychological Services. In the rare instances when staff members cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Personal Appearance and Dress

Dress, grooming, and personal cleanliness standards contribute to the morale of all staff members and affect the business image Central Iowa Psychological Services presents to our clients. Your professional image in part is determined by your appearance.

You should dress and groom yourself according to the requirements of your position and accepted social standards.

Your supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made for a person with a disability.

While providing direct client services or otherwise in contact with clients or the public during working hours, it is mandatory to adhere to Central Iowa Psychological Services dress code. At all times, avoid extremes in personal grooming and dress while at work.

Good personal hygiene standards are required. Your fellow staff members, as well as our clients, have a right to expect general cleanliness from you, as do you from them.

Proper dental care, as well, is essential for good appearance. An excessive amount of perfume or cologne may be offensive to most people, so please, use good judgment. Hair should be clean, neat and free from oils.

Communicating Schedules, and Changes to Schedules, To Therapists

Whenever a client calls in to cancel an appointment support staff will make a note of that in the Scheduling Software (using whatever procedures are available with the scheduling software for notation of date and person entering the cancellation) and will then create a message (e.g., written phone message slip or computerized instant message software notation, etc.) for the therapist to alert them that a cancellation has occurred in their schedule. Each day, in addition to the daily day sheet, support staff will print a copy of each therapist's schedule and be responsible for making sure that each therapist

receives this copy of their schedule as soon as they arrive at the office. Any changes to that schedule during the day (I.E., a cancellation or a reschedule a client into a previously canceled spot) will be communicated to the therapist to alert them to the change in schedule for that day.

At all times the ability of therapists to see clients in a timely and efficient manner will be the guiding principle in scheduling appointments.

Please ask your management team member(s) for clarification if any of the information about communicating schedules is not clear.

Personal Phone Calls/Messages

Personal use of office telephones or personal cell phones for outgoing calls, including local calls, is only permitted during breaks or meal periods for office support staff, with the exception of occasional (once per day or less with calls lasting less than 5 minutes) personal calls during work hours. Similarly, use of other social communication media (e.g., facebook, twitter, etc.) is strictly prohibited during office/work hours.

To ensure effective telephone communications, office support staff should always use the approved greeting (e.g., Central Iowa Psychological Services, this is [employee first name]) and speak in a courteous and professional manner.

Smoking

In keeping with Central Iowa Psychological Services' intent to provide a safe and healthful work environment, smoking in the workplace is prohibited. In any situations, whatsoever, where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail. You may only take smoking breaks that are approved by management.

Leaving Facility During Work Hours

Central Iowa Psychological Services office support staff should obtain prior permission from management before leaving the office setting during regular and agreed-upon work hours. An exception to this general policy would be sudden illness and/or a serious or life-threatening emergency.

Transportation To and From Facility

Transportation to and from work is the responsibility of each employee. If the employee has someone bringing them to or picking them up from work, that person must not create a disruption within the office setting while waiting for the employee. That person is the responsibility of the employee and any disruptions caused by the individual is also the employee's responsibility.

Family Members' Spending Time in the Office Setting

In the spirit of Central Iowa Psychological Services commitment to be a "family friendly" environment, as much as possible, employees may bring a child/dependent to work (on an occasional basis) during a work day due to extenuating and uncontrollable circumstances (i.e., illness, babysitting complications, etc.). For this to occur the employee must first request such permission from management and arrange for their child/dependent to stay in an area of the office that will maintain any and all confidentiality of clients attending the office and minimize any possible disruption to the work day for all employees (both clinical and office support staff) during the day. These arrangements and their consequences are the sole responsibility of the employee.

Resignation

Resignation is a voluntary act initiated by the staff member to terminate employment with Central Iowa Psychological Services.

Prior to a staff member's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

Discipline

The major purpose of most disciplinary actions is to correct the problem, prevent recurrence, and prepare the staff member for satisfactory service in the future. Central Iowa Psychological Services reserves the right to impose discipline at any time, up to and including discharge, depending upon the situation.

Discipline may call for a variety of actions, such as counseling or verbal warning, written warning, or termination of employment -- depending on many factors such as the situation itself, the severity of the problem, or the number of occurrences. Central Iowa Psychological Services reserves the right to take whatever disciplinary action it deems appropriate at its sole discretion.

Counseling or verbal warnings will generally take the form of discussion between management staff and supervisee(s) about the problem(s) at hand. The focus of this discussion is to ensure that the employee is made aware of the problem(s), discuss what factors may be involved in the problem(s), and discuss and plan solutions to the problem(s). It is expected that the supervisee will implement whatever solution(s) are planned as a result of this discussion. If a written warning is given to an employee then in addition to the above-mentioned foci, a written description of the problem(s) and a written directive that the problem(s) be remedied within a certain amount of time (e.g., 30 days, 60 days, or 90 days, depending on employment contracts and the nature of the problem(s)) will also be provided to the employee. If the problem(s) are not remedied to the satisfaction of the management staff within the allotted time, or if other problems arise that interfere with the positive working environment of CIPS, then the employee may be discharged at the sole discretion of the management staff.

This policy is not intended to alter the employment-at-will relationship between the parties. Central Iowa Psychological Services or the staff member can terminate the relationship at will, with or without cause, at any time.

Mandatory Credentials

As a condition of continued employment, you are required to maintain your personnel file with current Licensure, certification, and evidence of continuing education (if requested), in adherence with relevant state and local requirements. All employee files must be current in order for you to remain an active employee.

Employment Categories

It is the intent of Central Iowa Psychological Services to clarify the definitions of employment classifications so that staff members understand their employment status. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the staff member and Central Iowa Psychological Services.

Types of Employment

Introductory Employment

Employees who have not yet completed 90 consecutive days of employment and received a

performance appraisal indicating their job performance meets expectations.

Salaried Employment

Employees who are classified as non-hourly salaried, with payment based on either a percentage of money collected from professional activities or based on an agreed upon annual salary.

Full-Time Hourly Employment

Employees who are classified as Full-time Hourly Staff and are regularly scheduled to work 8 hours per day (40 hours per week). Full-time employees are entitled to all employee benefits afforded by Central Iowa Psychological Services for hourly employees.

Three-Quarter Time Hourly Employment

Employees who are classified as Three-Quarter Time Hourly Staff and who are scheduled to work 6 hours per day (30 hours per week). These employees are entitled to receive benefits consistent with the proportion of a full-time hourly schedule they work.

Half-Time Hourly Employment

Employees who are classified as Half-Time Hourly Staff and who are scheduled to work 4 hours per day (20 hours per week). These employees are entitled to receive benefits consistent with the proportion of a full-time hourly schedule they work.

Quarter Time Hourly Employment

Employees who are classified as Quarter Time Hourly Staff and who are scheduled to work 2 hours per day (10 hours per week). These employees are entitled to receive benefits consistent with the proportion of a full-time hourly schedule they work.

Temporary Employment

Employees who are hired for a specific short period of time (generally not to exceed 90 days). They are not eligible for benefits.

Wage Classifications (Classes of Employee)

Office Support Staff

Office support staff will be paid on an hourly basis and are expected to work their scheduled hours each day/week in accordance with their "Type of Employment" (noted above) up to, but not exceeding, 40 hours per week. For example, a part-time employee who is scheduled to work 20 hours per week is expected to work their scheduled hours only, unless an alternative agreement is made with management staff for a particular period of time or specific circumstance. All office support employees whose compensation is computed on an hourly basis will be paid overtime for all hours worked in excess of 40 per week. However, overtime must be arranged and approved prior to any hours worked in excess of 40 hours per week and will only be arranged/approved in extenuating circumstances. In general, hourly employees are expected to only work their scheduled hours (up to but not exceeding 40 hours per week), depending on their agreed upon type of employment. No "Comp time" or "Adjust time" in excess of the regularly scheduled 40 hours per week will be allowed or compensated for any support staff employee. Support staff may, however, with prior approval of management, work a different time shift on a given day due to extenuating circumstances for the support staff employee. For example, due to extenuating circumstances, if a support staff employee was scheduled to work 8 am to 5 pm but was not able to get to work on a given day until 10 am, the employee could work from 10 am to 7 pm on that given day rather than take PTO time. However, this arrangement is only possible with approval from management, and, if the different work shift meets the needs of CIPS. This different time shift option must be utilized within a same-day period only. No hours may be "made up" across days in a given week in lieu of PTO time.

Professional/Non-Clinical Staff

Office support staff are paid on an hourly basis and are expected to work their scheduled hours each day/week in accordance with their "Type of Employment" (noted above) up to, but not exceeding, 40 hours per week. For example, a part-time employee who is scheduled to work 20 hours per week is expected to work their scheduled hours only, unless an alternative agreement is made with management staff for a particular period of time or specific circumstance. All office support employees whose compensation is computed on an hourly basis will be paid overtime for all hours worked in excess of 40 per week. However, overtime must be arranged and approved prior to any hours worked in excess of 40 hours per week and will only be arranged/approved in extenuating circumstances. In general, hourly employees are expected to only work their scheduled hours (up to but not exceeding 40 hours per week), depending on their agreed upon type of employment. No "Comp time" or "Adjust time" in excess of the regularly scheduled 40 hours per week will be allowed or compensated for any support staff employee. Support staff may, however, with prior approval of management, work a different time shift on a given day due to extenuating circumstances for the support staff employee. For example, due to extenuating circumstances, if a support staff employee was scheduled to work 8 am to 5 pm but was not able to get to work on a given day until 10 am, the employee could work from 10 am to 7 pm on that given day rather than take PTO time. However, this arrangement is only possible with approval from management, and, if the different work shift meets the needs of CIPS. This different time shift option must be utilized within a same-day period only. No hours may be "made up" across days in a given week in lieu of PTO time.

Professional/Non-Clinical Employees are paid on an annual salary basis. These employees salary and benefits will be determined by management staff annually on a merit basis and will reflect the annual review of performance based on position responsibilities, market factors, and equity considerations. The Professional/Non-

Professional/Non-Clinical Employees are paid on an annual salary basis. These employees' salary and benefits will be determined by management staff annually on a merit basis and will reflect the annual review of performance based on position responsibilities, market factors, and equity considerations. The Professional/Non-Clinical position is not eligible for overtime payments.

Clinical position is not eligible for overtime payments.

Professional/Clinical Staff

Supervisory and/or Professional Clinical Employees are paid, based on a pre-determined percentage of their collections and are not eligible for overtime payments. Professional/Clinical staff are paid every other week (twice per month).

Supervisory and/or Professional Clinical Employees are paid, based on a pre-determined percentage of their collections and are not eligible for overtime payments. Professional/Clinical staff are paid every other week (twice per month).

Length of Service Category

Central Iowa Psychological Services length of service

How is it computed?

From your most recent date of hire with Central Iowa Psychological Services

What is it used for?

Determines eligibility for benefits.

Staff Member Benefits

Some benefit programs require contributions from the staff member, described below. Eligible staff members at Central Iowa Psychological Services are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all staff members in the manner prescribed by law. Benefits eligibility is dependent upon a variety of factors, including staff member classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the staff member handbook.

The employer periodically reviews the employee benefit package and reserves the right to change or modify the employee benefit package at their sole discretion.

The following benefit programs are available to the following eligible staff members:

Professional/Clinical Staff

- Partial scholarships for continuing ethics education (every 2 years)
- Flexible schedules ---you pick the days and hours that fit into your schedule
- Life insurance

- Health insurance
- Retirement (401K), available after minimum 90 days employment and to be arranged during open enrollment periods (every six months)

Professional/Non-Clinical Staff

- Paid time off (PTO)
- Holiday Pay
- Floating Holiday Pay
- Emergency/Snow Leave
- Life insurance
- Health insurance
- Retirement (401K), available after minimum 90 days employment and to be arranged during open enrollment periods (every six months)
- Workers Compensation insurance
- Family and Medical Leave

Hourly Support Staff (depending on their Employment Type)

- Paid time off (PTO)
- Holiday Pay
- Floating Holiday Pay
- Emergency/Snow Leave
- Life insurance
- Health insurance
- Retirement (401K), available after minimum 90 days employment and to be arranged during open enrollment periods (every six months)
- Workers Compensation insurance
- Family and Medical Leave

Paid Time Off (PTO)

There are five kinds of "paid time off" (PTO) leave offered to office support staff as part of their employment at Central Iowa Psychological Services. Each of these types of PTO leave are given, dependent on the hourly employee's Type of Employment (e.g., full-time hourly, ¾ time hourly, ½ time hourly, ¼ time hourly). The details for each of these four types of leave are described in the paragraphs below.

1. **Holiday leave:** office support staff will be given six paid holidays (New Years Day, Labor Day, Memorial Day, Fourth of July, Thanksgiving, and Christmas) of PTO leave, paid at a Pro-Rota rate, depending on the Employment Type. Persons who are hired to work Full-Time Hourly Employment earn one 8 hours of holiday leave for each holiday noted above. Persons who are hired to work Three-Quarters Time Hourly Employment earn 6 hours of holiday leave for each holiday noted above. Persons who are hired to work Half-Time Hourly Employment earn one 4 hours of holiday leave for each holiday noted above. Persons who are hired to work Quarter Time Hourly Employment earn 2 hours of holiday leave for each holiday noted above.

2. **Floating holiday:** in addition to the six holidays noted above, office staff may also have 3 additional "floating holidays" per year starting January 1 of each year, that they can choose to use on any given day of the year with prior approval. The number of hours of PTO leave for these "floating holidays" will be

determined in the same manner as the PTO holiday leave described above. Thus, persons who are hired to work Full-Time Hourly Employment earn 24 hours of floating holiday leave per year. Persons who are hired to work Three-Quarters Time Hourly Employment earn 18 hours of floating holiday leave per year. Persons who are hired to work Half-Time Hourly Employment earn 12 hours of holiday leave per year. Persons who are hired to work Quarter Time Hourly Employment earn 6 hours of holiday leave per year. Please make a request for any Floating holiday leave at least two weeks in advance.

3. Paid Time off Leave: in addition to holiday leave, office support staff also earn up to 1 day of PTO per month (up to 12 days per year) of general paid time off leave, starting January 1 of each year. This PTO leave is also earned at a Pro-Rota rate, depending on the number of hours you work during the work week. Thus, persons who are hired to work Full-Time Hourly Employment earn 8 hours of PTO leave each month. Persons who are hired to work Three-Quarters Time Hourly Employment earn 6 hours of PTO leave each month. Persons who are hired to work Half-Time Hourly Employment earn 4 hours of PTO leave each month. Persons who are hired to work Quarter Time Hourly Employment earn 2 hours of PTO leave each month. Your non-Holiday PTO days are to be selected by you and may be used for vacation, sick leave, or as you decide and choose. Office support staff may use their PTO leave prior to it's actual accrual; however, if an office support staff member resigns or is terminated prior to earning the PTO leave that was used, the money paid to the office support staff member, in advance, will be subtracted from their final paycheck.

Office support staff can only accumulate up to 96 hours of PTO each year, ideally to be used by December 31 of that calendar year. If, however, an office support staff member is unable to use all 96 hours by December 31 of that calendar year that staff member may "carry over" unused hours until April 1 of the following year, at which time they must be used. When office support staff take one or two days of PTO time we require a written request to do so at least one week in advance, except for family emergencies and personal illness. If office support staff members take one week or more of PTO time we require they provide a written request to do so at least two weeks in advance.

4. Bereavement leave: All office support staff are also eligible for two days of paid bereavement leave per calendar year (starting January 1), in the event of the death of an immediate family member. As with other forms of PTO, Bereavement leave will be paid at a Pro-Rota rate, depending on the Employment Type. Thus, persons who are hired to work Full-Time Hourly Employment may be paid for up to 16 hours of Bereavement Leave each year. Persons who are hired to work Three-Quarters Time Hourly Employment may be paid for up to 12 hours of Bereavement Leave each year. Persons who are hired to work Half-Time Hourly Employment may be paid up to 8 hours of Bereavement Leave each year. Persons who are hired to work Quarter Time Hourly Employment may be paid up to 4 hours of Bereavement Leave each year. Obviously, you may not be able to notify us in advance of the need for bereavement leave; however, please let us know about your need for this time off as soon as you are able.

5. Emergency leave: Office support staff are eligible for one day of paid Emergency leave (to be used when the office is closed due to an emergency such as snow, other weather condition, etc.) per calendar year (starting January 1). The number of paid hours of Emergency leave each year will be determined in the same manner as the other forms of leave described above. Thus, persons who are hired to work Full-Time Hourly Employment earn 8 hours of Emergency Leave per year. Persons who are hired to work Three-Quarters Time Hourly Employment earn 6 hours of Emergency leave per year. Persons who are

hired to work Half-Time Hourly Employment earn 4 hours of Emergency leave per year. Persons who are hired to work Quarter Time Hourly Employment earn 2 hours of Emergency leave per year. Obviously, you may not be able to notify us in advance of the need for Emergency leave; however, please let us know about your need for this time off as soon as you are able, either at the beginning of the day or during the day.

Any changes in PTO Benefits Policy will take effect during the following calendar year, such that current accrued time will be unaffected by changes to the PTO Benefits.

PTO will accrue (consistent with the limits described above) as long as the employee remains an employee of Central Iowa Psychological Services.

Upon separation of employment accumulated PTO will be paid at the time of separation.

Paid time off will not be counted as hours worked for the purposes of determining whether overtime pay is owed.

Any time taken off work beyond these provided hours will be considered UNPAID leave.

Management will review applications from staff members regarding exigent circumstances on a case-by-case basis.

Insurance Benefits at Central Iowa Psychological Services

Central Iowa Psychological Services offers Health Insurance, Dental Insurance, and Life Insurance for all employees, with differing levels of contribution dependent on employee classification. The details for each of these three types of Insurance Benefits are described in the paragraphs below.

- 1. Health/Medical Insurance:** Central Iowa Psychological Services, as a corporation, has and maintains a Group Medical/Health Insurance Policy that CAN BE purchased by clinical staff and by office support staff for either individual health coverage or family health coverage. The specific insurance company (e.g., Wellmark, HAMP, John Deere, etc.) that provides this insurance coverage is and will be determined by the corporation (Central Iowa Psychological Services) and it's corporate owners and may be changed (with appropriate notice and coverage information given to covered employees) at the discretion of the corporation and it's owner(s). Office support staff who elect coverage under the group health insurance offered through Central Iowa Psychological Services will be responsible for paying 50% of this coverage each month and Central Iowa Psychological Services will cover the remaining 50% of the health insurance policy for each office support staff employee who elects coverage. The employee's portion of their insurance coverage will be automatically deducted from their paycheck each month, as pre-tax dollars. Professional/Clinical staff who elect coverage under the group health insurance offered through Central Iowa Psychological Services will be responsible for paying 75% of this coverage each month and Central Iowa Psychological Services will cover the remaining 25% of the health insurance policy for each office clinical staff employee who elects coverage. The employee's portion of their insurance coverage will be automatically deducted from their paycheck each month, as pre-tax dollars.

Please contact the owner(s) of Central Iowa Psychological Services if you would like further

information about Central Iowa Psychological Services group health insurance coverage, including a package with an explanation of benefits and details of the coverage. If an employee, who has been receiving health insurance coverage through Central Iowa Psychological Services, decides to end their health insurance coverage through Central Iowa Psychological Services for any reason, at any time, please alert the owner(s) of Central Iowa Psychological Services, in writing, of this desire and intent at least 30 days prior to the date you wish to cease your coverage. The health insurance carrier will provide a form to be signed by the employee, documenting your waiver of coverage under the group health insurance plan. Upon cancellation the employee will have the opportunity to continue insurance coverage through the Iowa State Continuation program provided to the employee. The employee will receive notice of this option in writing via certificate of mailing within 10 days of the effective date of cancellation. You will have 10 days from the receipt of the mailing to indicate your election to continue coverage (or not) to Central Iowa Psychological Services.

- 2. Dental Insurance:** Central Iowa Psychological Services, as a corporation, has and maintains a Dental Insurance Policy that is a fully covered benefit for office support staff (Central Iowa Psychological Services pays 100%) and covered at 25% benefit coverage for professional/clinical staff (Central Iowa Psychological Services pays 25%). Employees have individual dental coverage. The specific insurance company (e.g., Wellmark, Delta Dental, etc.) that provides this insurance coverage is and will be determined by the corporation (Central Iowa Psychological Services) and its corporate owners and may be changed (with appropriate notice and coverage information given to covered employees) at the discretion of the corporation and its owner(s).

Please contact the owner(s) of Central Iowa Psychological Services if you would like further information about Central Iowa Psychological Services Dental insurance coverage, including a package with an explanation of benefits and details of the coverage. If an employee, who has been receiving Dental insurance coverage through Central Iowa Psychological Services, decides to end their Dental insurance coverage through Central Iowa Psychological Services for any reason, at any time, please alert the owner(s) of Central Iowa Psychological Services, in writing, of this desire and intent at least 30 days prior to the date you wish to cease your coverage. The Dental insurance carrier will provide a form to be signed by the employee, documenting your waiver of coverage under the Dental insurance plan.

- 3. Life Insurance:** Central Iowa Psychological Services, as a corporation, has and maintains a \$25,000 (AD&D \$50,000.00) basic term life insurance policy that is a fully covered benefit (100% paid by Central Iowa Psychological Services) for office support staff and paid at 25% coverage for professional/clinical staff (25% paid by Central Iowa Psychological Services). The specific insurance company (e.g., Wellmark, Mass Mutual, etc.) that provides this insurance coverage is and will be determined by the corporation (Central Iowa Psychological Services) and its corporate owners and may be changed (with appropriate notice and coverage information given to covered employees) at the discretion of the corporation and its owner(s).

Please contact the owner(s) of Central Iowa Psychological Services if you would like further information about Central Iowa Psychological Services Term Life insurance coverage, including a package with an explanation of benefits and details of the coverage. If an employee, who has been receiving Term Life insurance coverage through Central Iowa Psychological Services, decides to end their Term Life insurance coverage through Central Iowa Psychological Services

for any reason, at any time, please alert the owner(s) of Central Iowa Psychological Services, in writing, of this desire and intent at least 30 days prior to the date you wish to cease your coverage. The Term Life insurance carrier will provide a form to be signed by the employee, documenting your waiver of coverage under the Term Life insurance plan

Please ask your management team member(s) for clarification if any of the above is not clear.

Workers' Compensation

Central Iowa Psychological Services provides a comprehensive workers' compensation insurance program at no cost to staff members. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the staff member is hospitalized, immediately.

Staff members who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible staff member to qualify for coverage as quickly as possible.

Management staff should be called as soon after the injury as reasonably possible by the employee. Central Iowa Psychological Services reserves the right to refer the injured employee to a designated medical clinic or facility if allowed by State Law. In the case of an injury requiring emergency medical treatment, the employee is strongly encouraged to seek the emergency care regardless of treatment facility designation.

The safety and health of our employees are important to Central Iowa Psychological Services. Employees have a right to medical treatment for work-related injuries. However, the employee also has a duty and obligation to work with Central Iowa Psychological Services' staff and the workers compensation insurance carrier to report injuries, follow recommended medical treatment and keep medical and rehabilitation follow-ups, and cooperate with case management processes.

Retirement: 401(k)

Central Iowa Psychological Services will have a 401(k) savings plan to provide staff members the potential for future financial security for retirement. You may join the plan on January 1 or July 1 on or after you have met the following eligibility requirements:

- you are a staff member
- you have at least 6 months of entry service
- you are age 21 or older

You earn 6 months of entry service at the end of a service period in which you have 500 or more hours of service. Eligible staff members may participate in the 401(k) plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much salary you want to defer, allowing you to tailor your own retirement package to meet your individual needs.

Because your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Complete details of the 401(k) savings plan are described in the Summary Plan Description provided to eligible staff members. Contact the CEO/President of Central Iowa Psychological Services for more information about the 401(k) plan.

Family and Medical Leave

It is the policy of Central Iowa Psychological Services to grant up to twelve weeks of job-protected family and medical leave during any twelve-month period to eligible staff members, in accordance with the Family and Medical Leave Act (FMLA). This policy is designed to allow you to meet your personal and family needs while continuing your employment with Central Iowa Psychological Services. The leave may be paid (up to the limits of earned PTO time as specified in this handbook), unpaid, or a combination of paid and unpaid, depending on the circumstances and as specified in this policy.

To be eligible for family and medical leave, you must have worked for Central Iowa Psychological Services for twelve months. These twelve months need not be consecutive months. You must have worked for 1250 hours during the twelve-month period immediately preceding the date the leave is requested to commence.

Eligible staff members may request up to twelve weeks of family leave within a twelve-month period. The twelve-month period will be measured forward commencing with the date of the staff member's first family and medical leave. If you do not meet the above requirements but need to take a medical leave, you may be eligible for up to 8 weeks of unpaid leave. See your manager for further information.

To be eligible for this type of leave, you must be taking it for one of the following reasons:

- The birth of a child.
- Placement of child for adoption or foster care.
- Caring for a spouse, child or parent (not including "in-laws") with a serious health condition.*
- Your own serious health condition* that makes you unable to perform the essential functions of your position.

**A serious health condition is defined as inpatient care at a hospital, hospice, or residential medical care facility, or continuing care by a doctor of medicine or osteopathy.*

Requests for medical or family leave should be made 30 days in advance for foreseeable events and as soon as possible for unforeseeable events. Any request for a leave must be accompanied by a medical certification made by your health care provider or the health care provider of your child, spouse or parent. The physician's statement should verify the illness, its beginning and expected ending dates, or the need for the staff member to provide care, and the estimated time required. The leave may be denied if the notice and certification requirements are not met.

Central Iowa Psychological Services reserves the right to require a second opinion from a physician of Central Iowa Psychological Services' choice. If the second opinion differs from the first, a third opinion may be required. The third opinion will be from a physician of the joint consent of Central Iowa Psychological Services and you. The third opinion will be final and binding.

You will be expected to use all available paid leave (i.e. PTO, etc.) before taking any unpaid leave.

Eligible staff members may take the twelve weeks of FMLA leave as consecutive weeks, intermittently (take a day periodically when needed over the 12 month period), or under certain circumstances, use the leave to reduce the workweek or workday which results in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks over a 12-month period. When needing to take intermittent or a reduced schedule leave, Central Iowa Psychological Services requests that for those things you can control, that you attempt to, without sacrificing your care, schedule those needs during times that will be least disruptive to your office's workflow and your coworkers. For family leave situations, you and your immediate supervisor must agree on the timing of the intermittent or reduced schedule leaves. Central Iowa Psychological Services may temporarily transfer you to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule leave. You may be requested to show a doctor's statement of the medical necessity of taking leave intermittently. Leave for the birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

During the family and medical leave of absence, you have the option to continue your benefits at the same premium and coverage levels you elected prior to your leave. If you fail to return to work from leave for any reason other than the continuation, recurrence or onset of a serious health condition or circumstances beyond your control, Central Iowa Psychological Services may recover from you Central Iowa Psychological Services portion of any premium paid for group health and dental insurance during your period of leave.

So that your return to work can be properly scheduled, while on family and medical leave, you are requested to provide Central Iowa Psychological Services with your expected date of return. When a family and medical leave ends, you will return to your original position or a position with equivalent status, pay, and other equivalent employment terms. Under certain circumstances, Central Iowa Psychological Services may deny restoration of the job to a "key" staff member. If this would occur, the key staff member will be notified of this possibility prior to their leave. A "key" staff member is defined as any salaried eligible staff member who is among the highest paid 10 percent of all staff members. If a staff member fails to report to work promptly at the end of the approved leave period, Central Iowa Psychological Services assumes the staff member has voluntarily resigned.

If you have less than one year of service, you may be eligible for up to eight weeks of unpaid leave. All paid time, such as vacation, must be used before unpaid time is allowed. If you need to take leave under this provision, you will need to follow the procedures outlined above.

Accident/critical incident/Job Related Illness or Injury

In the event of an accident or sudden illness to a staff member (or a client), the following precautions may be taken (not necessarily in this order): (1) the staff member or client should be made as comfortable as possible, clearing the area of all unnecessary personnel; (2) a staff member trained in

Red Cross First Aid or similar procedures should be summoned so that appropriate first aid can be administered; (3) a physician should be summoned; or (4) an ambulance should be called for special emergency room treatment at a local hospital.

911 should be contacted in the event of an emergency.

Non-emergency work injuries should be reported to your supervisor. In non-emergency situations where medical attention or treatment is required, you will be referred to a designated health care provider.

After an accident on the job involving a staff member or client, the supervisor must be notified so they can prepare the "Critical Incident Report of Injury" documentation with the property manager, or designated representative. The injured staff member, client, witness, or other reporting person should relate time, location, incident, nature of injury, and other witnesses if any. The original of the report will be provided to the CEO of Central Iowa Psychological Services and a copy will be placed in the staff member's file or client file. Examples of incidents may include but not be limited to: injury, communicable disease, infection control, aggression or violence, use of weapons, wandering, vehicular accidents, biohazard accidents, unauthorized use of substances, abuse, neglect, suicide or attempted suicide, sexual assault, other sentinel events.

Timekeeping

Accurately recording time worked is the responsibility of every office support staff member. Federal and state laws require Central Iowa Psychological Services to keep an accurate record of time worked in order to calculate office support staff member pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Office support staff members should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal/break period. Payroll time records should accurately reflect the actual time worked during a shift. If you arrive late to your shift, put down the time that you arrived, not the time you were supposed to arrive. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

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

It is the staff members' responsibility to complete and initial their time records to certify the accuracy of all time recorded. The supervisor will review and then sign the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the staff member and the supervisor must verify the accuracy of the changes by initialing the time record.

Pay Practices and Procedures

The pay period for Central Iowa Psychological Services office support staff begins every Monday and ends after the last shift on Friday night. All completed time records must be turned in to the office no later than NOON on the following Monday. The time record must be submitted on time or you will not be paid until the following week. Paychecks may be picked up or mailed (upon written request) after 3:00 PM on every Wednesday. Paychecks will be put in the mail to office support staff in our Ames office (on Wednesday) if the CEO is unable to transport & deliver checks to the Ames office due to weather, illness, or any other reason.

The pay period for Professional Clinical Staff is twice per month on the 1st and 15th of each month, consistent with their contracts. Every effort will be made to put checks into the mail to Professional Clinical Staff such that they receive their checks on the 1st and 15th of each month.

Central Iowa Psychological Services does not typically issue payroll advances. New staff members will be notified as to when they will receive their first paycheck and should plan accordingly.

Pay Corrections

Central Iowa Psychological Services takes all reasonable steps to ensure that you receive the correct amount of pay in each paycheck and that you are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, you should promptly bring the discrepancy to the attention of your Immediate Supervisor so that corrections can be made as quickly as possible.

The accounting and payroll office work hard to serve our employees and correct any payroll mistakes. Please treat these staff the way you wish to be treated; with respect and courtesy.

Ethics and Confidentiality Agreement for Employees, Trainees, and Volunteers

I understand that certain ethical standards must be maintained in this setting and I have and will receive information and training about those standards, in the form of an ethics manual, individual training, or group training. I further understand that failure to maintain those standards will be considered grounds for disciplinary action, up to and including my immediate dismissal.

I am aware of the special importance of the confidentiality standards described in professional Ethics Codes, state laws and federal HIPAA regulations. I have read the Confidentiality Statement below and agree to abide by it.

CONFIDENTIALITY STATEMENT: All patient information is to be treated as confidential, including the fact that the patient receives (or previously received) services through this office. The privacy and confidentiality of our patients are protected under the Ethics Codes of the mental health professions, the laws and regulations of the State of Iowa, Federal HIPAA Regulations, and all other Federal laws and regulations. No patient information may be disclosed without the explicit informed consent of the patient and authorization by his/her clinician.

The following types of disclosures are inappropriate, unethical, and/or illegal (however, the following examples are not meant to be exhaustive or a complete list of all situations that may arise):

- Discussing/revealing patient information to anyone outside this office (e.g., friends, family, fellow students or supervisees, etc.).
- Removing any patient information from this office for any purpose (including working from home) without explicit authorization from the patient's clinician in each case.
- Discussing/revealing patient information to another employee who has no legitimate need to know.
- Obtaining access to patient information not directly necessary for performing your job duties.
- Copying patient files or other patient information onto your own computer.
- Sending any patient information via e-mail or FAX without explicit authorization from the clinician.
- Copying patient files or other patient information onto CD, floppy disk, or other electronic medium, without explicit authorization from the patient's clinician for a specific purpose, except when conducting authorized computer backup on a scheduled basis.
- Placing patient information onto the internet or into any other publicly-available forum.

EMPLOYEE CONFIDENTIALITY AGREEMENT I hereby acknowledge, by my signature below, that I understand that any patient information to which I have access is considered confidential, including clinical records, financial records, or any other identifiable information about a patient. I understand that confidentiality must be maintained whether the information is stored on paper or on computer, or was communicated orally or through any other means.

I understand that I am authorized to have access only to certain information, and I understand that information not necessary for fulfilling my specific job description should not be read or discussed. I also understand that employee information of a private or sensitive nature must also be treated as confidential, including employment records, job evaluations, etc. I have been informed that it is illegal for me to access computerized patient or employee information without authorization of my supervisor. I understand the non-disclosure guidelines of this office. I know that patients have received a "Notice of Privacy Practices" which describes the confidentiality and non-disclosure guidelines, and that these authorize me to have access to certain patient information in the performance of my routine duties.

I understand that further authorization would be needed for me to disclose that information to anyone for any other purpose. I agree to disclose no patient information without being explicitly notified by a clinician or supervisor that the patient has given informed consent for it to be so disclosed.

I understand that unauthorized disclosure of patient information, or any other confidential or proprietary information from this office, is unethical and/or illegal, and that it is grounds for disciplinary action, up to and including my immediate dismissal. I understand that this duty of confidentiality and non-disclosure will continue to apply even after I am no longer working in this office.

Employee Name (Print) _____

Employee Signature _____ Date: _____

Acknowledgment of Receipt

I acknowledge that I have received and read a copy of the Employee Handbook.

I understand that the policies and procedures stated in this handbook are guidelines and do not constitute and should not be construed as a contract of employment, express or implied, or a promise of employment for any specified time. I also understand that my employment with Central Iowa Psychological Services is on an at-will basis, which means that either party may terminate the employment relationship at any time, with or without cause, so long as the reason is not in violation of a state or federal statute or law.

I understand that the President/CEO may change, delete, suspend or discontinue any part or parts of this manual at any time without prior notice.

I understand that this manual supersedes any previous manual and all other employee handbooks should be discarded.

I also understand that this Manual is the property of the corporation. No copies of this manual may be made for any personal use and this manual shall be returned if I leave Central Iowa Psychological Services.

Name _____ Date _____

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: CHILD ABUSE AND DEPENDENT ADULT ABUSE

155.21 (9)

Effective: April 1, 2013

POLICY: Central Iowa Psychological Services Substance and Addictive Disorder Program shall prohibit any and all staff from mistreating, neglecting, or abusing children of any age. All allegations of abuse and or neglect will be reported immediately to the Executive Director and to the Department of Human Services. All reports of alleged violation of this policy will be reported in compliance with 42 CFR, Part 2, Regulations on Confidentiality of Drug Abuse Client Records. Any employee found in violation of Iowa Code chapter 232, division III, part 2 as substantiated by the Department of Human Services' investigation, will be subject to Central Iowa Psychological Services Substance and Addictive Disorder Program agency personnel policies concerning dismissal.

PROCEDURES:

- 1) All employees and applicants for employment designated to work with children will undergo a complete DCI criminal records check.
- 2) Any applicant for employment will furnish a written, signed, and dated statement if they have substantiated child abuse, neglect, or sexual abuse charges.
- 3) All employees and applicants for employment designated to work with children will undergo a complete Iowa Central Child Abuse Registry check prior to permanent employment.
- 4) Each treatment staff member will attend two hours of training on child abuse and dependent adult abuse within six months of employment and at least two hours of additional training every five years.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

CLIENT/PATIENT CASE RECORD MAINTENANCE

155.21 (10)

Effective: April 1, 2013

POLICY: All client files will be safeguarded against loss, tampering, or unauthorized disclosure of information. Central Iowa Psychological Services Substance and Addictive Disorder Program will adhere to all regulations in accordance with Confidentiality of Alcohol and Drug Abuse Patient Records 42 CFR, Part 2.

PROCEDURES:

1. All Client/Patient records will be kept in a uniform manner, and all entries into the record will be signed and dated.
- 2) All Client/Patient records will be stored in a locked file cabinet and in a locked room, and in proximity to the area where the client/patient receives services.
- 3) Appropriate records shall be readily accessible for those staff members providing services directly to clients/patient, and to other individuals that are specifically authorized to have access.
- 4) All client/patient records will be maintained for not less than seven years from the date they are officially closed.
- 5) All client/patient records will be disposed of by individuals that are authorized to dispose of the records by means of shredding.

CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL

**TITLE: REQUIREMENTS FOR THE RELEASE OF ALCOHOL AND DRUG ABUSE
PATIENT INFORMATION**

155.21 (10)

Effective: April 1, 2013

POLICY:

According to Federal confidentiality regulations (42 CFR, Part 2 and HIPAA 45 CFR):

- a. The consent must be given freely, voluntarily and without coercion;
- b. The patient must be clearly informed as to the consequences of the release of the information; and
- c. The consent must be written and include all of the following items:
 1. The name of the program that is to make the disclosure;
 2. The name or title of the person or organization to which the disclosure is to be made;
 3. The name of the patient or participant;
 4. The specific purpose or need for the disclosure; (the purpose must match the type of information to be released);
 5. The specific type and extent of the information requested; (the information must match the purpose for the disclosure);
 6. The date or condition upon which the consent will expire (this duration may not be longer than is reasonably necessary to effect the purpose);
 7. A statement that the consent may be revoked at any time except in instances where a particular action has already been taken based upon the signed consent;
 8. Date the consent is signed;
 9. Signature of the patient or participant; and

10. Signature or a witness.

Federal regulations (42 CFR, Part 2, 45 CFR HIPAA) prohibit anyone receiving such information from making any disclosure of it without the specific written consent of the person to whom it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules prohibit any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

**TITLE: PLACEMENT SCREENING, ADMISSION,
ASSESSMENT AND EVALUATION**

155.21 (11)

Effective: April 1, 2013

POLICY:

Each person upon presenting themselves to Central Iowa Psychological Services Substance and Addictive Disorder Program for services shall complete a uniform evaluation process with the assistance of a certified or certifiable addictions counselor.

PROCEDURES:

Referral sources may include:

- The client
- Their employer
- An attorney
- Law enforcement agencies
- Judges or judicial referee
- Physicians
- Schools
- DHS
- Other substance abuse treatment providers

The counselor will complete the assessment to determine the specific needs of the individual client. The counselor will gather all clinical information regarding the case history and present patterns of substances used, the ensuing consequences relevant family history, history of interventions through mental health, medical, and substance abuse services, and any volunteered clinical information. The counselor may also utilize collaborative reports from referral sources or any concerned persons. Proper releases of information will be signed by the client after confidentiality regulations are explained and the client indicates their understanding.

Upon completion of the evaluation process, the results will be shared with the client and the referral source, provided proper releases are signed. The halfway house, and or ancillary services will be suggested for the clients treatment program, or they may be referred out. The following information will be used for this process:

1. Clinical information will be obtained from the client through a standard personal, one on one interview using the ASAM PPC 2 R, the SASSI Substance Abuse Subtle Screening Inventory, Placement Screening Questionnaire, ADR Usage History, and the DSM IV TR criteria.
2. The counselor will complete the ASAM PPC-2R Adult Placement/Admissions using the established guidelines.
3. The counselor will share the findings of the evaluation with the client as well as the referral source.
4. The counselor will obtain from the client signed releases of information for any of the individual or agencies deemed necessary. The client will sign releases after 42 CFR has been properly explained.
5. Recommendations and/or referrals for treatment will be based on established criteria outlined in the DSM IV TR. Level of care will be based on criteria in the ASAM PPC 2 R placement tool.
6. Referrals to other community or hospital based resources will be facilitated by the counselor or clinical director.
7. The counselor will complete the SARS or ISMART Placement Screening Form.
8. The counselor may accept a completed evaluation by an accredited provider of chemical dependency services.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: TREATMENT PLANNING

155.21 (12)

Effective: April 1, 2013

POLICY: Central Iowa Psychological Services Substance and Addictive Disorder Program will assure that all client treatment plans will be individualized to meet the needs of the client.

PEOCEDURES:

Initial Treatment Planning:

At the time of intake, the client and counselor will discuss an initial treatment plan, which will be signed by the client and paced in the client's chart.

Comprehensive Treatment Planning:

A comprehensive treatment plan will be originated by the client and counselor. This will include every identified problem/need either feasible or appropriate for resolution during treatment. New treatment goals and problem areas identified will be added to the original treatment plan and identified in treatment plan reviews. Treatment plans will be based on the information identified in the psychosocial history as well as on the goals and desires of the client. The will participate in the treatment planning process and will sign and date the treatment plan and recover a copy of this plan. Treatment plans will be completed according to state licensure standards time frames.

Treatment Plan Reviews:

Treatment plan reviews will be reviewed according to state licensure time frame. These are minimum requirement and plans should be reviewed more often of needed. Clients will be involved in the review process.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: PROGRESS NOTES

155.21 (13)

Effective: April 1, 2013

POLICY: The progress note section of Central Iowa Psychological Services Substance and Addictive Disorder Program client records will reflect an accurate chronological record of the client's treatment experience.

PROCEDURE:

All client progress notes will begin with the date, length of time spent, and the name of activity or contact. Notes shall be in chronological order. The individual making the entry will initial each progress note. Each progress note form will be assigned by all staff using that form and will include the staff's credentials or title and their initials. All notes and signatures will be written in black ink. All notes from group and individual counseling will be in the D.A.R.P format.

Progress notes should indicate any activity or contact with a client, and should indicate treatment plan goals that are being addressed.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: CLIENT CASE RECORD CONTENTS

155.21 (14)

Effective: April 1, 2013

POLICY: There will be a well organized client case record for each of the clients/patients that receive services at the Central Iowa Psychological Services Substance and Addictive Disorder Program.

PROCEDURE: The client case record will maintained by the counselor assigned and the support staff assigned to that counselor. The following information will be kept in the file: All tests, screenings and admission information; Referral source reports; Treatment Plans; Continuing stay and discharge reviews; Medical and medication records; Multidisciplinary case conferences; All correspondence; Treatment consent forms; Releases of information; Progress Notes; Records of service; Discharge summaries; Management information system information; Incidents reports.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: DRUG SCREENING/URINALYSIS

155.21 (15)

Effective: April 1, 2013

POLICY: Urine specimens for drug screens will be obtained from Central Iowa Psychological Services Substance and Addictive Disorder Program at the discretion of staff.

PROCEDURES:

A urine specimen will be obtained at random to support the sobriety of the resident. A staff member will facilitate collection. A staff member may observe the collection if deemed necessary.

1. Explain the procedure to the client.
2. Fill out urinalysis requisition and obtain the specimen in house.
3. Provide a specimen container.
4. Using protective gloves, apply label to the specimen container after specimen is obtained.
5. Examine urine for color and temperature.
6. Inform the client of the results of the drug screen.
7. Send the specimen in to a designated laboratory if a confirmation is needed.
8. Insure chain of custody throughout the process.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

TITLE: MEDICAL SERVICES

155.21 (16)

Effective: April 1, 2013

POLICY: Central Iowa Psychological Services Substance and Addictive Disorder Program will have a contracted Medical Director. Medical services and supervision will be provided by the Medical Director as needed. The Medical Director will be involved in the development of all policies and procedures to examine and evaluate all substance abusers seeking or undergoing treatment services.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

TITLE: EMERGENCY MEDICAL SERVICES

155.21 (17)

Effective: April 1, 2013

POLICY: Central Iowa Psychological Services Substance and Addictive Disorder Program will have a contract in place with Mary Greely Medical Center of Ames, Iowa for Emergency Medical Services in the case of an Emergency. All clients that live outside of the Ames area will be directed to their local hospital Emergency Departments. These services will be provided during all hours that CIPS is open for services. All Law enforcement agencies, medical providers, community service providers, and other appropriate personnel will be informed as needed.

In case of any onsite emergency, including violent or other threatening situations, designated staff will contact first responders by dialing 911 and making a report.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

TITLE: MEDICATION CONTROL

155.21 (18)

Effective: April 1, 2013

POLICY:

Central Iowa Psychological Services Substance and Addictive Disorder program will not purchase, store, prescribe, or administer any medications either prescribed or over the counter.

***CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL***

TITLE: MANAGEMENT OF CARE

155.21 (19)

Effective: April 1, 2013

POLICY:

1. Central Iowa Psychological Services Substance and Addictive Disorder Program shall ensure appropriate level of care utilization by implementing and maintaining the written placement screening, admission, continued stay, and discharge criteria process developed by the department.
2. Central Iowa Psychological Services Substance and Addictive Disorder Program shall also address underutilization, over utilization, and the effective use of levels of care available.
 - A. Central Iowa Psychological Services Substance and Addictive Disorder Program will document this by using the continued stay review, staffing, employee reviews, and monthly supervisory meetings:
 1. The continued stay review will be documented in treatment plan and progress note section of client file.
 2. Staffing will be documented in the progress note section of the client file.
 3. Employee review is to be done at least annually or when the need arises.
 4. Monthly supervisory meetings shall be in accordance with the table of organization. The meetings will be used to discuss, but is not limited to the following:
 - A. Any problems reported by the staff or clients
 - B. Supervisory concern;
 - C. Employee concern;

D. Appropriate recommendations.

The discharge planning process shall begin at admission, determining a client continued need for treatment services and developing a plan to address ongoing client needs post treatment.

1. Discharge planning at admission will be documented by the initial treatment plan.
2. Determining client continued need for treatment services will be documented by updating the comprehensive treatment plan, and the development of a continuing stay review using the ASAM PPC 2R criteria. Clients will also be staffed according to policy standards.
3. Proper documentation will be recorded and stored in client's files.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: QUALITY IMPROVEMENT

155.21 (20)

Effective: April 1, 2013

1. Central Iowa Psychological Services Substance and Addictive Disorder Program shall ensure ongoing quality improvement program designed to objectively and systematically monitor and evaluate the quality and appropriateness of client care, pursue opportunities to improve client care, and resolve identified problems. Annual improvement efforts shall be facility wide in scope and include review of clinical, professional, administrative services.

2. The objective of Central Iowa Psychological Services Substance and Addictive Disorder Program is to give assistance to the client seeking to recover from chemical dependency by gaining knowledge and an understanding of several facets of their dependency. We instruct the clients about the following:
 - * The nature of chemical dependency;
 - * The symptoms of chemical dependency;
 - * The need for a lifelong program recovery.

We expand these goals by offering a knowledge and understanding of Alcoholic Anonymous and/or Narcotic Anonymous. We assist the client to see their personal need for that knowledge the twelve steps of the A.A./N.A. program. We present the further goals of learning to see the needs in other life areas of physical and mental health employment, vocational/career/educational needs, family and

social adjustments.

3. Long Term Goals:
 - A. Abstinence from mood altering chemicals;
 - B. An improved lifestyle
- C. Reduction of at risk behaviors
 4. Short Term Goals:
 - A. To help the chemically dependent person recognize the illness and its implications.
 - B. To help the chemically dependent person admit that he/she needs help, that the illness cannot be cured, and to concentrate on learning to manage their addictive behaviors.
 - C. To help the chemically dependent person identify specifically what he/she needs to change in order to manage their addictive behaviors.
 - D. To help the chemically dependent person translate that understanding into actions; that is, to actively assist the client in changes necessary to increase his/her level of functioning and to develop a new lifestyle.
 5. Objective
 - A. The client will participate in all educational lectures, discussion sessions in which will be presented information regarding the chemical dependency disease concept, the treatment of the disease and the Alcoholic Anonymous program of treatment and recovery. The client will do written assignment which will help the counselor determine if the client has achieved the desired goal.
 - B. The client will become educated about the Twelve Steps of Alcoholics Anonymous, and the disease concept of chemical dependency. Treatment assignments will challenge the client to analyze his/her personal life as it relates to the steps, the disease, its treatment, and recovery plan. The client will disclose his/her answers to step guide questions to the peers and group facilitator during the group therapy sessions. The group feedback, acceptance, suggestions, etc. will help the counselor determine if the client has achieved this objective. If the client's work is in need of improvement, the counselor will instruct the client in redoing their assigned work.

- B. The client will learn to define his/her feelings, he/she will learn to get in touch with his/her feelings, and learn how to deal with and express those feelings. This will be accomplished by group therapy participation, individual counseling sessions, extracurricular interactions with peers and staff, as well as family session. The client's progress and/or achievement or the objective will be determined by staff and peer group feedback and discussion. If the client is not meeting the expected progress of the objectives, he/she will be assisted by peer group and/or a staffing session with staff members who have observed him/her. In regards to the above objectives, Central Iowa Psychological Services Substance and Addictive Disorder Program staff shall oversee the effectiveness by monitoring, evaluating, and problem solving in the facets that staff are capable of overseeing.
6. One day per week the Clinical Director of CD Services and the counselor will meet to discuss client's program progress in both the general program objective, as well as each client's personal individual program. The counselors will report concerning group activities, involvement of each client, and the client's progress on his/her personal individual program.
7. Once a month there is a staff meeting involving administration department management department and counseling department. A representative from each staff reports concerning their involvement in the overall treatment program. If there are any hindrances to the client's progress they will be discussed by the complete staff. If the problem can be resolved then, each staff person is expected to respond according to that resolution. Staff is encouraged to inform supervisors of a need to change a part or all of a program.
8. Central Iowa Psychological Services Substance and Addictive Disorder Program shall obtain follow-up data on all clients' participating in any phase of treatment; regardless of client's discharge status.

9. Follow up contacts should ascertain, for each client:

- A. Changes in chemical use patterns, including the longest period of abstinence from all chemical use;
- B. Participation in services identified in the client's aftercare plan;
- C. Hospital admissions that occurred following discharges;
- D. Arrests, convictions, and incarcerations that occurred following discharge;
- E. Work or school problems associated with chemical use that occurred following discharge;
- F. Admissions to detoxification or chemical dependency programs that occurred following discharge;
- G. Most helpful part of the program;
- H. Most informative lecture;
- I. Understanding of the disease concept;
- J. Symptoms of chemical dependency
- K. Does client state he/she is or is not chemically dependent;
- L. Has client maintained sobriety;
- M. If not, when did he/she relapse;
- N. If client has relapsed how long has he/she been in relapse;
- O. Is there anything the agency could/should change?
- P. Does the client see a further need for services?
- Q. Will the client recommend Central Iowa Psychological Services to others?

Why or Why Not?

- R. Any other pertinent data that would be beneficial to the quality of/or improvement to the program.

10. Relevant findings from the quality improvement activities may be considered as part of the performance evaluations for all professional, clinical, and administrative staff members.

11. Central Iowa Psychological Services Substance and Addictive Disorder Program shall ensure quality improvement of the program's monitoring and evaluation activities.

- A. Information is collected or screened by the Office Manager, Treatment Supervisor, and Executive Director once every six (6) months or as necessary in a supervisory meeting
- B. Objective criteria shall be utilized in the development and application of criteria relating to the care or services it provides.
- C. Objective criteria shall be utilized in the evaluation of the information collected in order to identify important problems in, or opportunities to improve client care and clinical performance.

1. In the event that the criteria indicates the staff needs further training in certain areas it will be given the utmost importance and precedence in the in-service schedule.

12. Central Iowa Psychological Services Substance and Addictive Disorder Program shall document that the quality of client care is improved and identified problems are resolved through actions taken as appropriate by the program's administrative and supervisory staffs and through professional staff functions, which may include, but not be limited to:

- D. Activities of the governing body;
- E. Activities of the program, program component, modality, or service;
- F. Revisions to written policies and procedures for program and professional services and staff composition.

13. The findings, conclusions, recommendations, actions taken, and results of actions taken shall be documented by staff administration and treatment supervisor.

14. Necessary information shall be communicated among program components, modalities, or services when problems or opportunities to improve client care involve more than one program component or service.

15. Central Iowa Psychological Services Substance and Addictive Disorder Program shall ensure that the status of identified problems is tracked to ensure improvement or resolution.

16. Information from program components or services and the findings of discrete quality improvement activities are used to detect trends, patterns of performance, or potential problems that affect more than one program component or service.

17. The objectives, scope, organization, and effectiveness of the quality improvement program are evaluated at least annually and revised as needed.

CLIENT SATISFACTION QUESTIONNAIRE

POLICY:

Central Iowa Psychological Services Substance and Addictive Disorder Program will be responsible to the needs of the clients.

PROCEDURE:

Each client upon completion of treatment and 6 months after discharge will be given a "Client Satisfaction Questionnaire" through the substance abuse reporting system. Information from the questionnaires will be compiled by the Director and used for evaluation and update of the program.

PERFORMANCE APPRAISAL

POLICY:

Performance appraisals will serve as a meaningful review for both the employee and the employer. Performance appraisals will be a means of recognizing accomplishments, skills and contributions and setting goals for the subsequent work period.

PROCEDURE:

The Director and employee will complete required appraisals in the manner and on the formats required by Central Iowa Psychological Services Substance and Addictive Disorder Program personnel policies and procedures.

Within thirty (30) days preceding the employee's anniversary date, the employee will review the program policies and procedures and the Federal Confidentiality Regulations. This review will be documented at the time of the performance appraisal. Within thirty (30) days preceding the employee's anniversary date, the employee will review his/her position description and note any correction or addition based upon actual tasks performed. Each employee will answer questions regarding contributions, weaknesses and possible goals.

The Director and employee will meet to review the available data, to identify strengths, goals and training needs for the next work period. These goals should include specific criteria, resources and timeliness whenever applicable. The employee will also select individualized criteria upon which he/she wishes to be evaluated at the next appraisal. Both will document the review of procedures and regulations described above. Copies of the above materials will be distributed to the employee, Director and Personnel Department.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: BUILDING CONSTRUCTION AND SAFETY

155.21 (21)

Effective: April 1, 2013

All Buildings, in which clients/patients receive services, will be designed, constructed, and equipped and maintained in a manner that is designed to provide for the physical safety of clients, personnel, and visitors

During all levels of construction or alterations of buildings, the level of life safety shall not be diminished in any occupied area. The construction or alterations shall be in compliance with Iowa Code chapter 104A and all applicable federal, state, and local codes.

GENERAL SAFETY

155.21(21)

1. Central Iowa Psychological Services Substance and Addictive Disorder Program ensure a safe environment for clients, personnel, and visitors and to monitor that environment. The following policies and procedures shall include, but not be limited to, the following:

A. Central Iowa Psychological Services Substance and Addictive Disorder Program staff shall be responsible for the identification, development, implementation, and review of safety policies and hazards for all programs.

1. Staff noticing any safety hazards shall report those hazards to the executive director immediately upon initial notice.

2. The promotion and maintenance of an ongoing, facility wide hazard surveillance program to detect and report all safety hazards related to clients, visitors, and personnel.
- B. Central Iowa Psychological Services Substance and Addictive Disorder Program does not handle or maintenance bio-hazardous waste on the premises.
- C. Program areas of safety hazards contain but are not limited to the following:
1. Stairways, halls and aisles shall be of substantial non-slippery material, shall be maintained in good state of repair, shall be adequately lighted and shall be kept free from obstructions at all times. All stairways shall have handrails.
 2. Radiators, registers, and steam and hot water pipes shall have protective covering or insulations at all times. Electrical outlets and switches shall have wall plates.
 3. Facilities shall not keep firearms and ammunition on the premises.
 4. Contraband – Central Iowa Psychological Services Substance and Addictive Disorder Program reserves the right to ask Client/Patient, or concerned person and/or family not to bring contraband of any type into the facility. Central Iowa Psychological Services Substance and Addictive Disorder Program reserves the right to ask permission of a suspected person to empty pockets and/or purses in privacy or to leave their purse at the receptionist's desk to assure staff that no contraband has been brought into the building. Any person that refuses may be asked to leave the facility.

In the event the staff or client has an accident on the premises of Central Iowa Psychological Services Substance and Addictive Disorder Program the incident shall be reported immediately to the appropriate supervisor and then the executive director. All staff will be updated at least annually on safety policies.

**CENTRAL IOWA PSYCHOLOGICAL
SERVICES SUBSTANCE AND ADDICTIVE DISORDER PROGRAM
POLICY AND PROCEDURES MANUAL**

TITLE: OUTPATIENT FACILITY

155.21 (21)

Effective: April 1, 2013

1. The outpatient facility shall be safe, clean, well-ventilated, properly heated and in good repair.
2. The facility shall be appropriate for providing services available from the program and for protecting client confidentiality.
3. Furniture shall be clean and in good repair.
4. Written reports of annual inspections by state or local fire safety officials shall be maintained with records of corrective action taken by the program on recommendations articulated in such reports.
5. Central Iowa Psychological Services Substance and Addictive Disorder Program House shall use the following stated plans in the event of fire or tornado: The following diagram is conspicuously displayed in all common areas of the facility as well as on the bulletin board in the waiting room.
 - A. In the event of a fire, or bomb threat, staff personnel are to keep the clients calm and usher them to the closest available exit (either at the rear of the building or the front exit). In the event there are no clients in the building the staff personnel are to exit in a calm and rational manner through the closest appropriate exit. Staff personnel are to alert the proper authorities by calling 911.
 - B. In the event of a tornado, staff personnel are to keep the clients calm and usher them to the closest available safety zone (A non-windowed room located in the middle or back of the building.) Refer to the posted diagram for floor plan of building and reference to the closest exit.
 - C. In case of a utility failure, staff personnel are to keep the clients calm and usher them to the closest available exit (either at the rear of the building or the front exit). In the event there are no clients in the building the staff personnel are to

exit in a calm and rational manner through the closest appropriate exit. Staff will be equipped with battery operated flashlights and will be advised and encouraged to use cell phone flash lights when appropriate.

- D. If clients are unable to return to the facility, staff will assist clients with phone calls to assist them in finding transportation from the facility if needed.
- E. All staff will be trained upon hire and updated at least annually. Periodic random drills or tests will be conducted, and management team will review the safety policy annually.