



Employee Expectations

- 1. Follow Policies and Procedures.** You must follow all the policies and procedures set forth by COA.
- 2. Be Dependable and Punctual.** We expect you to be on the job every day and on time. If you will be absent or late, you must call your supervisor. If you have a medical appointment let your supervisor know in advance.
- 3. Be Honest and Have Integrity.** We expect you to be truthful and choose ethical courses of action.
- 4. Maintain Confidentiality.** You may be exposed to confidential client, provider and employee information. You are expected not to breach this confidentiality.
- 5. Show Initiative.** We expect you to complete your own job. If you find yourself with down time, ask your supervisor for direction and/or assist your co-workers.
- 6. Be Willing to Learn and Show Enthusiasm.** We expect you to be enthusiastic about learning the functions of your job and to adapt well to our organizational culture.
- 7. Ask for Further Instructions** if the task is unclear. Request clarification if you are unsure how to complete an assignment.
- 8. Accept Criticism.** Constructive criticism is given to improve job performance. Listen and learn from the constructive criticisms your supervisor will share with you.
- 9. Produce Quality Work.** You are expected to produce a high quality of work and to always do your best.
- 10. Participate as a Member of a Team.** You are expected to respect and work well with co-workers and contribute to your team, as well as to, COA as a whole.
- 11. Be Flexible** and accept assignments that may not fall under your specified job duties.

- 12. Observe and Respect Chain of Command.** Learn what position each of your co-workers holds in the agency and how their position relates to yours.
- 13. Work with Diversity.** You are expected to respect and work well with co-workers, clients and providers from diverse backgrounds.
- 14. Dress Appropriately.** You are expected to follow COA's dress code of business/casual attire Monday-Thursday. You are allowed to dress down and wear jeans on Fridays if you do not have a home visit or a meeting requiring more appropriate attire.

Additional information

Drug Free Workplace: Council on Aging is a drug free workplace. In order to ensure the safety of all employees, all applicants are required to take a pre-employment drug test within 72 hours of accepting a job offer. Employees may be required to take a drug test later if they are involved in an accident during work hours or for reasonable suspicion.

Flexible Schedules: We understand the complexities of balancing work and family life. Therefore, we are pleased to offer employees flexible work schedules at the conclusion of the orientation period. This benefit may be used on a limited basis before the conclusion of then with your supervisor's approval.

Paid Time Off (PTO): New employees begin earning PTO on their first day of work, although, it cannot be used until the hours appear on the employee's pay stub. It is also advisable to maintain a bank of at least 15 hours of PTO to cover any illness since the first 15 hours of an illness must come out of your PTO bank.

Mileage Reimbursement: Council on Aging currently reimburses at the full IRS rate.

Telecommuting: Telecommuting is required by some COA positions and is an option available to certain others, but not all.

During the orientation period, employees who want to telecommute will be provided with thorough training on work-from-home technology and other basics of telecommuting. Until this training and the orientation period are complete, employees must work in the office and maintain a schedule of 8:00 AM-4:30 PM. The orientation period may last for up to six months.

The exact telecommuting effective date is determined by the Human Resources Department after the employee has obtained all the necessary signatures on the "Work-from-Home Request" form and attended the telecommuting training session. Commuter mileage must be subtracted from mileage reimbursement requests until the official effective date.

Council on Aging will issue telecommuters a laptop that must be used for business purposes only.

Employees wanting to take advantage of the telecommuting benefit are responsible for outfitting their home office with the required equipment prior to telecommuting. This includes providing access to high speed internet connection, and may include such equipment as a printer and fax machine. Council on Aging provides a stipend for certain office supplies (i.e. printer ink and paper).

Telecommuters may not provide daycare for children or dependent adults during work hours. Telecommuters are also prohibited from having a minor or dependent adult cared for by someone else in the telecommuter's home during work hours. COA clients, caregivers, and providers are not allowed in employees' homes.

It is important to remember that not all COA positions allow telecommuting. In addition, the benefit may be revoked if an employee does not perform satisfactorily. Employees may also choose not to telecommute if their position does not require it and they find it no longer suits them.

Safety: Council on Aging serves clients from all socioeconomic backgrounds. Some home visits may be in high crime areas and in places with unsanitary and unsafe living conditions, including bedbug and/or roach infestation. Council on Aging takes every precaution to keep its employees safe. We provide protective devices and training, and will provide security escorts upon request. Employees are responsible for following all safety procedures and protocols.