



2017

Trainee Handbook

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Indianapolis, IN 46202

317-638-4232

www.incap.org

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Commitment to Professionalism

Purpose- establishing guidelines for professional attitudes and behaviors for all INCAA Weatherization Training Center staff. Training center staff should encourage open dialogue, honest feedback and treat trainees and professional colleagues fairly and honestly.

Altruism- INCAA Weatherization Training Center staff will put the best interest of others including, colleagues, mentors, trainees and clients ahead of their own self-interest.

Accountability- INCAA Weatherization Trainers are accountable to their trainees, colleagues and all who do business with or are a part the INCAA Weatherization Training Center. They are accountable to their profession by adhering to ethical principles.

Excellence- INCAA Weatherization Training Center staff will make a conscientious effort to exceed expectations and strive to execute responsibilities professionally.

Duty- INCAA Weatherization Training Center staff freely accepts a commitment to service. This commitment entails being available and responsive when needed in order to meet the needs of trainees and/or colleagues.

Honor and Integrity- INCAA Weatherization Training Center staff will have consistent regard for the highest standards of behavior and the refusal to violate personal and professional codes. They imply being fair and truthful, keeping one's word and meeting commitments. They also require recognition of possible conflicts of interest and avoidance of relationships that allow personal gain to supersede the best interest of the profession.

Respect- INCAA Weatherization Training Center staff will maintain a standard of high regard for others, including trainees and professional colleagues.

A Personal Commitment to Learning is essential to ensure the highest quality of training and to stay abreast with the constant changes in information, technology and tools. To achieve this goal, INCAA staff will meet with Indiana State Weatherization monitors quarterly who provide on-site evaluation of client homes and also with Indiana Weatherization Technical Committees that are tasked with review of technical policy and procedures. This allows constant evaluation of methods and addresses the needs of the workforce. The INCAA Training staff is charged with maintaining curriculum that is current or surpasses what is happening on a national level regarding Weatherization. INCAA staff will collaborate with others in the Weatherization field to develop industry standards and maintain working relationships with our colleagues. Inclusive to current curriculum, INCAA Trainers follow NREL's Job Task Analysis and are committed to teaching the Department of Energy's (DOE) National Curriculum. This commitment must be accepted from the very beginning, and must be honored throughout one's career as a trainer with the INCAA Weatherization Training Center. Anyone failing to abide by this policy may be subject to disciplinary action.

Non-Discrimination Policies and Procedures

It shall be the policy of the Indiana Community Action Association, Inc. (INCAA) to recognize the primary value and dignity of the individual and to provide employment and advancement opportunities to anyone regardless of, race, religious creed, sex, age, disability, national origin, sexual orientation or gender identity. These policies shall be applied in accordance with pertinent funding source guidelines and accepted management practices. (INCAA Policies and Procedures)

It shall be the policy of the INCAA Weatherization Training Center that all of our employees, trainees and clients should be able to enjoy an environment free of discrimination and harassment. This policy refers to, but is not limited to, harassment in the areas of age, race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, disability, or veteran status. INCAA does not and will not tolerate conduct by any employee, staff member, student, visitor or vendor which unreasonably interferes with an individuals' work or a trainee's ability to learn, regardless of whether the conduct occurs at or away from INCAA. This policy also prohibits retaliation for reporting possible violations of this policy, for cooperating with any related investigation, or for participating in such a complaint process.

Reasonable accommodations are determined on a case by case basis and include, but are not limited to;

- Making facilities accessible
- Rearranging furniture and props
- Allowing more time to complete examinations
- Modifying field work

INCAA will provide reasonable accommodations to qualified trainees with a disability. A qualified trainee with a disability is an individual who meets the requisite skill, experience, education and/or training, and other student-related requirements for training in which the person seeks to participate, and who can perform the essential functions of the training, with or without reasonable accommodation.

In fulfilling their obligation to maintain a positive and productive work/training environment, managers and supervisors are expected to immediately halt any harassment or discrimination of which they become aware by emphasizing the Agency policy and, when necessary, by more direct disciplinary action. Anyone found to have engaged in any type of harassment or discrimination shall be subject to discipline, up to and including discharge.

All reports will be handled promptly and examined impartially with appropriate regard to the confidentiality and rights of everyone involved. No one making a report or participating in the process will be subject to retaliation of any kind.

Allegations of discrimination or harassment, whether true or not, can also be devastating for the individual against whom allegations are made. Willfully false statements or willfully false allegations made by any individual will not be tolerated.

All personnel play important individual roles in maintaining a work environment that reflects the high professional and ethical standards of the Agency. Our commitment to the maintenance of these standards will ensure a pleasant workplace/training center which is free of unlawful discrimination and harassment.

If you feel that you have been discriminated against, please see the Dispute Resolution policy in this handbook on page 10.

Conflict of Interest Policy

Statement of Policy: It is the policy of INCAA and the Weatherization Training Center (WTC) to prohibit its employees from engaging in any activity, practice or act which conflicts with, or appears to conflict with, the interests of INCAA, its members, its clients, its trainees or its suppliers.

Definition: Conflicts of interest normally arise when employees take actions, or establish economic interests, for personal gain, that compromise the employee's ability to represent INCAA's best interest.

Limitation: It is impossible to describe all of the situations that may cause or give the appearance of a conflict of interest. Therefore, the prohibitions included within this policy are not exhaustive and only include some of the more clear-cut examples. Employees have an obligation to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their supervisor.

Employees are not to accept full-time, part-time, or temporary employment with any organization that does business with INCAA. This prohibition on employment includes serving as an advisor or consultant to any such organization, unless the activity is conducted as a representative of INCAA.

Employees will not accept employment outside INCAA that would impede their job performance or conflict with the interests of INCAA. Examples of such employment may include:

- Employment involving the performance of duties which the employee should perform as part of their employment with INCAA or which would conflict with the interests of INCAA.
- Employment occurring during the employee's regular or assigned working hours with INCAA, unless the employee is on either leave credit or leave without pay during the entire day which such employment occurs.
- Completing work for INCAA clients that is beyond the scope of INCAA services while being compensated by the client or the client's representative.

Employees will not accept gifts from trainees if the employee is responsible for initiating or approving training or skills verification for that trainee.

Indiana Code states that a person who knowingly or intentionally obtains a pecuniary(i.e. financial) interest in or derives a profit from a contract or purchase connected with an action by the governmental entity served by a public servant commits a class D felony unless a financial disclosure form is approved in advance and filed as required by law.

Employees having financial interests in a company or any investments in a corporation that might benefit from their dealings with INCAA must file a conflict of interest statement with the Executive Director. If deemed to be in the best interest of INCAA, those employees shall either divest themselves of such interest or investments or be ineligible for continued employment with INCAA. The decision by the Executive Director shall be final in Conflict of Interest cases.

Confidentiality Policy

Policy Overview- INCAA is to maintain control over records, computer information; both client, trainee and financial. Employees who are assigned keys, given special access, or assigned job responsibilities in connection with the safety, security or confidentiality of such records will be required to use sound judgment and discretion in carrying out their duties and will be held accountable for any wrongdoing or acts of indiscretion.

Every employee of INCAA is morally and ethically bound to keep all records of and conversations with program participants confidential. Sharing these records and conversations with other staff directly involved with the trainee will not be considered a breach of confidentiality. Information sharing with other service agencies directly involved with the trainee will also not be considered a breach of confidentiality, provided that the trainee has authorized the information release and signed the Trainee Information form which can be found in their trainee file authorizing the release of information.

Storage- Employee files are stored in locked filing cabinets in the Fiscal Department and Trainee files are kept in a locked filing cabinet in the Technical Team Leader's office. All electronic files are kept on a secure server with access to authorized INCAA personnel only.

Disclosure- All personnel matters, including but not limited to disciplinary action, grievances and supervisory decisions are considered matters of confidentiality. Discussions of these matters outside the appropriate and established channels of communication will be considered a violation of confidentiality.

Confidential information obtained as a result of employment with INCAA is not to be used by an employee for the purpose of furthering any private interest, or as a means of making personal gains.

Any breach of confidentiality shall be considered grounds for disciplinary action and could result in termination. Any information that has been received by an employee on a confidential basis must be maintained in confidence.

Release of Information Policy

Policy Overview- It is the policy of the INCAA Weatherization Training Center to maintain trainee files centrally, in the Technical Team Leader's office in a locked filing cabinet. All electronic files are kept on a secure server with access limited to authorized personnel. The trainee's file will contain but is not limited to their signed Trainee Information form, class tests, trainer evaluations, OSHA certificate, and Indiana Skills Verification assessment results. Trainee files will be maintained while the trainee is an active employee of an Indiana Weatherization provider. If the trainee is no longer an active employee of an Indiana Weatherization provider, their records will be stored electronically only for one year.

Assessments- Assessment results will be provided by the trainer via e-mail to the student at the address listed on the Trainee Information form. Assessment results are also provided, where required, to the Weatherization Program Manager for the agency associated with the student. Student Credentials associated with passing scores are mailed to the student or appropriate agency Weatherization Program Manager, where required. Assessment results are also available upon request in accordance with the rest of this document.

Access- The trainee file content is regarded as need-to-know information and will be treated as such. Access to the file will be limited to the trainee, trainee employer, applicable agency personnel, Weatherization Training Center Funding Source and relevant INCAA personnel including but not limited to the Executive Director, Training Team Leader, Administrative Assistant and Trainers. The INCAA Finance Department will have access to any information, if needed to perform related functions. Trainee records needing to be destroyed will be processed through a cross cut shredder.

Authorization- The trainee has the right to refuse the release of personally identifiable information. However, the trainee does not have the right to refuse the release of information, if the information in their file determines the eligibility for the trainee to work in the Indiana Weatherization program. This information will only be released to those listed above.

Process- Any trainee wishing to exercise this right of refusal must do so by completing a Refusal to Release Information Form to the Administrative Assistant no later than the first day of class. The forms are located in the Administrative Assistant's office. The Administrative Assistant will put the request in the Trainee's file and personally identifiable information will not be released.

Dispute Resolution Policy and Process

INCAA is committed to the prompt and fair resolution of the concerns of trainees, faculty, employees, visitors and associated individuals.

The purpose of this policy is to ensure that everyone has an avenue to deal with a grievance and that disputes are consistently resolved at the training center in a timely manner. Note: A trainee's status with INCAA shall not be adversely affected in any way as a result of seeking redress under this policy, nor shall any retaliatory actions be tolerated when an individual is participating in the dispute resolution processes. Any such action taken against an individual for seeking redress under this policy may be considered grounds for dismissal from employment or contract agreement with INCAA. During implementation of the dispute resolution procedure, training at INCAA will proceed without stoppage or the imposition of any bans.

PROCESS

If anyone believes that either they or someone else has been subjected to a grievance or dispute, they should immediately report the conduct to either the Trainer or Technical Team Leader. See the INCAA WTC organizational chart in the back of this handbook.

The trainee with the grievance should submit the complaint to the Trainer unless they are not comfortable doing so, then grievance should be submitted to the Technical Team Leader. The complaint must be in writing within 5 days of the incident. Trainee complaint forms can be found in back of the Trainee Handbook. The Technical Team Leader will try to resolve the complaint informally. If the dispute cannot be resolved informally, the Technical Team Leader will refer the individual to the Executive Director. At that time, the Executive Director will document the complaint in writing with an official date and seek resolution within INCAA between all previously involved parties. The meeting will take place at INCAA or an agreed upon location with all involved parties. Once the meeting takes place, an official statement with the proposed resolution will be presented to the individual with the complaint within a 15 day timeframe and if they agree, they will be asked to sign and date the document for their trainee records file.

If the dispute cannot be resolved by the INCAA Executive Director, the individual and the Executive Director will agree to an impartial 3rd party.

Trainee Standards of Conduct

Attendance:

All students are expected to arrive on time and remain in class until released by the trainer. If an emergency or illness arises, it will be the trainer's discretion to permit absence and to determine a make-up plan for the activities that were missed.

Absences or No Shows:

INCAA does incur expenses related to scheduling and preparing for classes. Excessive absences or no shows and a trainee could be suspended from a course as well as future courses.

Class Registration:

To register for Weatherization classes at INCAA please visit our website, www.incap.org. When filling out the registration form for a class, please be sure to use an email address that you check often. All communication regarding classes are done electronically. Please be sure to read all of the email communications to ensure you have the most up to date information.

Expected Conduct:

Trainees are expected to act in a professional manner while training at the INCAA Weatherization Training Center.

Tobacco Use:

Tobacco use is permitted in designated areas only.

Inebriation:

INCAA reserves the right to refuse training to a trainee if there is reasonable suspicion of being under the influence of alcohol or other drugs that might endanger themselves or others.

Weapons:

Firearms or other weapons are not permitted on INCAA property.

Disruptions:

Disruptions from cell phones, pagers or other electronic devices will not be tolerated. Please keep electronic devices on silent or turned off. They should only be used during break times. If the use of electronic devices becomes a problem, the trainer has the right to ask you to leave the training.

Cheating:

INCAA does not need evidence of cheating; suspicion is enough to merit action.

Cheating includes but is not limited to: lying, copying from another's test or examination; discussion at anytime regarding answers to tests and examinations; taking or receiving copies of examinations without permission; using or displaying notes; using technology to get answers to the examination.

If a trainee is suspected of cheating, the trainer will document the suspected activity. The trainee will be notified and their testing will stop immediately and the trainee will be removed from class. If evidence is available, it will be gathered and the trainer will fill out an incident report detailing the event. If the trainee feels they have been falsely accused of cheating they may follow the INCAA dispute resolution policy instructions found on page 10 of the Trainee Handbook. The trainee will be afforded the opportunity to test out in a supervised environment if cheating cannot be substantiated.

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Safety Policy

Emergency Response Plan and Fire Prevention Procedures

Indiana Community Action Association has implemented the following policy for the protection of our trainees and staff in the case of an emergency or fire. All Training staff have been trained on proper evacuation procedures during an emergency or fire. INCAA follows the National Fire Protection Association standards and students should follow these procedures in case of a fire.

Fire:

- Notify Staff of Fire Emergency
- Follow Staff directions or Exit signs to nearest fire exit.
- Staff should call fire department or press fire button on alarm pad while exiting the building.
- Proceed to the designated assembly area (see attached map)
 - 1845 W 18th St. South East Parking lot
 - 1915 W 18th St. South West Parking lot
- Staff should account for all trainees and relay info to onsite safety coordinator.
- Only trained personnel should use fire extinguishers

Severe Weather/Natural Disaster

For these emergencies INCAA follows the Center for Disease Control and Prevention plans. During a Severe Weather/Tornado Emergency follow these Procedures.

Severe Weather/Tornado

- Follow Staff Directions to assembly area (see attached map)
 - 1845 W 18th St. Women's Restroom (Follow Map next to classroom entry door).
 - 1915 W 18th St. Women's Restroom (Follow Map next to classroom entry door).
- Staff should account for all trainees and relay info to onsite safety director.
- Follow Safety Coordinator's Directions.

Earthquake

- **Drop** under a sturdy table or desk away from windows.
- **Cover** your head with your hands and arms to help keep falling debris from causing a head injury.
- **Keep** clear from tall items that may fall and wait for the shaking to stop.
- Follow fire alarm procedures.

Medical Services and First Aid

It is the policy of INCAA that training in first aid response is not a general requirement for employment, but that local emergency medical services are utilized for primary emergency medical care.

First Aid

INCAA will ensure that first-aid trained personnel are available to provide quick and effective first aid. All personnel using CPR & First Aid Techniques will be certified in an appropriate training format before using these skills.

First Aid stations are located: (see attached map)

- 1845 W 18th St. on the North Wall of the combustion lab. (Next to the Eye Wash Station)
- 1915 W 18th St. on the North Wall of the Warehouse next to the Wash Basin.
- In all INCAA vehicles either behind or under the passenger seat.

Eye wash stations are marked and are to be provided when there is potential for a student's eyes to be exposed to corrosives, strong irritants, or toxic chemicals in the field or in the lab. Eye Wash bottles are available wherever eye wash stations are not, for any student required to work in an environment where exposure to eye hazards may exist. Eye wash stations are checked yearly for proper operation or bottles are replaced every 2 years by the safety coordinator.

Eye Wash stations are located: (see attached map)

- 1845 W 18th St. on the North Wall of the combustion lab.
- 1915 W 18th St. on the North Wall of the Warehouse next to the Wash Basin.
- On any Vehicle carrying corrosives, strong irritants or toxic chemicals.

Bloodborne Pathogens

Training in the use of the appropriate Personal Protection Equipment (PPE) for specific tasks or procedures is provided by INCAA to all certified First Aid responders and only those certified should respond to such an incident. Following procedures for proper disposal of contaminated materials is mandatory. The area should be vacated by all students while cleanup is in process, the area should be properly decontaminated and proper paperwork filled out to ensure incident is recorded properly.

Hazard Assessment

INCAA is committed to providing a safe and hazard free workplace. The on-site safety coordinator and trainers in the field will supervise regularly scheduled inspections of all jobsites and facilities for hazards on a weekly basis and will also include spot checks and random inspections to ensure proper safety gear is being worn during class room/field activities. These inspections will be kept on file with the safety coordinator.

Emergency Response Contact(s)

Fire/Paramedics/Police:	911
Fire Non-Emergency Line:	317- 327-6041
Police Non-Emergency Line:	317- 327-6500
Marion County Health Department:	317- 221-2000
Department of Public Works:	317- 236-4601
National Response Center:	800-424-8802

Local Emergency Medical Facility

Wishard County Hospital

1001 W. 10th St.

Indianapolis, Indiana

317-639-6671

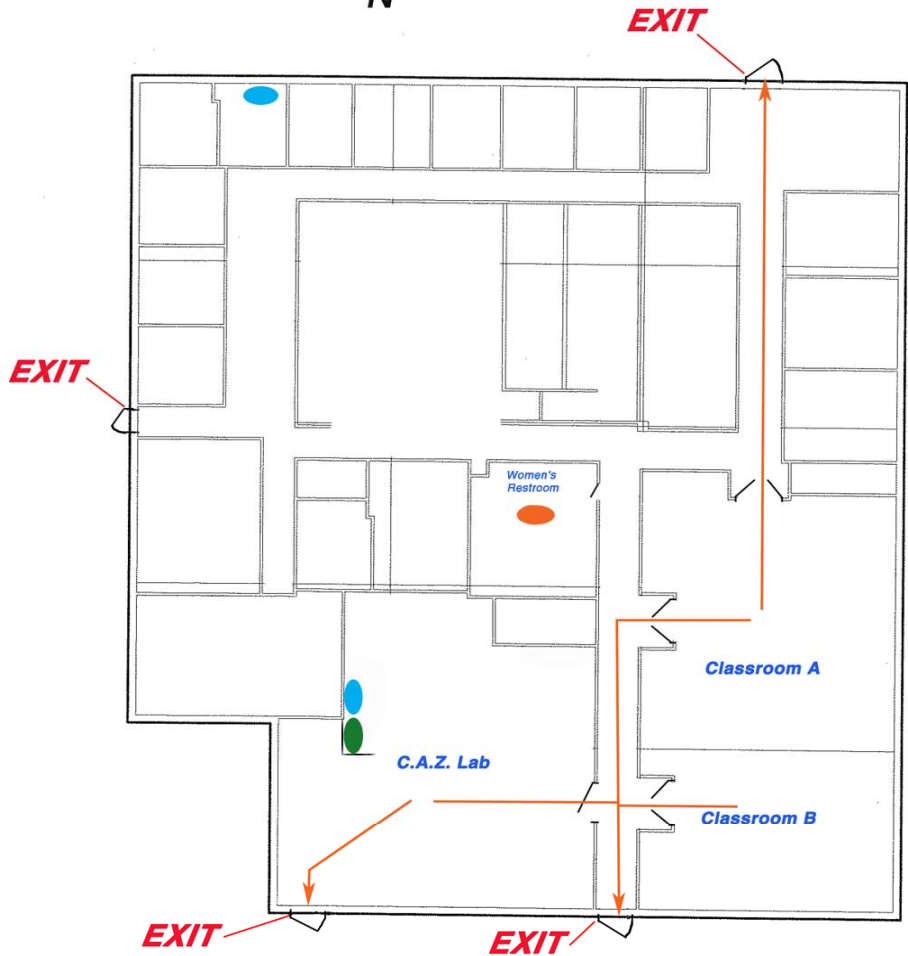
Methodist Hospital (IU HEALTH)

1701 N. Senate Blvd.

Indianapolis, Indiana





317-962-2000

BUILDING #1
SCALE: 1/16" = 1'-0"



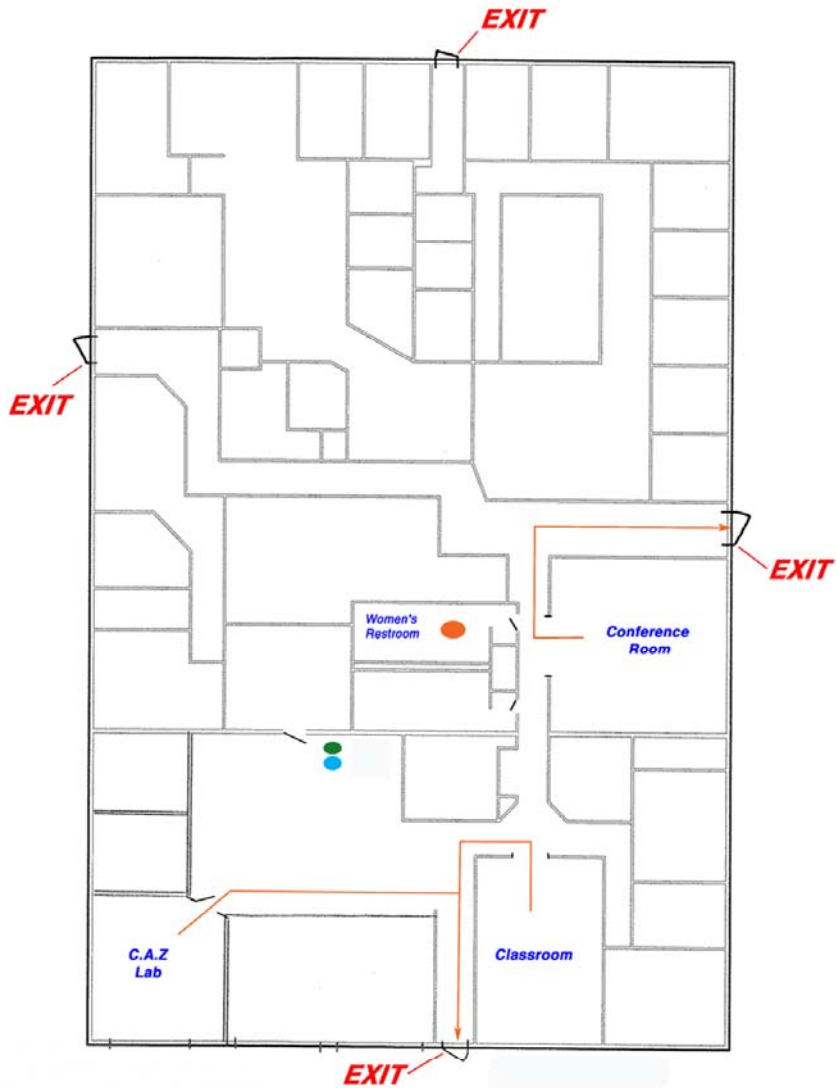
**Indiana Community
Action Association**
1845 W. 18th St.
Indianapolis, IN 46202

Legend:

- Eyewash Station 
- Disaster Assembly Area 
- First Aid 
- Fire Assembly Area 






S E Parking Lot

BUILDING #2
SCALE: 1/8" = 1'-0"



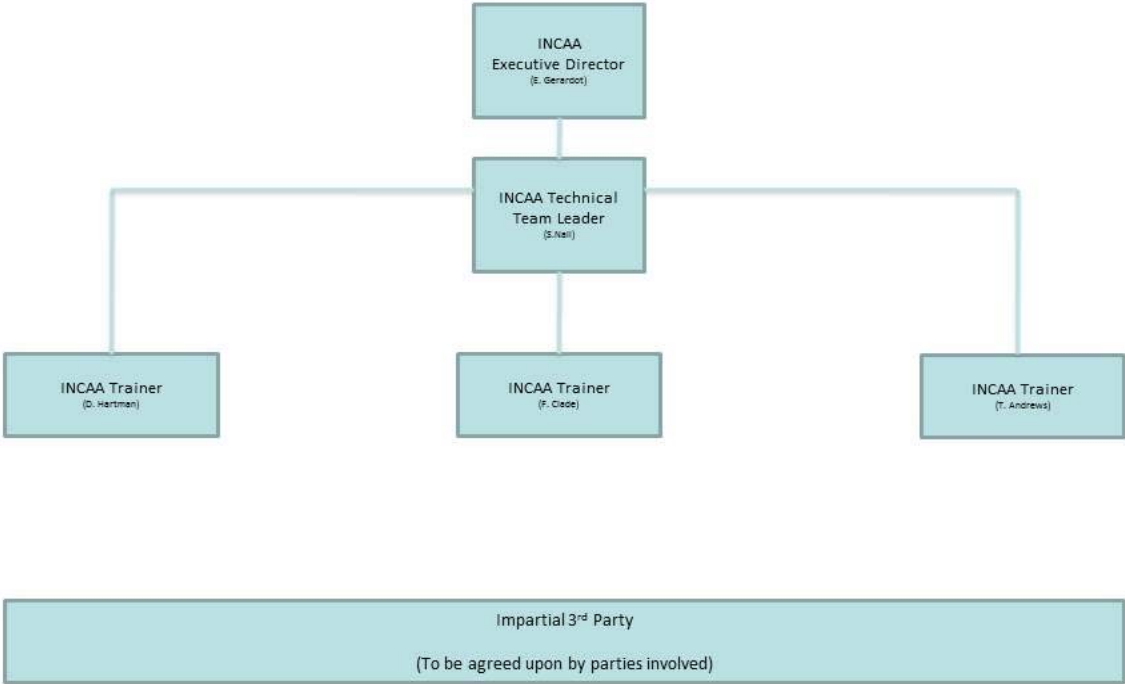

S W Parking Lot

Legend:

- Eyewash Station 
- Disaster Assembly Area 
- First Aid 
- Fire Assembly Area 

**Indiana Community
Action Association**
1915 W. 18th St.
Indianapolis, IN 46202

INCAA Weatherization Training Center Organizational Chart





Trainee Complaint Form

Trainee Name: _____

Trainee Signature: _____

Class Name: _____ Date of Complaint: _____

Trainer Name: _____

Please describe your complaint below:

Reviewed by: _____ Date: _____

Response: _____

Please use the back of this form if you need more space.