



ENERGY  
SOLUTIONS

RESEARCH &  
TRAINING

Community Housing Partners  
www.CommunityHousingPartners.org

550 Industrial Drive, Christiansburg, VA 24073 | (540) 260-9081, fax: (540) 260-9084



# Honor Code Policy

**Honesty, integrity, responsibility and mutual respect are the keys to true learning. The purpose of the CHP Energy Solutions Research and Training Honor Code is to promote a community of trust that will support student achievement. Students who accept responsibility for creating a climate of academic integrity will benefit for a life time.**

**Regarding Academic Integrity** – CHP Energy Solutions Research and Training requires adherence to specific standards of conduct in academic affairs. These standards include the expectation that no student will engage in the following unacceptable behaviors<sup>1</sup>:

1. **Cheating:** Cheating is defined as the dishonest violation of rules or giving or receiving of unauthorized information in academic, extracurricular or other school work, so as to give or gain an unfair advantage

*Examples of cheating include but are not limited to:*

- Copying or allowing others to copy information from someone else's work, test, electronic information, etc.
- Using unauthorized materials and methods including the use of study aids, cheat sheets, notes, books, formulas or information in calculators/computers, electronic information, cell phone or other forms of electronic communication, or other sources.
- Unauthorized prior knowledge of examination including sharing or receiving test information from students taking the same class.

2. **Plagiarism:** Plagiarism is copying the language, structure, idea, and/or thought of another person and representing it as one's own original work or using information obtained from printed or electronic sources that is not appropriately cited.

*Examples of plagiarism include but are not limited to:*

- Copying and pasting information from a webpage into a paper or Power Point presentation without proper citation
- Using images from electronic or print sources without proper citation
- The unauthorized use of translation services or devices

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<sup>1</sup> It is the student's responsibility to clarify with the instructor any ambiguities about violations of the Honor Code on an assignment.

3. **Fraud:** Fraud is defined as “a deception deliberately practiced in order to secure unfair or unlawful gain

*Examples of fraud include but are not limited to:*

- Attempting to pass off someone else’s work, imagery or technology as your own
- Purchasing an assignment from or selling an assignment to another person or company
- Falsifying scientific or other data submitted for academic credit
- Forgery of signatures or tampering with official records

**Student Responsibilities:**

- To maintain and support the academic integrity of the school community by completing all assigned work, activities and tests according to the stated policies without engaging in cheating, fraud, or plagiarism.
- To understand the school-wide Honor Code and individual instructor assignment guidelines.
- To clarify with the instructor any ambiguities about violations of the Honor Code on an assignment.
- To ensure that other students do not make inappropriate use of their work.

**Instructor Responsibilities:**

- To maintain and support the academic integrity of the school community.
- To clearly present the school-wide Honor Code and individual teacher assignment guidelines, including specific guidelines for collaboration, in the syllabus.
- To maintain the integrity of the testing process through monitoring test taking, changing assignments from year to year, developing multiple versions of a test and other methods.
- To explain the use of permissible study aids in coursework.
- To highlight issues of academic integrity through ongoing classroom discussion.
- To instruct students in proper research techniques, including note-taking strategies and citation methods.
- To issue an incomplete on an assignment, and/or other appropriate penalty to any student violating the Honor Code.

**Administrator Responsibilities:**

- To maintain and support the academic integrity of the Training Program
- To make available to all students and instructors a copy of the CHP Energy Solutions Research and Training Honor Code
- To administer fair consequences for Honor Code violations
- To maintain records of Honor Code violations

*Last updated on 07/15/2013*



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# Student Conduct Policy

**Students are expected to read and agree to abide by the following policies:**

- Commitment to Safety
- Waiver of Liability
- Non-discrimination Policy
- Release of Information
- Student Grievance Policy
- Honor Code

**Attendance:**

All students are expected to arrive on time and remain in class until the class is released for the day by the instructor. If illness or other emergency shall arise, it is left to the discretion of the instructor to permit absence and to determine a make-up plan for the lessons and related activities which are missed.

**Absences or No Shows:**

Too many absences or “no shows” and a student will be dropped from a class without refund.

CHP Energy Solutions Research and Training does incur expenses related to scheduling and preparing for a class and these may be passed on to the hiring agency if a class is cancelled without sufficient notice.

CHP Energy Solutions Research and Training will attempt to reschedule a class in an effort to provide services to our client base, however, sometimes this may not be feasible, and in such cases we will make a determination on a refund on a case by case basis.

**Expected Conduct:**

Students are expected to present themselves in a respectful and professional manner while training with CHP Energy Solutions Research and Training, its staff, and other students. Please avoid using any language or behavior which might be offensive to others especially that which might be considered sexually or racially degrading or potentially constituting harassment.

**Inebriation:**

CHP Energy Solutions Research and Training reserves the right to refuse training and training activities to a student suspected of being under the influence of alcohol or drugs or showing any signs of diminished capacity which might endanger themselves or others. This is up to the discretion of the instructor. It is the

responsibility of all students and CHP Energy Solutions Research and Training staff who identify a potential problem to notify the instructor immediately.

***Smoking:***

Smoking is permitted in designated smoking areas only. No smoking is allowed inside any of the training buildings, classrooms or vehicles.

***Disruptions:***

Disruptions from cell phones, pagers, and other electronic equipment will not be tolerated.

***Cheating and Plagiarism***

CHP Energy Solutions Research and Training will not condone academic cheating or plagiarism in any form. Instructors are expected to uphold and support the highest academic standards in this matter. Instructors should be diligent in reducing potential opportunities for academic cheating and plagiarism to occur. Students' rights shall be ensured through attention to due process, as detailed in our statement of professionalism.

***Definition of Cheating***

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

Note: We do NOT need evidence of cheating; suspicion is enough to merit action.

***Current Procedure if Cheating is Suspected:***

If a student is suspected of cheating,

- 1) All testing stops immediately for the suspected student and the student is removed from the class.
- 2) If evidence is available, it is gathered and the student is given an "incomplete" status for the class.
- 3) The instructor is to fill out an incident report noting the details of the event.
- 4) Students may be afforded the opportunity to test out in an isolated and supervised environment.

Additionally, the following infractions will be sufficient to have a student dropped from a class and be asked to leave the premises immediately and may lead to criminal prosecution.

No drugs are allowed.

Verbal threats will not be tolerated.

Weapons are not permitted.

Fighting is not tolerated.

Theft is not allowed – all equipment, tools and electronics used during training must be returned.

*Last updated on 07/15/2013*



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# Community Housing Partners/CHP Energy Solutions Research and Training Prohibition of Discrimination and Harassment

The Company’s support of its Equal Employment Opportunity policy includes its commitment to prohibit discrimination and harassment against employees and training participants because of sex, race, color, religion, national origin, sexual orientation, gender identity, age, disability, or any other class protected by law.

Our staff and trainees, regardless of protected class, have the right to be free from inappropriate conduct when submission to or rejection of this conduct explicitly or implicitly affects an individual’s employment or training experience, unreasonably interferes with an individual’s work performance or training experience, or creates an intimidating, hostile, or offensive work and/or training environment. Such conduct includes, but is not limited to:

- Bullying
- Inappropriate, intimidating, or offensive comments and/ or innuendo
- Ethnic, religious, or racial slurs
- Unwelcome sexual advances, comments, or requests
- Coercion to participate in any illegal activity or any misuse of company funds/properties
- Any verbal, nonverbal, or physical conduct which is offensive to any protected class

We expect our staff and trainees to treat each other with respect and courtesy. The Company will not tolerate any form of discrimination or harassment. The consequences to any employee found to be engaging in such behavior will be an appropriate level of discipline up to and including termination.

## **Complaint Procedure. The following procedure applies to any harassment complaint:**

1. If you feel you have been discriminated against or harassed because of your gender, race, color, religion, national origin, age, disability, or for any other improper reason, you should report the matter immediately. Additionally, if you have knowledge of the harassment of another employee(s), you should provide a detailed written or verbal complaint, including the names of

2. individuals involved, the names of any witnesses, direct quotations where language is relevant, and any documentary evidence (notes, pictures, e-mail, cartoons, etc.).
3. Complaints should be directed to your immediate supervisor, the VP of your department, the Director of Human Resources, or the Chief Administrative Officer. You are encouraged to direct your complaint to whichever of these people that you feel most comfortable confiding in. Thus, for example, if you would prefer not to report it to your supervisor or Director of Human Resources, you should report it to the Chief Administration Officer. Do not assume that the Company's management knows about the situation. Please inform us promptly of your problem so that we can address it before the situation becomes severe or pervasive.
4. Once on notice of a complaint, the Company will investigate it in a prompt, thorough, and impartial manner. The Company will ensure as much confidentiality as is possible consistent with its obligation to investigate and respond appropriately. The Company will not retaliate against anyone for making a complaint or for providing information during the Company's investigation.
5. The Company will take immediate and appropriate corrective action if it determines that harassment or discrimination of any type has occurred in violation of this policy. The consequences to any employee found to be engaging in such behavior will be an appropriate level of discipline up to and including termination.

If you have any questions regarding our harassment policy or how to make a complaint, we urge you to contact the Director of Human Resources.

### **Disciplinary Action**

Any employee who engages in conduct which is inappropriate, who performs unsatisfactorily, who violates rules and regulations, or who fails to carry out agency policies shall be subject to disciplinary action. Further, the Company will not tolerate any type of behavior that harms, intimidates, offends, degrades or humiliates any employee, resident, client or business associate of CHP and will consider such behavior to be a form of harassment and thus subject to disciplinary action.

Disciplinary action shall be based upon the nature, gravity, incidence or frequency of the offense, viewed in light of the employment history and performance of the individual. CHP may utilize progressive discipline interventions, including verbal warnings, written warnings, probation, suspension with or without pay, demotion, and/or termination, to be determined by the company in its sole discretion. In addition, CHP may terminate any employee without cause, notice or following any specific procedures.

The Carilion Employee Assistance Program ("EAP") Formal Referral may be used in conjunction with, or in lieu of, disciplinary action if deemed applicable in the opinion of management. As a good faith measure to assist employees with specific behaviors or performance improvements and establishing improvement benchmarks, employee may receive a formal referral to the Employee Assistance Program for up to four (4) sessions at the Company's expense. The employee may choose not to participate and waive the opportunity for EAP assistance, and in such cases, the company reserves the right to move forward with disciplinary action, up to and including termination of employment.

Disciplinary action may be imposed as CHP deems appropriate, including, but not limited to cases involving any of the following:

- Client harassment or abuse

- Threatening or coercing clients, co-workers or property visitors
- Acts of workplace violence, including physical threats or assault, or any actions that jeopardize the health/safety/life of employees or others.
- Reporting to work in possession of a firearm
- Possession, use, or distribution of alcohol, or illegal or illicit drugs or substances; or reporting to work under the influence of alcohol or illegal or illicit drugs or substances.
- Misuse of prescription medications
- Unauthorized time away from work, including, but not limited to, tardiness or leaving assigned post before the end of shift
- Insubordination or refusal to perform tasks assigned
- Continued unsatisfactory work performance
- Unauthorized use or willful, negligent use of materials or equipment
- Theft, Vandalism, or Destruction of agency, client or co-worker property
- Violations of professional ethics
- Falsifying any records
- Breach of confidentiality
- Evidence of criminal activity

#### **CHP Energy Solutions Research and Training Non-discrimination**

In accordance to the corporate policy listed above, CHP Energy Solutions Research and Training is to provide the best possible training experience to all of our participants independent of sex, race, color, religion, national origin, sexual orientation, gender identity, age, disability, or any other class protected by law. We do not tolerate any form of discrimination as we are committed to providing equal access to all of our training resources and programs in compliance with our corporate policies and applicable local regulations.

It is expected that our trainers will provide a learning environment which is in compliance with all of the principles of this policy. As such, trainers (full-time and sub-contractors) are to read and sign an agreement of willingness to provide a learning environment free from all types of discrimination.

**CHP Energy Solutions Research and Training** admits students of any sex, race, color, religion, national origin, sexual orientation, gender identity, age, disability, or any other class protected by law to all the rights, privileges, programs, and any activities available to students at the school. We do not discriminate on the basis of sex, race, color, religion, national origin, sexual orientation, gender identity, age, disability, or any other class protected by law in administration of our admissions and educational experience policies.

*Last updated on 07/15/2013*



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# Confidentiality Policy

## Purpose

The purpose of this policy is to define the extent to which certain information including but not limited to participant identities, contact information and demographics, payment information, participant training results, business plans, and other proprietary information will be kept private and confidential by CHP Energy Solutions Research and Training, its volunteers, staff, and contractors while in use to fulfill the mission and goals of the organization.

## Scope of Policy

The provisions of this policy apply to volunteers, staff, independent contractors, agents and representatives of CHP Energy Solutions Research and Training, and training participants where applicable. This policy is largely intended to define confidentiality as a means of protecting the identities, personal information, and training results of participants. In practice, the provisions will apply to the actions of CHP Energy Solutions Research and Training staff, volunteers, contractors, and agents and representatives of CHP Energy Solutions Research and Training. However, this policy also defines confidentiality as a means of protecting the security of CHP Energy Solutions Research and Training intellectual property, thereby applying to the actions of aforementioned staff, volunteers, contractors, and agents as well as training participants.

## Definition of 'Third Party'

For the purpose of this policy, the term 'Third Party' refers to any individual or group other than CHP Energy Solutions Research and Training, its contractors, and training participants.

## Participant & Certificant Confidentiality

Information transmitted to CHP Energy Solutions Research and Training via phone, fax, e-mail, standard mail, or Internet by training participants and certificants shall be used by CHP Energy Solutions Research and Training, its volunteers, staff, and contractors solely for the purpose of administering the certification and recertification programs and shall otherwise be kept in strict confidence. Only authorized CHP Energy Solutions Research and Training staff may handle and process submitted records containing the personal information of CHP Energy Solutions Research and Training students and certificants. Such records include without being limited to: training applications, professional development activity forms, and CHP Energy Solutions Research and Training product order forms.

CHP Energy Solutions Research and Training volunteers, staff, and contractors are

prohibited from revealing the identity of any training participant to any inquiring third party without the expressed written permission of the participant. CHP Energy Solutions Research and Training volunteers, staff, and contractors are also prohibited from disclosing any training score information to third parties without the expressed written permission of the participant. CHP Energy Solutions Research and Training, as an organization, will not distribute or make public any lists, documents or other disclosure of the names, addresses, or other personal information of any training participant or certificant, or in regards to the candidacy, training results, or recertification results of participants or certificants except as necessary to properly administer the training and grant certifications in accordance with the other policies of CHP Energy Solutions Research and Training.

Training participants and certificants have the right to make any changes to their contact information as deemed necessary to maintain contact with CHP Energy Solutions Research and Training and to ensure safe delivery of training scores.

### **Storage of Information**

A permanent record of personal information provided on training applications and professional development activity forms shall be stored in a secure electronic database only accessible to CHP Energy Solutions Research and Training employees. Training results that are stored in the database shall only be accessible to authorized personnel. Paper applications and other written materials containing personal information concerning training participants and certificants shall be maintained in locked file cabinets on the premises of CHP Energy Solutions Research and Training headquarters until it is transferred to a secure, off-site storage facility. Temporary lists and eligibility files containing participant data will be transferred to entities working for CHP Energy Solutions Research and Training on a contractual basis for the sole purpose of fulfilling duties directly related to the administration of training. Such contractors shall be required to enter into confidentiality agreements with CHP Energy Solutions Research and Training upon terms consistent with this policy.

### **Limitation of Access**

CHP Energy Solutions Research and Training staff and occasionally contractors are the only affiliates with direct access to the personal information and training results of training participants and certificants. These individuals are prohibited from disclosing participant or certificant information to third parties except where deemed appropriate by this policy.

### **Authorized Disclosure**

Participants who successfully complete an CHP Energy Solutions Research and Training training may be listed on the CHP Energy Solutions Research and Training website as CHP Energy Solutions Research and Training certificants. By submitting the training application, a participant authorizes CHP Energy Solutions Research and Training to add his or her name and training year to the website provided (and only if) they receive a passing score. CHP Energy Solutions Research and Training reserves the right to remove names from the website of individuals who do not successfully renew their certification.

By submitting the training application, a participant also authorizes CHP Energy Solutions Research and Training to respond to verification requests from third parties regarding the status of their certification. Certification is verified in writing through a standard form that provides confirmation of the participant's current certification status, date of initial certification, certification ID number, and expiration date. All other data and information regarding training scores and performance are kept fully confidential from third parties unless permission is granted in writing by the participant or certificant.

### **Participant & Certificant Confidentiality Requirement**

By submitting or having submitted an application to take an CHP Energy Solutions Research and Training certification training, training participants and certificants agree that they shall not disclose confidential information whether oral or written in any form of media related to, provided by, or discussed during the training or any other information identified as confidential.

### **Confidentiality of CHP Energy Solutions Research and Training Business and Other Interests**

CHP Energy Solutions Research and Training expects and requires all volunteers, staff, and contractors to keep confidential any sensitive or proprietary business-related information belonging to CHP Energy Solutions Research and Training which has not been released to the public domain or generally made known to all stakeholders. Such information includes but shall not be limited to:

- Terms, conditions, fee schedules, or other information termed as 'confidential' in a contract or other written agreement made between CHP Energy Solutions Research and Training and another party
- Delivery of a Request for Proposal pertaining to change in vendor where the current vendor is not included in bidding process
- Unapproved financial records including budgets, statements, and balance sheets including any information which may disclose the salary or compensation of CHP Energy Solutions Research and Training employees or contractors.
- Pending decisions deemed confidential, which have not been approved or made public by the Board of Directors

### **Signed Agreement to Comply**

CHP Energy Solutions Research and Training volunteers, staff, and contractors shall be required to sign a Confidentiality Agreement on an annual basis for so long as they serve in their respective capacity with CHP Energy Solutions Research and Training. Agreements will be distributed for signature at the discretion of a Director level position. All signed agreements will be kept in a permanent record that will be maintained on the premises of CHP Energy Solutions Research and Training.

*Last updated on 07/15/2013*



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# Student Information/Training Records Policy

## Purpose

The purpose of this policy is to define the extent to which certain information, including but not limited to participant identities, contact information and demographics, payment information, participant training results, curriculum data, and other student training information, will be kept private and confidential by CHP Energy Solutions Research and Training, its volunteers, staff, and contractors, while in use to fulfill the mission and goals of the organization. Student records, training results, course and instructor evaluations, and any other information pertaining to a trainee or referring agency shall be covered in this policy.

## Scope of Policy

The provisions of this policy apply to volunteers, staff, independent contractors, agents and representatives of CHP Energy Solutions Research and Training, and training participants where applicable. This policy is largely intended to define student records to be treated as intellectual property of CHP Energy Solutions Research and Training.

Training participants and certificants have the right to make changes to their contact information as deemed necessary to maintain contact with CHP Energy Solutions Research and Training and to ensure safe delivery of training scores.

## Storage of Information

A permanent record of personal information provided on training applications and professional development activity forms shall be stored in a secure electronic database only accessible to CHP Energy Solutions Research and Training employees. Training results that are stored in the database shall only be accessible to authorized personnel. Paper applications and other written materials containing personal information concerning training participants and certificants shall be maintained in locked file cabinets on the premises of CHP Energy Solutions Research and Training headquarters until they are transferred to a secure, off-site storage facility. Temporary lists and eligibility files containing participant data will be transferred to entities working for CHP Energy Solutions Research and Training on a contractual basis for the sole purpose of fulfilling duties directly related to the administration of training. Such contractors shall be required to enter into confidentiality agreements with CHP Energy Solutions Research and Training upon terms consistent with this policy.

**Limitation of Access**

CHP Energy Solutions Research and Training staff and occasionally contractors are the only affiliates with direct access to the personal information and training results of training participants and certificants. These individuals are prohibited from disclosing participant or certificant information to third parties except where deemed appropriate by this policy.

**Retention**

We keep student records, administrative documents, and financial documents for a minimum of three years.

**Disposal**

Physical records are shredded using a cross shredding device to ensure complete destruction of physical records. Scanned documents or digital records are erased in compliance with DOD low-level formatting procedures.

*Last updated on 07/26/2013*



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# Commitment to Safety

A major objective of Community Housing Partners is to provide a safe and healthy working environment for all employees. It is the policy of CHP that all employees shall follow all prescribed safety procedures while performing their daily activities and shall further exercise all reasonable and prudent judgment to ensure their safety, the safety of other employees, and the safety of all clientele served by CHP. Further, it is the responsibility of each employee to follow all safety procedures and to perform all work in a safe manner.

## ADHERENCE TO SAFETY RULES

Employees are required to adhere to all safety rules, procedures, and practices and to use personal protective equipment provided.

Specifically, employees shall:

1. Report all injuries, regardless of severity, to your supervisor immediately. If the supervisor is not available, the injury should be reported to the Employee Relations Coordinator/Human Resources before medical treatment is sought. In cases of severe injury, seek medical treatment immediately and report the incident to HR after the employee has been stabilized.
2. All paperwork generated due to treatment must be copied to the HR department to ensure timely and correct payment.
3. Report and, if possible, correct all unsafe conditions or acts.
4. Avoid horseplay and mischief that could cause injury.
5. Take all standard safety precautions to prevent injury to yourself or fellow employees.
6. Follow all safety rules as outlined in your department manual.
7. Community Housing Partners (including CHP Energy Solutions Research and Training) is a drug-free workplace. In accordance with our corporate policy:

## DRUG-FREE WORKPLACE POLICY

Community Housing Partners is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. Additionally, drug and alcohol impairment can have a quantifiable negative impact on the organization through workplace accidents, reduced efficiency, absenteeism, and higher incidence of injuries, and other risks that jeopardize our organization and pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

**Purpose and Goal.** This policy recognizes that employee involvement with

alcohol and drugs can be very disruptive, adversely affect the quality of work and performance of employees, pose health risks to users and others, and have a negative impact on productivity and morale. The possession, use, or sale of illegal drugs also violates the law.

Community Housing Partners is committed to maintaining a drug-free workplace that aggressively addresses substance abuse within our properties. Therefore, we require, as a condition of employment, and continued employment, that all employees adhere to a strict policy regarding the use and possession of drugs and alcohol.

**Covered Workers.** Any individual conducting business for the organization, applying for a position, or conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes but is not limited to, executive management, managers and supervisors, full-time and part-time employees, volunteers and interns.

**Applicability.** Our drug-free workplace policy applies whenever anyone is representing or conducting business for the organization. It is not restricted to traditional work hours. Therefore, this policy applies whenever conducting business or representing the organization.

Adherence to this drug and alcohol policy is a condition of employment for all employees and a condition of participation for all volunteers and students. All employees, volunteers and students will be required to sign the attached acknowledgment form. Managers and supervisors are responsible for upholding the policies described herein.

The following clearly states Community Housing Partners' position regarding drug and alcohol abuse:

1. The use, possession or presence of drugs or alcohol in ones system while on-the-job is prohibited. The manufacture, distribution or sale of such substances on Company premises is prohibited. On-the-job or off-the-job abuse of such substances that adversely affects an employee's job performance or other Company interests is prohibited.
2. "Drugs" and "alcohol" include any substance with the potential to produce the effects of intoxication and/or the potential to produce physical, mental, emotional or behavioral changes that could adversely affect an employee's ability to perform his/her job safely and efficiently.
3. Employees who violate the Drug and Alcohol Abuse Policy will be subject to disciplinary action up to and including discharge even for a first offense. For all violations, an employee referral to treatment may be required as an alternative to discharge. Referral to treatment does not preclude corrective discipline, including termination, even for a first offense. Treatment for alcoholism and/or other drug use disorders may be covered by the employee medical insurance benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.
4. In order to ensure safe and healthy working conditions, Community Housing Partners will require an employee to participate in drug or alcohol testing in the following situations:
  - a. For cause - accident involving an agency vehicle, damage to property, injury to self (workers Comp) or others, incidents in the workplace that could result in agency liability
  - b. Where reasonable suspicion exists that employee may be in violation of this policy – based on behavior, appearance, impairment, or demeanor
  - c. Where contractually required or by local/state/federal law.

5. Any accident, property damage, or injury to self or others must be reported to the employee's supervisor and HR so testing can be administered within four hours of the event. Failure to report said events or conditions to HR, or efforts to conceal or purposefully delay testing can result in stringent disciplinary action up to and including termination of employment.
6. Participation in such testing is voluntary, but refusal shall be deemed a violation of this policy and may result in termination of employment. For instances where there is reasonable cause for drug/alcohol testing, the affected employee will be transported by a supervisor/management team member (or co-worker) to the nearest participating testing facility and will not transport him/herself.
7. Any employee who has been drug tested, either for suspected use or for Workers Compensation, is prohibited from driving a company vehicle until negative results are received by Community Housing Partners. CHP also reserves the right to place employees on leave while determining whether drug or alcohol use was present, especially if they are unable to perform their duties as their job requires them to drive. It is up to the VP of the department whether this leave will be paid or unpaid leave.
8. Any records and information obtained by Community Housing Partners regarding alcohol and drug testing, the test results and treatment of employees for chemical dependency will be confidentially maintained by restricting access on a need to know basis to those designated by management.
9. All employees are encouraged to take advantage of the free and confidential Employee Assistance Program resources available as an employer-provided benefit to assist employees with alcohol or substance abuse issues or addiction. For confidential information or access to the program, please call Carilion Employee Assistance Program at 1-(800) 992-1931.
10. All employees must sign and submit an annual acknowledgement that they have read and agree to abide by CHP's Drug Free Workplace Policy.

Your cooperation in the enforcement of this policy will assist Community Housing Partners in providing you and your fellow employees with a healthy and safe work environment.

### **WORKER'S COMPENSATION INSURANCE**

1. CHP provides to all employees, at no cost to the employee, a comprehensive worker's compensation policy to cover any injuries or illness that occurs as a result of an employee's employment with the organization.
2. Any employee injured on the job must immediately report the accident to their immediate supervisor. Failure to do so may result in the claim for compensation being denied by the insurance carrier.
3. A written report of the accident must be completed and forwarded to the Human Resource Manager and the insurance company within 48 hours for a claim to be considered.
4. In the event of an on the job injury, injured employees should seek the consultation of their immediate supervisor, supervising Vice-President, and the Human Resource Manager as to the exact procedure to be followed.
5. If injuries require an employee to be absent from work, annual or administrative leave must be used for days 1-7 of an absence; insurance coverage of lost wages begins on the eighth day following the date of injury if approved for payment.

### **WEAPONS POLICY**

Weapons, including, but not limited to firearms and knives (with the exception of pocket knives shorter

than two inches), are not allowed in the workplace and may not be stored in employee vehicles parked on company property. The possession of such articles, in violation of this policy, is cause for administrative or disciplinary action up to and including termination of employment.

## **CHP ENERGY SOLUTIONS RESEARCH AND TRAINING STATEMENT OF TRAINING SAFETY**

The safety and health of all CHP Energy Solutions Research and Training staff, students, and guests is of utmost importance. Work related injuries and illnesses will be discouraged by maintaining a safe work environment. In case of emergency or injury, please contact our front desk personnel at (540) 260-9081 ext 4000.

In accordance with all CHP safety guidelines, CHP Energy Solutions Research and Training provides a safe training environment which minimizes risk of harm to trainees and staff members. All staff, contract trainers, and volunteers follow safety best practices as pertains to a particular hands-on exercise, classroom experience, or field training exercise. Depending on the environment, tools utilized, and task(s) performed, the appropriate safety measures may vary. Some common practices are as follows: wearing PPE; having staff members present who are CPR and/or first aid trained; and having first aid kit(s), eye wash stations, and fire extinguishers.

We provide training in accordance with all local, state, and federal laws and regulations and follow industry standard best practices to ensure the safety of everyone involved in our training.

CHP Energy Solutions Research and Training training staff is responsible for safety in the lab area under their control during all lab activities. Accident reports will be completed as necessary.

Fire extinguishers are located throughout the building.

### **STUDENTS**

All students will comply with all of the local, state, and federal safety codes, regulations, and laws as a requirement of attending training at CHP Energy Solutions Research and Training.

- All CHP Energy Solutions Research and Training staff, trainers, and students are encouraged to make observations and recommendations regarding the Statement of Training Safety. Submit all suggestions to the front desk personnel.

*Last updated on 07/15/2013*

## Student Grievance Policy

Any applicant, student, or their employer, customer, or client, who has a grievance or complaint with a class, class content, instructor, or the training center, is asked to follow this escalation path:

- 1) Start with addressing the instructor directly on the issue. If the issue cannot be resolved, the student may proceed to the next option.
- 2) Fill out a complaint form and turn it into the Director of Training. The form can be obtained at the front desk and submitted to the Director of Training via the front desk personnel. Students may also note the complaint on the Class and Instructor evaluation forms.
- 3) The Director of Training will review the complaint and seek a resolution or determine an action plan to address the situation. If escalation is necessary, the student may proceed to the next option.
- 4) Submit the written complaint to the Vice President of CHP Energy Solutions Research and Training.
- 5) The complaint will be reviewed and a written response will be issued within 30 days.
- 6) The response may be appealed. Appeals may be requested in writing to the executive management team of CHP.

Also, the section of the Community Housing Partners Employee Handbook pertaining to complaints of harassment is as follows:

**Complaint Procedure.** The following procedure applies to any harassment complaint:

1. If you feel you have been discriminated against or harassed because of your gender, race, color, religion, national origin, age, disability or for any other reason as described above, you should report the matter immediately. Additionally, if you have knowledge of the harassment of another employee(s), you should provide a detailed written or verbal complaint, including the names of individuals involved, the names of any witnesses, direct quotations where language is relevant, and any documentary evidence (notes, pictures, e-mail, cartoons, etc.)
2. Complaints should be directed to your immediate supervisor, the VP of your department, the Director of Human Resources, or the Chief Administrative Officer. You are encouraged to direct your complaint to whichever of these people that you feel most comfortable confiding in. Thus, for example, if you would prefer not to report it to your supervisor or Director of Human Resources, you should report it to the Chief

3. Administration Officer. Do not assume that the Company's management knows about the situation. Please inform the company promptly of your problem so that it can be addressed before the situation becomes severe or pervasive.
4. Once on notice of a complaint, the Company will investigate it in a prompt, thorough, and impartial manner. The Company will ensure as much confidentiality as is possible consistent with its obligation to investigate and respond appropriately. The Company will not retaliate against anyone for making a complaint or for providing information during the Company's investigation.
5. The Company will take immediate and appropriate corrective action if it determines that harassment or discrimination of any type has occurred in violation of this policy. The consequences to any employee found to be engaging in such behavior will be an appropriate level of discipline up to and including termination.

If you have any questions regarding our harassment policy or how to make a complaint, we urge you to contact the Director of Human Resources for Community Housing Partners.







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# CHP Energy Solutions Research and Training Course Refund and Cancellation Policy

The following refund policy applies to all CHP Energy Solutions Research and Training courses. The policy does not apply to CHP Energy Solutions Research and Training events or programs. For event-specific refund policies, please contact us at 540-260-9081 **before** registering for the event.

## Refunds

Cancellation requests submitted in writing to Marla Mundy ([mmundy@chpc2.org](mailto:mmundy@chpc2.org)) at least **10 business days before** the start of the course will receive an 80% refund. Cancellation requests received **less than 10 business days before** the start of the course will receive a 50% refund. NO REFUNDS will be issued on or after the start date of the course.

## Transfers

CHP Energy Solutions Research and Training will permit a ONE-TIME ONLY course registration transfer without financial penalty. Transfers may only be made based on course dates, not course content. Any additional transfer thereafter will incur a transfer fee assessed at 25% of course tuition or \$65, whichever is less, per registration. Transfer requests must be submitted in writing to Marla Mundy ([mmundy@chpc2.org](mailto:mmundy@chpc2.org)) at least **10 business days before** the start of the course. Transfer offers expire 6 months from the start date of the course and if no action is taken during this 6 month grace period, you will forfeit your tuition.

Transfer requests received **less than 10 business days before** the start of the course will be processed as refund requests and will receive a 50% refund.

## Replacements

Participants unable to attend a course may send a replacement. Replacement requests must be submitted in writing to Marla Mundy ([mmundy@chpc2.org](mailto:mmundy@chpc2.org)) before 12PM the day prior to the course and include original participant name and contact information and replacement participant name and contact information. The replacement must meet the requirements for the course.

## All Requests

Please allow up to 15 business days for refund, transfer, or replacement requests to be processed.

CHP Energy Solutions Research and Training reserves the right to CANCEL and/or RESCHEDULE any training at any time. In the event we cancel a scheduled course, we will notify all registered participants immediately, and provide either a full refund or free transfer.

CHP Energy Solutions Research and Training does not refund travel, lodging, and/or meal expenses in the event of a course cancellation. We recommend booking refundable travel arrangements.

*Last updated on 07/15/2013*



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# CHP Energy Solutions Research and Training Retesting Policy

The following retesting policy applies to all CHP Energy Solutions Research and Training courses, unless otherwise specified.

If a student fails the initial examination, he or she will be permitted a maximum of 2 additional attempts at the examination, as long as the subsequent examination is given at least 8 hours after the previous examination.

If a student has attempted an examination 3 times without passing, the student will not be permitted to take the examination again until he or she has retaken the course that corresponds to the examination in question.

In the case of pre-tests as a condition of course admittance, if a prospective student fails a pre-test, he or she will have the opportunity to complete an online prerequisite course on the subject. If the student does not pass this online course, he or she will be contacted by the Director of Training and/or Lead Trainer after they have reviewed the pre-test and prerequisite coursework. The Director of Training and/or Lead Trainer will make a determination about the prospective student's ability to enter the class.

*Last updated on 07/15/2013*



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## CHP Energy Solutions Research and Training Loan Policy

The following loan policy applies to all CHP Energy Solutions Research and Training courses, unless otherwise specified.

In addition to any course textbooks CHP Energy Solutions Research and Training provides, we make available to students supplemental books and other resources for reference during training courses. The library is located in our office space, beside the copier and near the front desk. If a student would like to check out a book or other resource from our library, he or she should visit the front desk and fill out a checkout agreement form.

All resources are available for the duration of the training period. A fine may be assessed if a training resource is returned beyond its due date or in worse condition.

*Last updated on 07/15/2013*



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## CONSENT AND RELEASE for VIDEO and PHOTOS

I consent and give my permission to CHP Energy Solutions Research and Training (the "Filmmaker") (which, as referenced in this consent and release, shall include the Filmmaker's principals, affiliates, successors, licensees and assigns, including but not limited to distributors and broadcasters), to film, photograph and record me in an interview and otherwise (the "Footage") in connection with the Filmmaker's documentary, educational, or promotional film project and to use any part of the Footage and my name, voice, likeness and biography in connection with the documentary, educational, or promotional video, its exploitation in all manner and media worldwide in perpetuity, related materials (such as DVD extras), the advertising and promotion of the documentary, educational, or promotional video, and otherwise in connection with the subject matter. I understand that the Filmmaker owns all rights in the documentary, educational, or promotional video and the Footage.

I agree not to make any claim against anyone of any nature whatsoever relating to the documentary, educational, or promotional video and to my inclusion in the Footage, including but not limited to claims for moral rights, defamation, privacy, publicity, or payment. I hereby waive any right of inspection or approval of my inclusion or the uses to which my appearance may be put.

All statements which I make on-camera I genuinely believe to be true.

I understand that, since the Filmmaker is relying on the consent granted herein, it cannot be revoked.

I warrant that I am over the age of 18 and free to give this consent and release, which I have read and understand.

Print Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I DO NOT give my consent and release to CHP Energy Solutions Research and Training.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date:\_\_\_\_\_

*Last updated on 7/15/2013*



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# Student Consent and Release of Information Policy and Agreement

We at **CHP ENERGY SOLUTIONS RESEARCH AND TRAINING** value your trust and are committed to the responsible management, use, and protection of personal information. This notice describes our policy regarding the collection and disclosure of personal information.

As used in this notice, personal information means information that identifies an individual personally and is not otherwise publicly available information. It may include items such as income, employment history, formal training, and professional certifications. It may also include other information that you have provided us on any applications or forms that you have completed.

## Information We Collect

We collect personal information to provide professional training services, including but not limited to Weatherization Training to help you reach your professional training goals. We collect your personal information from the following sources:

- Information that we receive from you on applications or other forms
- Information about your training with us, our affiliates, or other Weatherization Training Centers (WTC's)
- Information we receive from a Weatherization Assistance Program agency or company
- Pictures or video taken of the classroom experience, hands-on labs, and/or field training
- Copies of certificates received (currently have student picture and other identifiers)

## Information We Disclose

We may disclose the following kinds of personal information about you:

- Information we receive from you on applications or other forms, such as your name, address, employer, occupation, or professional certifications
- Information about your training with us, our affiliates, or other Weatherization Training Centers (WTC's)
- Information pertinent to the pursuit of professional certification
- Information, pictures, or video used as promotional materials for CHP Energy Solutions Research and Training, Community Housing Partners, and/or any of our affiliates or stakeholders (i.e. Weatherization Assistance Program network, Department of Energy, Department of Labor, etc.)

**To Whom We Disclose**

We may disclose your personal information to the following types of unaffiliated third parties:

- Funding entities such as the Department of Energy, Department of Labor, or other governmental agencies or private funding entities
- Other entities such as your employer, certification bodies, Weatherization Training Centers, Weatherization Assistance Program agencies, or other nonprofit organizations involved in community development, but only for program review, auditing, research, and oversight purposes

We may also disclose personal information about you to third parties as required by law.

**Confidentiality and Security**

We restrict access to your personal information to our employees who need to know that information to provide products and services to you. We maintain physical and electronic security procedures to safeguard the confidentiality and integrity of personal information in our possession and to guard against unauthorized access.

**We use locked files, user authentication, and detection software to protect your information. Our safeguards comply with federal regulations to guard your personal information.**

If your relationship becomes inactive, we will continue to protect the information we have collected about you in accordance with this notice.

**ACKNOWLEDGEMENT OF RECEIPT**

I received a copy of this notice and consent to the release of information under the guidelines stated in this policy.

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Student	Date
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CHP Energy Solutions Research & Training Representative	Date
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*Last updated on 07/15/2013*



# Release and Waiver of Liability, Assumption of Risk and Indemnity Agreement

DESCRIPTION AND LOCATION OF SCHEDULED TRAINING EVENT(S) DATE  
RELEASE SIGNED IN CONSIDERATION of being permitted to compete, officiate, observe, work for, or participate in any way in the TRAINING EVENT(S) or being permitted to enter for any purpose any TRAINING AREA, EACH OF THE UNDERSIGNED, for himself, his personal representatives, heirs, and next of kin:

1. Acknowledges, agrees, and represents that he has or will immediately upon entering any of such TRAINING LAB AREAS, and will continuously thereafter, inspect the TRAINING LAB AREAS which he enters, and he/she further agrees and warrants that, if at any time, he is in or about TRAINING LAB AREAS and he feels anything to be unsafe, he will immediately advise the officials of such and if necessary will leave the TRAINING LAB AREAS and/or refuse to participate further in the TRAINING EVENT(S).
2. Hereby RELEASES, WAIVES, DISCHARGES AND COVENANTS NOT TO SUE Community Housing Partners, CHP Energy Solutions Research and Training, participants, personnel, any persons in any TRAINING LAB AREA, owners or lessees of premises used to conduct the TRAINING EVENT(S), premises and TRAINING EVENT inspectors, surveyors, underwriters, consultants and others who give recommendations, directions, or instructions or engage in risk evaluation or loss control activities regarding the premises or TRAINING EVENT(S) and each of them, their directors, officers, agents and employees, all for the purpose herein referred to as "Releasees," FROM ALL LIABILITY TO THE UNDERSIGNED, his personal representatives, assigns, heirs, and next of kin for any and all loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death of the undersigned arising out of or related to the training event(s), whether caused by the negligence of the Releasees or otherwise.
3. Hereby AGREES TO INDEMNIFY AND SAVE AND HOLD HARMLESS the Releasees and each of them FROM ANY LOSS, LIABILITY, DAMAGE, OR COST they may incur arising out of or related to the TRAINING EVENT(S) whether caused by the negligence of the Releasees or otherwise.
4. Hereby ASSUMES FULL RESPONSIBILITY FOR ANY RISK OF BODILY INJURY, DEATH OR PROPERTY DAMAGE arising out of or related to the TRAINING

EVENT(S) whether caused by the negligence of Releasees or otherwise.

5. Hereby acknowledges that THE ACTIVITIES OF THE TRAINING EVENT(S) may involve the risk of serious injury and/or death and/or property damage.

6. Hereby agrees that this Release and Waiver of Liability, Assumption of Risk and Indemnity Agreement extends to all acts of negligence by the Releasees, and is intended to be as broad and inclusive as is permitted by the laws of the Province or State in which the TRAINING EVENT(s) is/are conducted and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I have read this Release and Waiver of Liability, Assumption of Risk and Indemnity Agreement, fully understand its terms, and have signed it freely and voluntarily without any inducement, assurance, or guarantee being made to me and intend my signature to be a complete and unconditional release of all liability to the greatest extent allowed by law.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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# Student Signoff Sheet

Please initial in the left hand column to indicate that you have read, understand, and agree to abide by and uphold the following policies as terms of your training with CHP Energy Solutions Research and Training.

Agreements to be reviewed and signed at the beginning of class (or prior to a class)

- \_\_\_\_\_ Photo and Video Consent and Release Form (Not required)
- \_\_\_\_\_ Student Consent and Release of Information
- \_\_\_\_\_ Waiver of Liability

The following policies are found in the student binder:

- \_\_\_\_\_ Honor Code
- \_\_\_\_\_ Student Conduct Policy
- \_\_\_\_\_ Non-discrimination Policy
- \_\_\_\_\_ Confidentiality Policy
- \_\_\_\_\_ Student Information/Training Records Policy
- \_\_\_\_\_ Commitment to Safety
- \_\_\_\_\_ Grievance Policy/Complaint Form
- \_\_\_\_\_ Refund and Cancellation Policy
- \_\_\_\_\_ Retesting Policy
- \_\_\_\_\_ Loan Policy

By initialing the above policies, I, \_\_\_\_\_, acknowledge that I have received the policies listed above, understand, and agree to abide by and uphold the rules outlined in these policies.

Student signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Last updated on 07/15/2013*