

Hope Human Services EMPLOYEE HANDBOOK



Version 5

Amended April 5, 2024

TABLE of CONTENTS

1.0 Welcome.....	3	4.13 <i>Rest and Meal Periods.....</i>	19
1.1 <i>Welcome</i>	3	5.0 Performance, Discipline, Layoff, and Termination.....	21
1.2 <i>At-Will Employment.....</i>	4	5.1 <i>Performance</i>	21
1.3 <i>Terms and Definitions</i>	4	5.2 <i>Promotions.....</i>	21
2.0 Introductory Language and Policies.....	6	5.3 <i>Pay Raises.....</i>	21
2.1 <i>About the Company</i>	6	5.4 <i>Disciplinary Process.....</i>	22
2.2 <i>Ethics Code.....</i>	6	5.6 <i>Transfer.....</i>	22
2.3 <i>Mission Statement.....</i>	6	5.7 <i>Suspension</i>	22
2.5 <i>Organization.....</i>	7	5.8 <i>Disciplinary Probation</i>	22
2.6 <i>Company Facilities.....</i>	7	5.9 <i>Problem-Solving Procedure.....</i>	23
2.7 <i>Revisions to Handbook</i>	7	5.10 <i>Workforce Reductions (Layoffs)</i>	23
3.0 Hiring and Orientation Policies	8	5.12 <i>Standards of Conduct</i>	24
3.1 <i>General Employment Standards.....</i>	8	5.13 <i>Criminal Activity/Arrests.....</i>	25
3.2 <i>Posting of Openings.....</i>	8	5.14 <i>Drug and Alcohol Policy.....</i>	25
3.3 <i>New Employees and Introductory Periods.....</i>	8	5.15 <i>Outside Employment.....</i>	28
3.4 <i>Job Descriptions.....</i>	9	5.16 <i>Exit Interview.....</i>	28
3.5 <i>Training Program</i>	9	5.17 <i>Post-Employment Reference Policy</i>	28
3.6 <i>EEO Statement and Anti-harassment Policy</i>	9	6.0 General Policies	29
3.7 <i>Disability Accommodation.....</i>	11	6.1 <i>Driving Record</i>	29
3.8 <i>Religious Accommodation.....</i>	11	6.2 <i>Use of Company Vehicles.....</i>	29
3.9 <i>Conflicts of Interest</i>	11	6.3 <i>Use of Personal Vehicle.....</i>	30
3.10 <i>Employment of Relatives, Friends, Spouses, and Romantic Partners</i>	11	6.4 <i>Notice of GPS Monitoring Policy of Company Vehicles.....</i>	30
4.0 Wage and Hour Policies	13	6.5 <i>Working Remotely.....</i>	30
4.1 <i>Introduction</i>	13	6.6 <i>Personnel and Medical Records.....</i>	31
4.2 <i>Pay Period.....</i>	13	6.7 <i>Employee Privacy and Right to Inspect.....</i>	31
4.3 <i>Direct Deposit and Pay Cards.....</i>	13	6.8 <i>Voicemail, Email, and Internet Policy</i>	31
4.4 <i>Payment Deductions.....</i>	13	6.9 <i>Social Media Policy.....</i>	32
4.5 <i>Employee Classifications</i>	14	6.10 <i>Employee Suggestions/Open Door Policy.....</i>	33
4.6 <i>Posting of Work Schedules.....</i>	15	6.11 <i>Company Bulletin Boards</i>	33
4.7 <i>Recording Time.....</i>	15	6.12 <i>Non-solicitation/Non-distribution Policy</i>	33
4.8 <i>Attendance Policy</i>	15	6.13 <i>Personal Appearance/Dress Code</i>	33
4.9 <i>Travel Time Pay.....</i>	16	6.14 <i>Company Social Events.....</i>	34
4.10 <i>Travel Expenses</i>	17	6.15 <i>Telephone Use.....</i>	34
4.11 <i>Business Expenses.....</i>	18	6.16 <i>Company-Provided Cell Phone/Mobile Device Policy</i>	34
4.12 <i>Use of Company Credit Cards</i>	19		

6.17	<i>Personal Cell Phone/Mobile Device Use</i>	35	7.11	<i>Washington Paid Family Medical Leave</i>	46
6.18	<i>Mail Use</i>	35	7.12	<i>Federal Family Medical Leave</i>	47
6.20	<i>Security</i>	36	7.13	<i>Jury Duty and Witness Leave</i>	48
6.21	<i>Computer Security and Copying of Software</i>	36	7.14	<i>Bereavement Leave</i>	48
6.22	<i>Third Party Disclosures</i>	37	7.15	<i>Other Leaves of Absence</i>	48
6.23	<i>Employee Incentive Programs</i>	37	8.1	<i>General Safety Policy</i>	49
6.24	<i>Personal Data Changes</i>	37	8.2	<i>Worker’s Compensation</i>	49
6.25	<i>Accommodations for Nursing Employees</i>	37	8.3	<i>Nonsmoking Policy</i>	49
7.0	Benefits	38	8.4	<i>Policy Against Violence</i>	49
7.1	<i>Group Insurance</i>	38	9.0	Trade Secrets and Inventions	51
7.2	<i>COBRA</i>	38	9.1	<i>Employee Inventions</i>	51
7.3	<i>Employee Assistance Program (EAP)</i>	38	9.2	<i>Confidentiality and Nondisclosure of Trade Secrets</i>	51
7.4	<i>Continuing Education and Tuition Assistance</i>	38	10.0	Relationship with People We Support	52
7.5	<i>Holiday Pay</i>	38	10.1	<i>Conflicts of Interest</i>	52
7.6	<i>Vacation Policy for Direct Support Professionals</i>	39	10.2	<i>Confidentiality of Protected Health Information</i>	53
7.7	<i>Sick/Safe Pay for Direct Support Professionals</i>	40	11.0	Closing Statement	54
7.8	<i>Shared Paid Sick Leave</i>	41	11.1	<i>Closing Statement</i>	54
7.9	<i>Paid Time Off (PTO) Policy for Management and Administrative Employees</i>	43	12.1	<i>Acknowledgment of Receipt and Review of April 5, 2024 Handbook</i>	56
7.10	<i>Leave for Victims of Domestic Violence</i>	44			

1.0 Welcome

1.1 Welcome

Welcome! You have just joined a dedicated team of employees and managers. We hope that your employment with Hope Human Services (HHS) will be rewarding and challenging. We take pride in our employees as well as the services we provide. We consider ourselves leaders in the field of human services.

Please take the time now to read this employee handbook carefully. It contains general statements of Hope Human Service's policies and procedures and is not intended to limit the company's discretion in any way. HHS reserves the right to depart from these general statements when, in its sole discretion, such departure is warranted. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. HHS reserves the right to interpret, modify, delete, or supplement the provisions of this handbook at any time with or without warning.

Please understand that no employee handbook can address every situation in the workplace. Importantly, the policies explained in this employee handbook or in any other document provided by HHS do not provide promises of specific treatment in specific situations. Additionally, this manual or any language contained in it does not create an employment contract between HHS and you. If you ever have questions about your employment, you are encouraged to ask them. We require all employees to sign an acknowledgment to show that they have read and understand the contents of this handbook. If you have any difficulty reading or understanding any of the provisions of this handbook, please contact hr@hopehumansvcs.com. Likewise, if you have any suggestions related to HHS policies or procedures, please let us know.

We wish you success in your employment here at HHS!

Welcome to the family,

Cheryl Borden

CEO

Hope Human Services

1.2 At-Will Employment

Your employment with HHS is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the company at any time, with or without notice and with or without cause.

Nothing in the employee handbook or any other HHS document should be understood as creating guaranteed or continued employment, a right to termination only "for cause," or of any other guarantee of continued benefits or employment.

1.3 Terms and Definitions

ADA-	Americans with Disabilities Act
At-Will Employment-	Employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the company at any time, with or without notice and with or without cause.
Bondable-	One's ability to be insured by the hiring company so that in the event of theft or loss by the employee the company is insured for the value of the loss.
BPD-	Benefits Plan Description
COBRA-	Consolidated Omnibus Budget Reconciliation Act
Community Based Activities-	Activities facilitated in the community as a part of support, instruction, and habilitation for the People We Support
Company-	Hope Human Services, LLC
DSP-	Direct Support Professional
EAP-	Employee Assistance Program
EEO-	Equal Employment Opportunity
Exempt-	Workers who are paid on a salary basis and their job duties meet the requirements for exemption from overtime under the Fair Labor Standards Act and Washington Minimum Wage Act
FICA-	Federal Insurance Contributions Act
FMLA-	Family and Medical Leave Act
Full-Time-	An employee who is regularly scheduled and works 30 or more hours per week.
HHS-	Hope Human Services
ISS-	Instruction and Support Services

MFLA-	Washington State Military Family Leave Act
NLRA-	National Labor Relations Act
Non-Exempt-	Hourly job position; employees are entitled to overtime pay under the Fair Labor Standards Act and Washington Minimum Wage Act
On-Call-	Any employee that works on an as-needed basis
Overtime-	One and one-half an employee's regular rate of pay is paid for any hours worked more than 40 hours in a workweek. Non-worked hours do not count as time worked for computing overtime. Overtime is calculated on hours worked.
Part-Time-	An employee who is regularly scheduled and works fewer than 30 hours per week
People/Person We Support-	The people that we are contracted to support out in their homes, formerly known as clients
Person Centered-	The People We Support, and Company are equal partners in planning, developing, and monitoring care to make sure it meets their needs
Workweek-	Sunday (from 12:01 am) through Saturday (midnight)

2.0 Introductory Language and Policies

2.1 About the Company

HHS is a premier provider of Residential Services in Washington State with a focus on high quality individualized services. With years of experience, the leadership of HHS understands the importance of person-centered services to provide exceptional life experiences.

We believe in creating exceptional life experiences for the people we support and our employees. This means that we use person-centered planning, community-based activities, and complete respect for the people we support. We respect and value each of our employees, making sure they know that they are making a difference and are a part of the HHS team. We also are big proponents for promoting within. Our founder, Cheryl Borden, started her career as a Direct Support Professional!

2.2 Ethics Code

HHS will conduct its business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices.

We expect that employees will not knowingly misrepresent HHS and will not speak on behalf of HHS unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about our company or operations, or that of our customers or partners, is to be treated with discretion and only be disseminated on a need-to-know basis (see sections 6.7 and 6.8).

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether the violator cooperated in any subsequent investigation.

2.3 Mission Statement

Our mission is to be a preferred partner and provider of quality community-based human services. We strive to improve the quality of life for those we support through compassionate, innovative, and extraordinary service delivery. We seek to provide meaningful and rewarding work experience for our employees. Our goal is to connect people to their community so that they can attain exceptional life experiences.

2.4 Values

- Honesty
- Commitment
- Compassion
- Accountability
- Respect
- Inclusivity

2.5 Organization

The company organization chart can be viewed upon request.

2.6 Company Facilities

The company's administrative offices are in Lakewood, Washington. This office provides all the shared management services, including Payroll, Human Resources, Accounting, and Technical Support for HHS. Operational services are provided in community-based settings. A listing of offices, facilities, and general program locations can be found on our website.

2.7 Revisions to Handbook

This employee handbook is our attempt to keep you informed of the terms and conditions of your employment, including HHS policies and procedures. The handbook is not a contract. HHS reserves the right to revise, add, or delete from this handbook as it determines to be in its best interest at any time with or without warning. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook and/or in a communication to employees, but the timeliness of communication does not limit HHS's discretion in any way.

3.0 Hiring and Orientation Policies

3.1 General Employment Standards

Eligibility

To be eligible for employment at HHS, you must be at least 18 years of age, have a High School diploma or GED, and be authorized to work in the United States or possess a valid work permit. When a position requires a person to drive a motor vehicle, the employee must possess a valid driver's license and be insurable under the company's insurance policy. Some positions may have additional eligibility requirements.

Background Check & Fingerprint Requirements

All company employees must complete an interim background check before attending onboarding. Additionally, FBI Fingerprint checks are required before working unsupervised with individuals we support. Additional background checks may be requested by the company or contracting entity as needed for renewals. A disqualifying result on any background check will preclude an employee or applicant from further employment at HHS. All required results on any background checks must be reviewed and approved by the administrator prior to staff working any shifts with clients.

Employment Authorization Verification

All new hires and current employees are required by federal law to verify their identity and eligibility to work in the United States. You will be required to complete federal Form I-9 on the first day of employment. If this form and verification of employment eligibility is not completed during the first three days of employment, law requires us to terminate your employment. If you are currently employed and have not complied with this requirement or if your status has changed, please inform your supervisor.

3.2 Posting of Openings

HHS strives to promote qualified employees from within and prioritizes ensuring that qualified internal candidates are considered and interviewed for open positions. Any employee interested in a promotion or transfer may be required to apply for the specific position.

3.3 New Employees and Introductory Periods

The first 90 days of your employment is considered an introductory/probationary period. During this period, you will become familiar with HHS and your job responsibilities. During this time, we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Your introductory period with HHS can be shortened or lengthened as deemed appropriate by management and Human Resources. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

3.4 Job Descriptions

HHS attempts to maintain a job description for each position. If you do not have a copy of a current job description you should request one from your supervisor. Job descriptions prepared by HHS serve as an outline only. Due to the needs of business, you may be required to perform job duties not within your written job description. Furthermore, HHS may have to revise, add to, or delete from your job duties per company needs. On occasion, HHS may need to revise job descriptions with or without notice to the employee.

If you have any questions regarding your job description, or the scope of your duties, please speak with your supervisor or a Human Resources representative.

3.5 Training Program

Employee training is required and dependent on position and contract requirements. The company offers training to fulfill most of the required training, and it is the employee's responsibility to attend the scheduled training and obtain the certifications within the required time frames. If an employee fails to attend a training course and must attend a training class elsewhere to satisfy time requirements or recertification, the training class will be at the employee's expense. Employees who are out of compliance with the required training for their position will be removed from the schedule and may be subject to disciplinary action, including but not limited to the delay of pay raises and termination of employment. Even if an employee has had previous experience in their specified functions, it is necessary for them to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, please consult your manager or the Operations Director.

3.6 EEO Statement and Anti-harassment Policy

Equal Employment Opportunity Statement

HHS is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment which is free of harassment, discrimination, or retaliation because of age, race, color, national origin, ancestry, religion, sex, sexual orientation, gender expression, gender identity, pregnancy (including childbirth, lactation and related medical conditions), marital status, disability (sensory, mental, or physical), genetic information (including family medical history), veteran status, uniformed service member status, citizenship or immigration status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy regarding all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

HHS will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, retaliation, or any violation of the Company's Equal Employment Opportunity Policy in a discreet and, as much as possible, confidential manner. HHS will take appropriate, prompt, and effective corrective action, where warranted. HHS prohibits retaliation against any employee who provides information about, complains, or assists in the investigation of any complaint of discrimination or violation of the Company's Equal Employment Opportunity Policy.

We are all responsible for upholding the Company's Equal Employment Opportunity Policy and any claimed violations of that policy should be brought to the attention of your manager and/or Human Resources.

Anti-Harassment Policy

HHS has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age, race, color, national origin, ancestry, religion, sex, sexual orientation, gender expression, gender identity, pregnancy (including childbirth, lactation and related medical conditions), marital status, disability (sensory, mental, or physical), genetic information (including family medical history), veteran status, uniformed service member status, citizenship or immigration status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and People We Support are strictly prohibited and will not be tolerated.

A. Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While it is not possible to identify each and every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment are: (a) unwelcome requests for sexual favors; (b) lewd or derogatory comments or jokes; (c) comments regarding sexual behavior or the body of another employee; (d) sexual innuendo and other vocal activity such as catcalls or whistles; (e) obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature; (f) repeated requests for dates after being informed that interest is unwelcome; (g) retaliating against an employee for refusing a sexual advance or reporting an incident of possible sexual harassment to HHS or any government agency; (h) offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and (i) any unwanted physical touching or assaults, or blocking or impeding movements.

B. Other Harassment

Other workplace harassment includes verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's status within a category protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment: (a) the use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to the above protected categories; (b) written or graphic material that insults, stereotypes or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on the Company's premises, or circulated in the workplace; and (c) a display of symbols, slogans, or items that are associated with hate or intolerance towards any protected group.

Reporting Discrimination and Harassment

Any employee who feels that they have witnessed, or been subject to, any form of discrimination or harassment should immediately notify their supervisor, the Human Resources Director, or other manager at HHS with whom the employee is comfortable.

HHS prohibits retaliation against any employee who provides information about, complains, or assists in the investigation of any complaint of harassment or discrimination.

HHS will promptly and thoroughly investigate any claim and take prompt and effective action where HHS finds such action is warranted. Discipline for violation of this policy may include, but is not limited to reprimand, suspension, demotion, transfer, and discharge. If HHS determines that harassment or discrimination occurred, effective corrective action will be taken to end the harassment. As necessary, HHS may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. HHS will follow up as necessary to ensure no retaliation occurred for making a complaint or cooperating with an investigation.

3.7 Disability Accommodation

HHS complies with federal and state disability regulations, including the Americans with Disabilities Act (ADA). Qualified applicants or employees who inform HHS of a disability, including pregnancy related conditions, may request reasonable accommodation from Human Resources to enable the affected employee to perform the essential functions of their job. Together, the employee and Human Resources will discuss what reasonable accommodations are available and appropriate that does not impose an undue burden on the Company's business operations.

3.8 Religious Accommodation

HHS is dedicated to treating the religious diversity of all our employees equally and with respect. Employees may request reasonable accommodation when their religious beliefs cause a deviation from HHS's dress code, schedule, basic job duties, or other aspects of employment. HHS will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that HHS will consider when determining reasonable accommodation are cost, the effect that an accommodation will have on current established policies, and the burden on operations, including other employees. Religious accommodation request forms are available from Human Resources.

3.9 Conflicts of Interest

HHS is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. Any actual or potential conflict of interest between an employee of HHS and a competitor, supplier, distributor, or contractor to the Company, must be disclosed by the employee to a Human Resources representative. If an actual or potential conflict of interest is determined to exist, the Company will take such steps as it deems necessary to reduce or eliminate this conflict. This policy is not intended, nor will it be applied in any way, to interfere with an employee's rights under Section 7 of the National Labor Relations Act.

3.10 Employment of Relatives, Friends, Spouses, and Romantic Partners

HHS reserves the right to change the conditions of employment when employing friends, relatives, spouses, romantic partners, and business partners where actual or potential conflicts may arise which could compromise supervision, safety, confidentiality, security, and morale at HHS. It is the employee's obligation to inform HHS of any such potential conflict so the Company can determine how to best respond to the situation.

A “personal relationship” is defined as a relationship between individuals who are currently engaging, have engaged, or wish to engage in a relationship of a romantic or intimate nature, are related, and/or married. An employee who is involved in a personal relationship with another employee may not work directly for or supervise the employee with whom the employee is involved. Supervisors and managers are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

HHS reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals engaged in a personal relationship that may affect their terms and conditions of employment. The employees’ disclosure shall be reviewed by HHS and a determination will be made on how to mitigate any conflict of interest. This could include a transfer, reassignment, or termination of one or both employees involved in the personal relationship.

For employees who have disclosed a personal relationship, they must update their disclosure with new information when the relationship changes. Any concerns about personal relationships should be discussed with the Director of HR, the owner, or with the employee’s manager.

4.0 Wage and Hour Policies

4.1 Introduction

An employee's pay depends on several factors, including the pay scale for that position, performance, and rates set by contract with the Developmental Disabilities Administration. If you have any questions about your compensation, including matters such as sick time off, paid vacation time, overtime, benefits, or payment deductions, please speak with your supervisor or a Human Resources representative.

4.2 Pay Period

The standard pay period is biweekly for all employees. The workweek is defined as Sunday through Saturday. Pay statements are available on payday in the online payroll portal. The payroll schedule can be found in the Employee Self-Service Portal or can be obtained from human resources. Special provisions may be required from time to time if holidays fall on payment dates. Please check the posted dates then inquire of your supervisor if this type of date arises.

4.3 Direct Deposit and Pay Cards

We encourage all employees to enroll in direct deposit. For employees not enrolled in direct deposit, pay cards will be available for use. Checks will only be used for the first payment upon hire, thereafter either direct deposit or pay cards will be used based on the employee's choice of their preferred payment method. If the pay card option is selected by the employee, the pay card will be sent directly to the employee from the pay card vendor upon filling out the required paperwork with Human Resources. The employee will work directly with the pay card vendor for all questions, as well as to replace a lost or stolen card. HHS does not have access to the employee's pay card account and will not be able to assist with any questions or transactions on the pay card, as well as reissue new cards to the employee.

If a payroll error is made due to employee failure to accurately document hours worked, or failure to submit accurate documentation within specified deadlines adjustments will be made on the following payday. Any other payroll errors will be corrected and adjusted within three business days of discovery and verification.

Terminated employees will receive their payment via direct deposit or pay card on the next regularly scheduled pay date.

4.4 Payment Deductions

HHS is required by federal, state, and certain local laws to withhold certain deductions from your payment. This includes income and unemployment taxes, and FICA contributions (Social Security and Medicare) as well as any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the number of exemptions you list on your federal W-4 Form and applicable state withholding form. You may also authorize voluntary deductions from your payment, including contributions for insurance premiums, retirement plans, spending accounts, or other services. Your deductions will be reflected in your wage statement.

Contact the Payroll Department or Human Resources for any questions about your payment.

4.5 Employee Classifications

For purposes of compensation and benefits, there are four types of employees at the company.

Full-Time Employees: An employee who is regularly scheduled and works 30 or more hours per week

Part-Time Employees: An employee who is regularly scheduled and works fewer than 30 hours per week

On-Call Employees: Employees who work on an as-needed basis

Temporary Employees: Employees who are hired for a specific project and/or limited duration. Offers of temporary employment must be approved by CEO, and temporary employees are hired on an at-will basis. Continued employment is not guaranteed for the duration of the project or limited timeframe.

The Federal Fair Labor Standards Act (FLSA) classifies job positions as exempt or nonexempt for the purpose of paying overtime. Positions are identified as exempt or nonexempt in an employee's job offer and job descriptions.

Exempt Employees

It is HHS policy to comply with the salary basis requirements of the Fair Labor Standards Act (FLSA) and the Washington Minimum Wage Act (WMWA). Therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that the company does not allow deductions that violate the FLSA or WMWA.

Deductions from pay are permissible when an exempt employee is absent from work for one or more full days for personal reasons, including vacation (before an employee is eligible for leave or when leave has been exhausted); one or more full days for sickness or disability (before an employee is eligible for leave or when leave has been exhausted) since the company has a paid sick day plan; Family and Medical Leave absences (either full or partial day absences); or for unpaid disciplinary suspensions for infractions of safety rules of major significance (violations that could cause serious harm to others). Also, employees may not receive their full salary in the initial or terminal week of employment when an entire week is not worked and to offset amounts received as payment for jury and witness fees or military pay. In these circumstances, either partial- or full-day deductions may be made.

If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor, Payroll Department, or Human Resources.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Nonexempt Employees

If you are a nonexempt (hourly) employee, you will receive overtime pay for any hours worked over 40 hours in a workweek. All overtime must be approved by your supervisor. Request authorization from your supervisor for overtime prior to working overtime.

At certain times HHS may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including termination.

Overtime pay is one and one-half hours an employee's regular rate of pay for any hours worked more than 40 hours in a workweek. Non-worked hours do not count as time worked for computing overtime.

4.6 Posting of Work Schedules

All work schedules will be posted in SmartLinx GO mobile app in the Schedule section. Employees are responsible for checking their schedule on a daily basis. If you are unsure of your work schedule for the following week, please contact your supervisor immediately. Any variations to an employee's schedule must be pre-approved by the supervisor.

4.7 Recording Time

Federal and state laws require us to keep accurate records of hours worked by nonexempt (hourly) employees. You should arrive and clock in no more than five minutes ahead of time and clock out and leave no later than five minutes after your quitting time. On each workday, every nonexempt employee of the Company is required to enter their hours worked accurately, including all unpaid meal breaks when employees leave the work site. Employees are required to notify the company of any pay discrepancies, unrecorded or incorrectly recorded work hours, or any involuntarily missed meal or break periods.

Nonexempt (hourly) employees must clock in at the worksite upon arrival for shift and clock out and leave when the shift is completed. Each employee is responsible for verifying his or her own punches/time worked on daily basis throughout the workweek. If changes are needed, the employee must submit a Punch request to their supervisor prior to the end of their work day.

In general, exempt (salaried) employees will not be required to track hours worked unless their position includes ISS functions, which are required to be tracked per our contract requirements.

Falsification of time records or recording time for another employee may result in discipline, up to and including termination of employment.

4.8 Attendance Policy

Employees are expected to report to work on time and when scheduled. If an employee is delayed more than a few minutes or is unable to report to work, the employee should call their supervisor/scheduler to explain the circumstances. If your supervisor/scheduler is unavailable, contact the regional director. Direct support employees must provide a minimum of two hours' notice, or as soon as foreseeable, to your supervisor. If you are unable to provide notice, have someone provide notice for you. Non-direct support employees should provide one-hour notice. Failure to provide adequate notice may result in discipline, up to and including termination of employment.

Unless your absence has been approved in advance, you must call in at the beginning of each scheduled workday that you are absent. Tardiness or poor attendance may lead to disciplinary action, up to and including termination of employment. Such discipline is within the sole discretion of the company. If absent for more than three consecutive workdays, a doctor's note may be required to confirm the illness and your ability to resume work.

If an employee fails to show up for work or call in to report the absence for a period of three consecutive days, they will be considered to have abandoned their job and voluntarily resigned from the company.

HHS reserves the right to apply unused accrued vacation time to unauthorized absences. Absences resulting from approved leave, vacation, or leave authorized under state or federal law are exceptions to the policy.

Severe weather, natural disasters, and civic emergencies. In general, because of the nature of HHS operations, HHS expects its employees to plan for severe weather and report to work as scheduled. If severe weather, a natural disaster, or civic emergency prevent employees from working as scheduled, HHS will determine how the absences will be classified on a case-by-case basis. If transportation is an issue during severe weather, the company may provide transportation to the employee to maintain shift coverage.

4.9 Travel Time Pay

Some nonexempt (hourly) positions within HHS require travel. HHS pays nonexempt employees for travel time in accordance with federal and state law.

Home to Work Travel

An employee who travels from home before the regular workday and returns to their home at the end of the workday is engaged in ordinary home to work travel, which is not work time.

Home to Work on a Special One Day Assignment in Another City

An employee who regularly works at a fixed location in one city, is given a special one-day assignment in another city and returns home the same day is engaged in work. The time spent traveling to and returning from the other city is work time and counted as hours worked.

Travel That Is All in a Day's Work

Time spent by an employee on travel as part of their principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

Travel Away from Home Community

Travel that keeps an employee away from home overnight is travel away from home. Travel away from home is work time and counted as hours worked. Once the employee arrives at the employee's lodgings and is free to engage in personal activities, the employee is no longer "on duty" and that time is not compensable as "hours worked."

Calculating and Reporting Travel Time

Employees are responsible for accurately tracking, calculating, and reporting travel time. Travel time should be calculated by rounding up to the nearest quarter hour.

4.10 Travel Expenses

The purpose of this policy is to define employee travel rules and the authority for incurring and approving travel expenses.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved Company business trips. Company travel is limited to business activities for which other means of communication are inadequate and for which prior approval of the employee's supervisor has been received.

Advances

The Company does not generally provide cash travel advances. Normally, employees are expected to use personal credit cards and/or their own cash and submit their approved expenses on the standard Expense Report Form.

Travel Expenses

The Company pays the actual amounts incurred for appropriate expenses when employees are on travel assignments. Examples of typical expenses include the following:

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities/tips.
- Other expenses necessary to achieve business purposes.

Family Members

The Company will pay the travel expenses of spouses or other family members only when their presence is necessary for the business purpose of the trip and when approved in advance in writing by the CEO.

Air Travel

Employees are to use economy or tourist class fares when traveling on Company business. In addition, private, noncommercial aircraft or chartered aircraft are not to be used.

Airfares approved by the Regional Director or by the CEO may be charged to personal credit cards and subsequently turned in on a monthly expense report, unless the company has provided a company credit card for that purpose.

Hotels

Neither in-room movies nor refreshment bars are approved company expenses.

Insurance

The Company does not pay for personal travel insurance for employees.

Rental Cars

Employees are to use rental firms having existing relationships with the Company and, where feasible, have negotiated discounts rates. See Regional Director or CEO for a list of rental firms with negotiated rates.

Personal Vehicles for Travel

All employees using their own vehicle for business purposes must have a valid driver's license and maintain insurance coverage as required by law. Travel between the employee's home and primary office is not considered to be business travel. Employees will be reimbursed for vehicle use at a rate determined by the company; employees will be notified of rates and changes. The CEO must authorize any deviation from this policy.

Expense Reimbursement for Travel

Employees are to report their approved expenses on the standard Expense Report Form and must include a description of the expense, its business purpose, date, place, and the participants. All expense reports must be approved by your manager and/or the Regional Director and submitted within 30 days of the original transaction to payroll.

Travel Reservations

Airline travel, rental cars, and hotels must be approved or booked by the regional director or CEO to be reimbursed.

4.11 *Business Expenses*

The purpose of this policy is to define approved nontravel employee business expenses and the authority for incurring and approving such expenses.

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal Company procurement processes.

Business Meetings (Company-Sponsored Events and Meetings)

The Company pays for expenses necessary to achieve a valid business purpose when meetings are held with customers, vendors, or other Company employees. The most senior Company employee present is to pay and report all expenses.

The Company will make every effort to have a master account set up for Company-wide and large group events. However, if you are at a small meeting or staying by yourself at a hotel, pay individually using a company card or submit for reimbursement accordingly.

Entertainment

The Company pays for entertainment expenses only when they clearly benefit the Company and include customers and are promotional in nature. The most senior Company employee present is to pay and report all expenses.

Technical and Training Seminars

The Company pays for expenses associated with attendance at classes and seminars that enhance job-related skills. Prior approval must be obtained by the employee's manager/supervisors and appropriate management.

Gifts

Employees may present gifts only under exceptional circumstances and with prior approval of the appropriate Company officer.

Other Expenses

The Company will pay for postage and telephone expenses that are for business purposes.

Expense Reimbursement

Employees are to report their approved expenses on the standard Expense Report Form and must include a description of the expense, its business purpose, date, place, and the participants. All expense reports must be approved by your manager and/or the Regional Director and submitted within 30 days of the original transaction to payroll.

4.12 Use of Company Credit Cards

Every employee in the possession of a Company issued credit card will adhere to the strictest guidelines of responsibility for the proper protection and use of that card. Company credit card purchases related to Company vehicle use (gas, oil, etc.) under \$150 do not require prior approval. Company credit card purchases for vehicle use over \$150 and any other business purchases over \$300 must receive prior approval from your supervisor or manager.

Reconciliation of the company credit cards happens electronically. All sales receipts must be scanned into the app within 48 hours of incurring the expense. Company credit cards are not to be used for personal reasons. Use of the company credit card is restricted to approved business-related expenses. All company credit card charges must be reconciled/coded by the end of the month. Failure to meet this can result in a credit card freeze.

Any unauthorized purchases made with a Company issued credit card will be the cardholder's responsibility. Any such purchase will be reimbursed to the Company by the employee within 7 days.

Lost or stolen Company issued cards must be reported immediately to your supervisor or manager. Failure to follow this policy may result in disciplinary action up to and including termination.

4.13 Rest and Meal Periods

Hope Human Services strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding rest and meal periods. Employees are entitled to a paid 10-minute rest break for every four hours worked and one unpaid, uninterrupted 30-minute meal break if more than five hours are worked in a shift. The Company recognizes that, while there is normally ample time during a shift for breaks, the employee may not be entirely free from all duties during a full 30-minute meal break. Therefore, the Company chooses to pay employees for their meal period when taken on site.

The expectation is that the employee will have sufficient time for two 10-minute breaks and a 30-minute meal break during an eight-hour shift. Meal breaks should occur as close as possible to the

midpoint of the shift (for an eight-hour shift; the break would be between 2-5 hours into the shift). Staff are expected to remain on site and available should a need for duty arise.

If the break is interrupted by a need of a Person We Support, staff should respond to the need and resume their break at the next possible time to complete 30 minutes of mealtime. If an employee is unable to arrange sufficient time within their schedule for the paid breaks as outlines above, they must notify their supervisor in writing immediately so that their supervisor can make other arrangements for their breaks.

If any employee wishes to leave the worksite during their meal break, they must get authorization in advance from their supervisor and the break will be without pay. Such a break will be allowed only where adequate coverage is available. The employee must sign out at the time they leave and sign back in when they return. When unpaid meal breaks are arranged and the employee is relieved of all duties, they are required to sign out and take the break as arranged. Staff must remain on site during all 10-minute rest periods.

Live-in employees are expected to complete Sleep Time & Break reports for all hours worked and should notify their Program Manager if they do not have the opportunity for 8 hours of sleep time, at least 5 of which were uninterrupted.

5.0 Performance, Discipline, Layoff, and Termination

5.1 Performance

Performance Evaluations

HHS will make efforts to periodically review your work performance on an annual basis or as business needs dictate. You may specifically request that your supervisor assist you in goal setting or developing a performance improvement plan at any time.

The performance evaluation process is a means for increasing the quality and value of your work performance and it may address, among other things, your initiative, effort, attitude, job knowledge, and other factors. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Company pay raises and promotions are based on numerous factors, only one of which is job performance.

Performance Improvement

A Performance Improvement Plan (PIP) can be used as a tool for training. This is not widely used for direct support professionals, and mostly used for managers and office admin staff. The PIP should outline areas of needed improvement, a timeline in which to accomplish goals, and the outcome if goals are not accomplished.

5.2 Promotions

HHS seeks to promote from within the company when the most qualified candidate is available. An employee who wishes to transfer or be considered for a promotion is encouraged to speak to their manager first before applying for a position. An employee must be in good standing and be employed in the current position for at least 90 days, exceptions may be considered but must be approved by the CEO. If an employee is on progressive discipline, further review may be required before an employee can be promoted or transferred. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

All employees promoted into new job positions will undergo a 90-day introductory period as described in the New Employees and Introductory Periods section. If the employee is not successful in their new position, they may request to be transferred to their previous position. This request is at the discretion of the Company and may be accepted, denied, or altered depending on availability. Unlike new hires, however, employees transferred to their previous position will continue to receive Company benefits for which they are eligible.

5.3 Pay Raises

The Company's rates are set by the legislature and other factors. Efforts will be made to give pay raises consistent with job performance, but all compensation decisions remain within the sole discretion of the Company. HHS may also make individual pay raises based on merit or due to a change of job position.

5.4 Disciplinary Process

Violation of Company policies or procedures may result in disciplinary action including demotion, transfer, suspension, disciplinary probation, or termination of employment. HHS encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Company is not required to engage in progressive discipline and may discipline or terminate an employee where they violates the rules of conduct or where the quality or value of the employee's work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at will" basis.

In appropriate circumstances, management will provide the employee first with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, disciplinary probation, eventual demotion, transfer, forced leave, or termination of employment. Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while HHS is concerned with consistent enforcement of our policies, the Company is not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, employees may be disciplined or terminated without any warning or procedure.

5.5 Demotion

Demotions can either be for performance reasons, disciplinary reasons, or at the request of the employee. When applicable, HHS will try to reinstate the employee to the last position that they were able to successfully meet standards. This is at the discretion of the company and subject to position availability and supervisor/owner approval.

5.6 Transfer

HHS may transfer your employment from one position to another with or without notice, as required by contract or service needs, or upon request by an employee and management approval. If an employee transfers before completing their introductory period, the length of the introductory period may be extended. Transfers more than 90 days may be considered final, and your paycheck may be increased or decreased consistent with the pay scale for your new position.

5.7 Suspension

Employees may be placed on disciplinary suspension or suspension pending the completion of an investigation. Employees suspended for disciplinary reasons will not be paid for their time off unless otherwise required by law. Employees who are suspended pending the completion of an investigation will not be paid for their time off during the suspension unless it is proven that there was no misconduct on the part of the employee, in which case they may be paid at the Company's discretion for a period of up to 30 days. Suspended employees are allowed to use any earned vacation time during their unpaid suspension.

5.8 Disciplinary Probation

An employee may be placed on disciplinary probation based on the Company's disciplinary process. The disciplinary probation term often lasts 60 calendar days, but the probation's length may be extended or shortened by the Company as it sees fit. During the probationary period, the employee will be expected to fully comply with all company policies and procedures and will be expected to correct the performance problems that led to the application of disciplinary probation. Employees on disciplinary probation will not be eligible for any scheduled raises until successful completion of the

disciplinary probation and will not be paid the raise retroactively. An employee on disciplinary probation who violates any company policy or procedure or who fails to correct performance problems may be terminated even before the end of the probation term.

5.9 Problem-Solving Procedure

We strive to provide a comfortable, productive, legal, and ethical work environment. To this end, HHS wants you to bring any problems, concerns, or grievances you have about the workplace to the attention of your supervisor and, if necessary, to a Human Resources representative or upper-level management. To help manage conflict resolution we have instituted the following problem-solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Company, management, its employees, customers, or any other persons or entities related to HHS, bring your concerns to the attention of your supervisor at a time and place that allows the supervisor to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate supervisor. If you have discussed this matter with your supervisor before and do not believe you have received a sufficient response, or if you believe your supervisor is the source of the problem, we request you present your concerns to a Human Resources representative or upper-level management. Please indicate what the problem is, the employees involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.10 Workforce Reductions (Layoffs)

If necessary, based upon the needs of the business, management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for management and employees alike, and HHS will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

5.11 Terminations

HHS cannot guarantee employment to individuals for any specified length of time. Continued employment is at the will of the company and the employee. We may consider each employee's job performance, adherence to business conduct guidelines, the operating needs, or other factors. An employee also has the right to leave our employment at any time for any reason.

Group health insurance coverage ceases at the end of the month of termination and a COBRA notice will be sent. Credit cards, key fobs, laptops, and other company property must be returned upon separation.

All employees are asked to give at least two weeks' written notice of a voluntary termination.

Accrued vacation time or PTO cannot be used during the notice period unless authorized by the regional director or CEO.

The company reserves the right to separate an employee as voluntarily terminated when that employee has not worked nor had contact with their supervisor for 30 days or more for on-call employees without regularly scheduled shifts.

5.12 Standards of Conduct

HHS wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees and the People We Support. Every employee has a shared responsibility toward improving the quality of our work environment. By deciding to work at this Company, you agree to follow the Company's rules.

While it is impossible to list every item that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit the Company's right to discipline or discharge employees for any reason permitted by law. In fact, while we value our employees, the Company retains the right to terminate an employee on an "at-will" basis.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Failure to report violations or suspected violations of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Company property (including Company vehicles) or on Company business.
- Inaccurate reporting of the hours worked by you or any other employee.
- Failure to clock in or out with excessive change requests.
- Clocking another employee in or out.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment related document including, but not limited to, service documentation, job applications, personnel files, employment review documents, intra-Company communication, or expense records. False records do not include omissions intended to advance an employee's rights under Section 7 of the National Labor Relations Act.
- The loss or suspension of any license, certificate, background clearance, or permit required by law or the Company.
- Interference with a Company investigation.
- Abuse by act or neglect, including negligent supervision, of any Person We Support or failure to report suspicion or knowledge of abuse or neglect, as per Abuse/Neglect Reporting Requirement Information, a document signed and placed in the personnel file.
- Retaliation against another for reporting suspected abuse/neglect or for reporting a violation(s) of Company policies and procedures.
- Taking, destroying, or unauthorized use of Company property.
- Unauthorized use of property, possessions, or resources of the People We Support.
- Possession of potentially hazardous or dangerous property such as firearms, weapons, chemicals, etc.
- Fighting with or harassment (as defined in our EEO policies) of any fellow employee, community member, or Person We Support.
- Disclosure of Company trade secrets and proprietary and confidential commercially sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) of the Company or its customers, contractors, suppliers, or vendors.

- Refusal or failure to follow directions or to perform a requested or required job task or any other kind of insubordination.
- Failure to follow written instruction, supervision, and support plans or guidelines.
- Unauthorized visitors at the worksite.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on the Company premises during working time (Refer to Non-solicitation/Non-distribution Policy).
- Use of obscene or harassing (as defined by our EEO policies) language in the workplace.
- Outside employment which interferes with your duty of loyalty to this Company or creates a conflict of interest. This does not prohibit employment that advances an employee's rights under Section 7 of the National Labor Relations Act.
- Failure to report the employee's own involvement in any criminal activity, or any other employee's involvement in any criminal activity.
- Gambling on Company premises.
- Lending keys or keycards to Company property to unauthorized persons.

Nothing in this policy is intended to limit employee rights under the National Labor Relations Act.

5.13 Criminal Activity/Arrests

Any employee that is involved in, charged with, or convicted of criminal activity, whether on or off Company property, during employment must report the activity to their supervisor or HR immediately. Employees with knowledge of other employee's criminal activity must report immediately, failure to do so will result in disciplinary action, up to and including termination.

Convicted criminal activity may result in disciplinary action including suspension or termination of employment. Disciplinary action depends upon a review of all factors involved, including whether the employee's action was work-related, the nature of the act, or circumstances which adversely affect attendance or performance. Any disciplinary action is not dependent upon the disposition of any case in court except the background check.

Employees are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled because of an arrest may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

Any disciplinary action taken will be based on information reasonably available. This information may come from witnesses, police, or any other source if management has reason to view the source as credible.

5.14 Drug and Alcohol Policy

HHS considers drug and alcohol abuse a serious matter which will not be tolerated. The Company absolutely prohibits employees from using, selling, possessing, or being under the influence of illegal drugs, alcohol, prescription drug not medically authorized, or controlled substance while at their job, on Company property, or while on work time. This policy specifically prohibits cannabis use as it is considered a controlled substance under federal law. Medical cannabis use, even with a prescription, is not permitted under this policy. All other prescription drugs, when taken as prescribed, are an exception to this policy.

While at work, every employee has responsibilities to the People We Support, other employees, and to the public to perform their work and to deliver services in a safe and conscientious manner.

Therefore, it is HHS's policy that:

1. Employees shall not report to work under the influence of alcohol, illegal drugs, prescription drugs not medically authorized, or any controlled substance.
2. Employees shall not possess or use alcohol, illegal drugs, prescription drugs not medically authorized, or any controlled substance while on company property or on company business.

HHS also cautions against use of prescribed or over-the-counter medication which can affect an employee's ability to perform their job safely or the use of prescribed or over-the-counter medication in a manner violating the recommended dosage or instructions from the doctor. Employees must have a valid prescription for any prescription medication used by employees while working for the Company. Please inform your supervisor prior to working under the influence of a prescribed or over-the-counter medication that may affect your ability to perform your job safely. If HHS determines that the prescribed or over-the-counter medication does not pose a safety risk, you will be allowed to work. Failure to comply with these guidelines concerning prescription or over-the-counter medication may result in disciplinary action, up to and including termination of employment.

A violation of this policy may result in disciplinary action up to and including termination of employment. Further details about when, why, and how drug testing is conducted is explained in the Drug and Alcohol Testing Acknowledgement.

The Company may assist its employees who seek treatment through use of the Employee Assistance Plan for drug or alcohol dependency. The company may consider continued employment if the employee adequately addresses continued concerns regarding safety, health, communication, or other work-related matters. Employees may also be required to obtain a medical clearance, agree to random testing and a last chance agreement as a condition of continued employment.

Americans with Disabilities Act

In addition to complying with the federal Drug-Free Workplace Act of 1988, HHS must comply with the requirements of the Americans with Disabilities Act of 1990 (ADA). Individuals who currently use drugs illegally are not individuals with disabilities protected under the ADA when an employer acts because of their continued use of drugs. This includes people who use prescription drugs illegally as well as those who use illegal drugs. However, people who have been rehabilitated and do not currently use drugs illegally, or who are in the process of completing a rehabilitation program, may be protected by the ADA.

Drug-Free Workplace Policy

HHS, in compliance with the federal Drug-Free Workplace Act of 1988, has adopted the following policy that must be adhered to as a condition of employment:

- The unlawful use, possession, manufacture, dispensation, or distribution of controlled substances in all HHS work locations is prohibited.
- Any HHS employee convicted of a criminal drug statute violation occurring in the workplace must notify their supervisor of the conviction within five days after the conviction. As required by the federal Drug-Free Workplace Act of 1988, HHS must inform contracting or granting agencies of such convictions within 10 days after receiving notification from the employee or otherwise receiving notice of a conviction.

- Upon receiving such notification, HHS, in conjunction with the location concerned, will take all steps necessary to assure the proper conduct of sponsored projects and programs. If a decision is reached to allow the affected employee to continue employment with HHS, the employee must participate in and satisfactorily complete an approved drug abuse assistance or rehabilitation program.

If you have any questions, you may contact the Human Resources Department.

Drug and Alcohol Testing

HHS may test employees for drug and alcohol use in the following circumstances:

- As part of a rehire process.
- As a requirement for a license, credential, or standard.
- Where HHS has a reasonable suspicion of drug or alcohol use or impairment.
- As a follow-up to a prior policy violation or as part of a return-to-work agreement.

Post Accident/Incident Testing

HHS is committed to maintaining a safe and drug-free work environment and adheres to all requirements regarding post-accident testing including for workers' compensation insurance claims.

Procedure:

1. Employees who are injured on the job or are involved in an on-the job accident and are deemed to be at fault may be required, as a condition of continued employment, to participate in a post-accident/incident drug and/or alcohol test. HHS will evaluate each accident/incident on a case-by-case basis in determining whether a drug and/or alcohol test is appropriate.
2. Testing, where applicable, will be administered as promptly as possible after the accident/incident has occurred. If the injury is severe enough that testing is impractical, employees will be expected to release their medical and hospital records of the incident pertaining to drug and alcohol testing to HHS in lieu of testing.

Implications of a Positive Test Result:

1. If the drug and/or alcohol test discloses that the employee had used or was impaired by drugs in violation of HHS Drug and Alcohol policy, or was under the influence of alcohol, they may be subject to discipline, up to and including termination.
2. To potentially avoid termination of employment, HHS may require mandatory participation in the Employee Assistance Program (EAP). The employee must follow all recommendations made by the provider. The employee must enter into a last chance agreement in order to continue employment with HHS. Mandatory participation is within the sole discretion of HHS.

5.15 *Outside Employment*

If you are working full-time, outside employment should be viewed as secondary to your primary job at HHS. Outside employment or second jobs that may raise issues of safety for the employee, coworkers, or the People We Support, or interfere with the reasonable and normal scheduling expectations of the Company must be approved, in advance, by your supervisor. Any activities related to outside employment (e.g., mail, telephone calls) must be conducted offsite and not during scheduled work hours.

5.16 *Exit Interview*

You may be asked to participate in an exit interview when you separate employment from HHS. The purpose of the exit interview is to provide management with greater insight into employee relations and to avoid unnecessary employee claims. Your cooperation in the exit interview process is appreciated.

5.17 *Post-Employment Reference Policy*

The Company policy is to confirm dates of employment, last rate of pay, eligibility of rehire, and job title only with written authorization. The former employee must sign a form that holds the Company and the prospective employer harmless from any claims related to any information provided in response to that reference. Please forward any requests for employment verification to Human Resources.

6.0 General Policies

6.1 Driving Record

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license and acceptable driving record for operating a company vehicle. HHS may run a motor vehicle department check to determine an employee's driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file and update human resources if your license number changes. Any changes in your driving record, including, but not limited to, driving infractions, must be reported to the Company.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. Employees using their own vehicle as a part of their employment duties must provide current proof of insurance.

6.2 Use of Company Vehicles

Company vehicles are to be used for Company business only. Personal or outside business use is strictly prohibited. All eligible employees will complete a vehicle orientation prior to driving.

Drivers of Company vehicles are to immediately report all infractions or violations while driving a Company vehicle and all restrictions, suspensions, or revocations against their driver's license to their supervisor, manager, or a Human Resources representative immediately.

When a Company vehicle cannot be operated, is unsafe for use, or has been damaged, notify a supervisor or manager immediately.

At no time will a Person We Support be left in a vehicle unsupervised.

The driver of a Company vehicle is responsible for the vehicle while in their charge and must not permit unauthorized persons to drive it. Infractions or violations incurred while driving the company vehicle are the responsibility of the driver. Any fines or violations paid by the company must be reimbursed by the driver.

The driver is responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

No person shall operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment.

HHS reserves the right, in its sole discretion, to suspend an employee's authorization to drive a company vehicle or drive a personal vehicle for company business purposes. Multiple driving moving violations that appear on the annual state department of motor vehicle check will generally result in suspension of rights to drive. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, termination of employment is possible.

6.3 Use of Personal Vehicle

Personal vehicles are not to be used to transport the People We Support. Employees may, however, use their personal vehicle to run errands on behalf of the company or the People We Support, but only with authorization.

When an employee is required to operate a motor vehicle as part of their employment duties, the employee must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. Insurance coverage must be current and be at the minimum liability limit of \$300,000. Employees must provide the Company with a copy of their insurance documentation if they want mileage reimbursement.

To get reimbursed for use of personal vehicle for employment duties, you must turn in a mileage tracking sheet or expense reimbursement form along with current proof of insurance to your supervisor for approval and within 30 days of the date the mileage is being claimed for. Hope Human Services may run a motor vehicle department check to determine an employee's driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record or driving infractions must be reported to HHS.

6.4 Notice of GPS Monitoring Policy of Company Vehicles

Our company desires to strike the appropriate balance between today's technologies, an employee's desire for privacy, and the company's interests in protecting its vehicles, equipment, and drivers. Due to safety, efficiency, and other business purposes, the Company uses GPS technology to monitor the whereabouts of our vehicles. Employees must always use their assigned Key FOB while operating a company vehicle.

Questions concerning the use of the system should be directed to a Human Resources representative. Questions concerning the proper use of any vehicle should be directed to the employee's immediate supervisor and/or the safety officer.

Any employee who abuses the privilege of driving company vehicles will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

6.5 Working Remotely

The Company may approve remote work on a case-by-case basis when it benefits the Company. This option may not be available in some job classifications due to business needs. Working remotely may be used as reasonable accommodation or during inclement weather or other situations where employees are unable to commute to the office and must be approved in advance by the employee's supervisor.

The employee is responsible for the costs of establishing and maintaining the home/work area, including any additional utility costs associated with working from home (i.e., electricity, phone, internet service, etc.). The employee must provide reliable, stable, and high-speed internet. When working from home, the employee assumes the responsibility of maintaining a safe work area. This includes but is not limited to making sure the home/work area is free from tripping, electrical, or other hazards that may pose a danger to employee.

6.6 Personnel and Medical Records

HHS maintains a personnel and Human Resources (HR) file for every employee. Any confidential medical records for an employee will be kept in a separate folder. Every effort will be made to keep your personnel and medical records confidential. Access is on a "need-to-know" basis only.

If an employee wishes to review their personnel or HR file, they may do so after giving HHS reasonable notice. Employees may review their file once a year, and review must occur in the presence of a Company representative at the administrative office. Employees may make a request in writing for a copy of their personnel file, and they will receive the copy up to 10 business days after the Company receives the request. Terminated employees will be responsible for reimbursing the Company for all copies made.

The Company will remove from the file all material that the Company believes to be irrelevant or erroneous. If the employee disagrees with any information contained in such files, they may place a rebuttal or correction statement in the file. All requests by an outside party for information contained in your personnel file will be directed to the Human Resources department, which is the only department authorized to give out such information.

6.7 Employee Privacy and Right to Inspect

Company property, including but not limited to, phones, computers, tablets, desks, workplace areas, vehicles, or machinery, remains under the control of the Company and is subject to inspection at any time, without notice to the employee, and without the employee's presence. Employees should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, any employee property maintained on Company premises including that kept in desks.

6.8 Voicemail, Email, and Internet Policy

This Voicemail/Email/Internet Policy is intended to provide each employee of the Company with the guidelines associated with the use of the Company's voicemail/email/Internet system. This policy applies to all employees, contractors, vendors, partners, or associates, and any others accessing and/or using the Company's system through onsite or remote terminals.

- The system, and all data transmitted or received through the system, are the exclusive property of the Company. No individual should have any expectation of privacy in any communication over this system. Any individual permitted to have access to the Company's system will be given a voicemail, email and/or Internet address and/or access code, and will have use of the system, consistent with this policy.
- The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without the prior consent of the employee.
- The Company's interests in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary, and similar confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the Company's computer system; and/or assisting the employee in the management of electronic data during periods of absence. No individual should interpret the use of password protection as creating a right or expectation of privacy. In order to protect everyone

involved, no one can have a right or expectation of privacy with regards to the receipt, transmission or storage of data on the Company Voicemail/Email/Internet system.

Employees may not use the Company's e-mail, voicemail, Internet, or computer systems in any way that violates the Company's anti-harassment and anti-discrimination policy. Keep in mind that any conduct that adversely affects an employee's job performance, the performance of fellow associates or otherwise adversely affects employees, suppliers, people who work on behalf of the company or the company's legitimate business interests may result in disciplinary action up to and including termination. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

6.9 Social Media Policy

This Company reserves the right to monitor its social media channels and ensure the use of its own channels is consistent with company guidelines. Violations of this policy may result in disciplinary action, up to and including termination, and the Company may report suspected unlawful conduct to appropriate law enforcement authorities. Violations of this policy, or allegations of inappropriate blogging/social networking, should be immediately reported to a supervisor or Human Resources.

Social networking using Internet-based and other electronic social media tools is integrated into everyday life. Even when using personal social media networks, the Company expects all employees to act responsibly, exercise good judgment, and respect confidentiality when communicating information about the Company.

Employees cannot and will not take any photographs, video, or audiotapes of the People We Support or the inside of their homes, unless they have written permission from the Person that We Support or their legal guardian. Employees may not share, friend, or communicate with the People We Support, or any relatives or guardians of the People We Support on social media.

Social media channels are not permitted at work unless it is required for your job. Employees participating in social media on their own time must observe these guidelines:

- Confirm that they are not a representative of the company or authorized to speak on behalf of the company.
- Represent only your views.
- Make no untrue, harmful, or disparaging remarks (i.e., do not post content that could be considered malicious, obscene, threatening, or intimidating or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion, or any other status protected by law or company policy.)
- Protect confidential information and relationships.

Ultimately, each employee is solely responsible for what they post online. Keep in mind that any conduct that adversely affects an employee's job performance, the performance of fellow associates or otherwise adversely affects employees, People We Support, suppliers, people who work on behalf of the company or the company's legitimate business interests may result in disciplinary action up to and including termination. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject employees to disciplinary action up to and including termination.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit any employees' rights under any applicable federal, state, or local laws, including the right to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

6.10 Employee Suggestions/Open Door Policy

We welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, improve Company production/processes, or meet the needs of the People We Support. Discuss your ideas with your supervisor or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Company.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Company tools or property are the property of the Company.

6.11 Company Bulletin Boards

HHS maintains an official bulletin board in each location for providing employees with its official notices, including wage and hour laws, changes in policies, and other employment-related notices. At times, the Company may also post information of general interest to the employees on the bulletin board. Please keep informed about this material by periodically reviewing the Company bulletin board. Only authorized personnel can add and remove notices from the Company bulletin board.

6.12 Non-solicitation/Non-distribution Policy

To avoid disruption of business operations or disturbance of employees, visitors, and others, HHS has implemented a non-solicitation policy. For purposes of the non-solicitation policy, "solicitation" includes selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the non-solicitation policy.

Employees are prohibited from soliciting other employees during their assigned working time. For this purpose, working time means time during which either the soliciting employees or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. Employees may conduct solicitations during their lunch period, breaks, or other authorized nonworking time, so long as they do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, employees may not distribute literature or other nonwork related items in working areas at any time. Working areas do not include break/rest areas, lunchrooms, or parking lots.

6.13 Personal Appearance/Dress Code

HHS employees should come to work dressed for the type of work they will perform that day and we expect all employees to demonstrate good judgment, common sense, and modesty. At times, employees will be asked to modify their dress according to the individual needs of People We Support. If you come to work inappropriately dressed, you will be asked to go home and return to work dressed appropriately. Inappropriate attire for work includes midriff tops, shirts or clothing with potentially offensive words, profanity, discriminatory language, pictures, cartoons, or slogans.

If you have any questions regarding the dress code or about dress code accommodation, please contact the Human Resources Director. Recurring problems may result in discipline up to and including termination of employment.

6.14 Company Social Events

HHS holds social events for employees. Please be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties as an employee. Any exceptions to this policy must be in writing and signed by a supervisor prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, please do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

6.15 Telephone Use

Our phones are principally for work-related communications. Unless there is an emergency, employees are required to limit long distance telephone calls to business purposes only. Employees should limit personal use of the telephone to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Voicemail/Email/Internet Usage Policy.

6.16 Company-Provided Cell Phone/Mobile Device Policy

The purpose of this policy is to provide guidance to departments and employees regarding eligibility for Company-provided cell phones and plans, and the appropriate use of the phone and plan.

An employee must have a legitimate business need for a cell phone/mobile device and the issuance of same to the employee must be approved by the employee's supervisor. The typical legitimate reasons why an employee may need a cell phone/mobile device include frequent traveler needs or when the employee is a member of key personnel who must be immediately reachable in the event of an emergency.

When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the Company, the individual is responsible for the cost of that usage, including all applicable taxes. The employee should make note of personal calls and reimburse the Company after review of the monthly call detail.

If the cell phone/mobile device has a flat rate airtime/data plan, the user is responsible for reimbursing the Company when personal activities cause the plan threshold to be exceeded. The employee, with concurrence of an authorized signer on the account, should determine the amount of personal use that caused the usage to exceed the plan and reimburse the Company for that amount plus all applicable taxes. Employees who drive a vehicle during their employment may not use any cell phone/mobile device or other communication device unless the device is equipped or configured with a "hands-free" listening/speaking option, and the "hands-free" device is in fact utilized by the employee. This option must be approved by your driving supervisor.

The company owns and remains entitled to all cell phone/mobile devices, including all passwords controlling access to them. You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the company in operable condition.

6.17 Personal Cell Phone/Mobile Device Use

While HHS permits employees to bring personal cell phones and other mobile devices (i.e., smart phones, PDAs, tablets) into the workplace, employees must not permit the use of such devices to interfere with their job duties or impact workplace safety and health. HHS reserves the right to refuse an employee to bring their cell phone or mobile device if it interferes with their job duties. Loss or damage of personal cell phones or other mobile devices while at work are not the responsibility of the company. While on shift, personal items shall be stored safely and securely.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of employee productivity. As a result, employees should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, employees should use their device in a manner that is courteous to those around them. Outside of nonworking time, use of such devices should be kept at a minimum or limited to emergency use. Employees with devices that have a camera and/or audio/video recording capability are restricted from using those functions on Company property unless authorized in advance by management or used in a manner consistent with the rights of employees to engage in concerted activity under section 7 of the NLRA.

If operating a vehicle during working time, mobile devices should only be used in a hands-free mode and personal use kept at a minimum or limited to emergency use. For GPS navigation, employees must ensure that the location is programmed before operating the vehicle. An employee that needs to make or receive a phone call should pull off the road to a safe location unless they have the correct hands-free equipment for the device that follows applicable state laws.

Employees may connect their personal devices to the Company network or to Company equipment (computers, printers, etc.) if it is a requirement of their position and with written permission. Employees are expected to comply with Company policies regarding the protection of the employer's confidential and proprietary information when using personal devices.

Employees may have the opportunity to use their personal devices for work purposes. Before using a personal device for work-related purposes, an employee must obtain written authorization from Management. The use of personal devices is limited to certain employees and may be limited based on compatibility of technology. Employees authorized to use a personal device will receive a monthly stipend based on the estimated use of the device. If an employee obtains or currently has a plan that exceeds the monthly stipend, HHS will not be liable for the cost difference.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

Violation of this policy will subject an employee to disciplinary action up to and including termination of employment.

6.18 Mail Use

Employees are required to limit usage of the company's mail service to business purposes only. You may not use the Company address or the People We Support's address to receive personal mail. Do not use the Company postage meter for your personal mail. If you notice any suspicious packages or envelopes, immediately contact the Regional Director or Human Resources.

6.19 Off-Duty Use of Company Property or Premises

HHS provides company property for business purposes. Incidental, occasional, and infrequent use of the company's property for personal use is permitted if authorized in advance and such use does not interfere with the employee's work or the work of another employee. Employees should exercise care with the personal use of any communication and information system devices, and should not expect personal usage or information stored with company property to be kept private. Employees are responsible for returning Company property to good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes using copy machines, computers, Company products, or office supplies.

Employees are prohibited from using Company facilities during off duty or non-working hours without the written consent of their Regional Director. Employees using Company facilities during off-duty hours or non-Company hours may be required to sign a log-in and log-out sheet maintained by the Company or building manager.

6.20 Security

Every employee is responsible for helping to make this a secure work environment. Upon leaving work, lock all desks and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, or other similar devices to your supervisor immediately. When laptops or other electronic devices are left unattended, they should be turned off and locked or stored in a secure area. You should refrain from discussing with nonemployees specifics regarding Company security systems, alarms, passwords, etc.

We also request that you immediately advise your supervisor of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company. Safety and security are the responsibility of every employee and we rely on you to help us keep our premises secure.

6.21 Computer Security and Copying of Software

Software programs purchased and provided by the Company are to be used for creating, researching, and processing Company-related materials. By using the Company's hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Company policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Company or developed by Company employees or contract personnel on behalf of the Company is and shall be deemed Company property. It is the policy of the Company to respect all computer software rights and to adhere to the terms of all software licenses to which the Company is a party. The Director of Systems and Facilities is responsible for enforcing these guidelines.

Company users may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject users and/or the Company to both civil and criminal penalties under the United States Copyright Act. To purchase software, users must obtain the approval of their manager. All software acquired by the company must be approved by the owner and purchased/installed by the Director of Systems and Facilities.

Users may not duplicate, copy, or give software to any outsiders including the People We Support, contractors, customers, and others. Company users may use software on local area networks or on

multiple machines only in accordance with applicable license agreements entered into by the Company.

6.22 *Third Party Disclosures*

From time to time, our Company may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such contact, you should not speak on behalf of the Company and should refer any call requesting the Company's position to the CEO. If you have any questions about this policy or are not certain what to do when such a contact is made, please contact the CEO.

6.23 *Employee Incentive Programs*

HHS may, from time to time, implement employee incentive programs. This decision is at the discretion of the Company and depends on many factors. Information of Company incentive programs will be published by the administrative office and distributed to the employees as needed.

6.24 *Personal Data Changes*

It is your obligation to provide the Company with all your current contact information, including current mailing address and telephone number. Please inform the Company of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings.

6.25 *Accommodations for Nursing Employees*

As part of HHS family-friendly policies and benefits, the company will provide nursing employees reasonable break time to express milk for their infant children for up to two years following the child's birth.

To ensure privacy, nursing employees will be provided with a private room, other than a restroom, to express their milk. The room will be clearly designated and either have a lock or a sign on the door to indicate when the room is in use.

Nursing employees will also be provided with a refrigerator to store their breast milk. Employees are responsible for labeling their milk with their name and the date on which the milk was expressed.

Nursing employees who work offsite will be accommodated with a private area as necessary.

Nursing employees are encouraged to discuss the length and frequency of breastfeeding breaks with their supervisor. If there is a need for other accommodation, the employee must complete a Lactation Accommodation Request Form and submit it to their immediate supervisor or Human Resources. Human Resources will follow up with the employee.

Employees who have any questions or concerns regarding this policy should contact the HR Director.

7.0 Benefits

7.1 Group Insurance

Regular full-time employees are eligible to be enrolled in group insurance and other available insurance benefit plans the first of the month following the date of hire. Employees have the option of dependent, spouse, and/or domestic partner coverage at their own expense. Medical plan benefits for eligible employees and their dependents are described in detail in the Summary Plan Description (SPD) prepared by the insurance carrier that is available to all eligible employees. These benefits may be canceled or changed at the discretion of the Company, unless otherwise required by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or if you are separated from employment with us, you may have the right to continue your medical benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). The Company will mail you information about your COBRA rights.

7.2 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible employees and their beneficiaries to continue health insurance coverage under the company health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Please contact a Human Resources representative to learn more about your COBRA rights.

7.3 Employee Assistance Program (EAP)

HHS cares about the health and well-being of its employees and recognizes that a variety of problems can disrupt their personal and work lives. For this reason, all employees, their spouses, family members in their household, and their legal dependents are eligible to participate in the Company's EAP program from the date of hire. For specific details, refer to the Benefits Plan Description (BPD).

7.4 Continuing Education and Tuition Assistance

We believe in the continuing education of our employees. If the Company sends you to a class or training program during normal working hours related to your employment and you are a nonexempt employee, you will be paid for that time. If you are interested in attending an outside class and having the Company pay for your attendance, you are required to provide advance written notice indicating a description of the class, including the subject matter, length, and cost. Depending on the type of training, the Company may reimburse some or all the fees, including materials expenses, meals, and transportation. If your supervisor approves of your attendance at a noncompany-sponsored class, you will be reimbursed once you have attended and paid for the class.

7.5 Holiday Pay

HHS recognizes the following holidays each year:

- New Year's Day

- Independence Day
- Thanksgiving Day
- Christmas Day
-

Holidays that fall on a Saturday will be observed on Friday and holidays that fall on Sunday will be observed on Monday. The Company reserves the right to require employees to work observed holidays depending on business need and at the company’s discretion.

Exempt (salaried) employees will be able to take 8 hours off for each of the holidays mentioned above without a deduction in their salary. Or, they may choose another day in the workweek (approved by their supervisor) to take 8 hours off without using any accrued PTO.

Administrative office employees who are non-exempt (hourly) will be paid for their normal hours worked on a listed holiday at their normal rate without using any accrued PTO. To receive holiday pay, the non-exempt employee must be at work or taking an approved absence on the work days immediately preceding and immediately following the day on which the holiday is observed. An approved absence is a day of PTO. Time off for a Company-observed holiday will not be considered as hours worked when computing overtime.

If an administrative office, non-exempt employee, is required to work on a listed holiday for reasons approved by their supervisor, they will be paid for those hours at time and one-half of their normal rate. Any worked hours paid out will be deducted from the total number of holiday hours paid out.

DSPs and Lead DSPs are only eligible for holiday pay when they work those holidays. For DSP and Lead DSPs working on any listed holiday, they will receive holiday pay at time and one-half an employee’s regular rate for any worked hours. Employees will receive this rate for said holidays from 12:01am until 12:00 Midnight. If the shift starts before this time or ends after this time, the shift will be divided to pay holiday rate for only hours worked during the times mentioned above. Hours worked on holidays will be calculated in total hours worked for the workweek. If a staff elects to take a holiday off in accordance with our vacation policy, they will be paid at their regular rate for any non-worked hours.

7.6 Vacation Policy for Direct Support Professionals

Vacation is paid to regular full-time; DSPs as follows:

Years of Employment	Accrual Rate Per Hour Worked	Maximum Accrual
0-2	0.023077	48 hours
3-5	0.042308	88 hours
6+	0.061538	128 hours

Vacation is paid to regular full-time, live-in DSPs as follows:

Live-In DSP Vacation Accruals

Years of Employment	Accrual Rate Per Hour Worked	Maximum Accrual
0-2	0.043836	120 hours

3-5	0.082192	225 hours
6 +	0.120548	330 hours

Employees are permitted to use vacation time as soon as it accrues; there is no waiting period. All employees are required to submit a request for time off using the SmartLinx GO mobile app, at least two weeks prior to the requested time off. manager. Any conflict in vacation requests will be decided based on Company needs and the needs of the People We Support. Employees will not accrue vacation time during periods when they are not working and taking time off from the Company.

If an employee is sick during an approved vacation period, the employee may not count that day towards sick pay. Employees are not eligible to cash out unused vacation time for pay while employed unless the employee changes from a direct care position to a position that is eligible for the Paid Time Off (PTO) policy. In that situation, the unused vacation time will be cashed out during the regular course of payroll. Employees separating from the Company who have given and worked throughout a two-week notice will be eligible to “cash out” their accrued but unused vacation time, which will be included in the final paycheck. In general, accrued vacation cannot be used during the notice period unless authorized by the regional director or CEO. Employees terminated for poor performance or other performance issues are not eligible to cash out their vacation.

Maximum Accrual

Although employees may carry over unused vacation time from year to year, there is a cap on the amount of vacation time employees can accrue (noted above). Once an employee reaches the cap, the employee will not accrue any more vacation until some of the time is used and the balance drops below the cap. After an employee’s balance goes below the cap, the employee will begin accruing vacation again. No employee will receive retroactive credit for time worked while at the cap limit.

The amount of vacation accrued, used, and available is on the company’s online payroll and human resources platform that each employee is enrolled in and can access upon hire.

Minimum Increments of Vacation

The minimum amount of vacation a nonexempt (hourly) DSP can use is one hour at a time.

7.7 Sick/Safe Pay for Direct Support Professionals

All DSP employees, whether full-time or part-time, are entitled to paid sick leave under Washington’s Paid Sick Leave law and Tacoma’s Paid Sick Leave ordinances. HHS accordingly provides sick pay accruing at .025 hours per hour worked (or 1 hour for every 40 hours worked) for DSPs. The Company’s accrual year runs from January 1 – December 31. Every January 1st, up to 56 hours of accrued, unused sick pay will be carried over into the next calendar year. Live-in DSPs accrue sick pay at the rate of .05 hours per hour worked, and on January 1st, up to 145 hours of accrued sick pay will be carried over into the next calendar year.

The amount of sick pay accrued, used, and available will appear on each employee’s paycheck stub and is also available on the Company’s online payroll and human resources platform that each employee is enrolled in and can access upon hire.

There is no waiting period for sick/safe pay. Employees may use it as it accrues. When leave is taken for an authorized purpose, the Company assumes the employee elects to use their accrued paid sick

leave unless the employee tells us otherwise and will process the employee's paycheck accordingly. DSPs may take sick/safe pay in one-hour increments.

Employees must give their supervisor as much notice as possible for taking sick time off. There may be occasions, such as sudden illness, when an employee cannot notify their supervisor in advance. In those situations, employees must inform their supervisor of their circumstances as soon as possible and before their scheduled shift begins. If an employee cannot reach the supervisor, contact the on-call administrator; if the employee cannot reach the on-call administrator, contact the on-duty employee at the worksite where the employee scheduled. If the employee is unable to contact the supervisor, please try to have someone contact the Company on the employee's behalf. If the absence exceeds three consecutive days, employees may also be requested to provide verification to their supervisor or a Human Resources representative. Verification can include a doctor's note or other documentation demonstrating that the employee's use of paid sick leave is for an authorized purpose.

Employees may use sick/safe leave benefits 1) to care for their own health needs and 2) when the employee's workplace or their child's school or place of care has been closed by order of a public official for any health-related reason or after an emergency is declared by the local, state, or federal government or agency. Sick/safe leave may also be used in cases of domestic violence and for bereavement or the death of a family member.

Employees may also use sick/safe pay to care for the health needs of their family members and for absences related to domestic violence involving a family member. "A family member" means a child, grandchild, grandparent, parent, sibling, or spouse of an employee, and also includes any individual who regularly resides in the employee's home or where the relationship creates an expectation that the employee care for the person, and that individual depends on the employee for care. Family member does not include an individual who simply resides in the same home with no expectation that the employee care for the individual."

Unused sick days may not be converted to a cash payment. If an employee separates from employment and is rehired within 12 months of separation by the company, HHS will reinstate the employee's previously accrued, unused paid sick/safe leave.

HHS will not retaliate against any employee for taking leave under this policy or for exercising any rights under the Minimum Wage Act.

7.8 Shared Paid Sick Leave

The shared paid sick leave program provides employees the opportunity to receive, and use donated paid sick leave and to donate their paid sick leave to other employees.

Policy Statement

HHS recognizes that employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available sick time. To address this need, all eligible employees will be allowed to donate accrued paid sick leave hours from their unused balance to their co-workers in need of additional sick time in accordance with the policy outlined below. This policy is strictly voluntary.

Eligibility

Direct Support Professionals (DSPs) and Lead Direct Support Professionals (LDSPs) are eligible to donate and receive paid sick leave hours.

Employees who donate sick time must be employed with HHS for a minimum of 1 year.

Employees who receive donated sick time must be employed by HHS for at least 90 calendar days after the start of employment. Employees receiving donated time must have exhausted all of their own paid leave time, must complete a written request and authorization form, and must be approved by Human Resources.

Guidelines

Employees who would like to make a request to receive donated sick time from their co-workers must have a situation that meets the following criteria:

- **Medical emergency**, defined as a medical condition of the employee or a family member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available. This includes the purposes authorized under RCW 49.46.210(1)(b) and (c), specifically:
 - To care for the employee's own health needs or the health needs of family members.
 - When the employee's workplace or their child's school or place of care has been closed by order of a public official for any health-related reason.
 - For absences that qualify for leave under Washington's Domestic Violence Leave Act.
- **Major disaster**, defined as a disaster declared by the President of the United States under §401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act) or other applicable law. An employee is adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.

Donation of Sick Time

Donated paid sick leave will be recorded as if the donating employee had used the time and will reduce the donating employee's available balance of paid sick leave.

- The donation of sick time is strictly voluntary.
- Donated sick time will go into a leave bank for use by eligible recipients.
- Recipient identity will not be disclosed to donating employees.
- The donation of sick time is on an hourly basis, without regard to the dollar value of the donated or used leave.
- The minimum number of sick hours that an eligible employee may donate is 4 hours per calendar year; the maximum is 40 hours or no more than 50 percent of the employee's current balance.
- Employees cannot borrow against future sick time to donate.
- Employees who are currently on an approved leave of absence cannot donate sick time.

Requesting Donated Sick Time

Employees who would like to request donated sick time are required to complete a Request to use paid shared sick leave form and submit it to Human Resources.

Requests for donations of sick time must be approved by Human Resources and the employee's immediate supervisor.

If the recipient employee has available sick, vacation, or other paid time off in their balance, this time will be used prior to any donated sick time. Donated sick time may only be used for time off related to the approved request.

Employees who receive donated sick time may receive no more than 480 hours (12 weeks) within a rolling 12-month period.

Nothing in this policy will be construed to limit or extend the maximum allowable absence under the federal Family and Medical Leave Act, Washington's Paid Family and Medical Leave, or any other applicable law.

7.9 Paid Time Off (PTO) Policy for Management and Administrative Employees

In lieu of separate vacation and paid sick leave accrual, management and administrative employees are eligible for an allotted amount of paid time off each year. This PTO benefit provides employees with one bank of paid leave that can be used for multiple purposes, including vacation, personal time off, and sick leave (including leave authorized under Washington's Paid Sick Leave law and Tacoma's Paid Sick Leave ordinances). This allotment is more generous than that required under Washington and local law, and if an employee chooses to use their PTO for purposes other than those authorized under paid sick leave laws and a need for paid sick leave later arises, the Company is not required to provide additional PTO. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves.

All eligible employees are required to make a request, using the time off request feature in the online payroll portal, at least two weeks prior to their scheduling supervisor. Any conflict in paid time off requests will be decided based on Company needs and the needs of the People We Support.

If PTO is requested for illness or other unforeseeable circumstances, employees must notify their supervisor as soon as possible and before their scheduled shift begins. If employees are unable to notify their supervisor, have another person make the notification for the employee as soon as possible. If the absence exceeds three consecutive days, the employee may be requested to provide verification to the supervisor or a Human Resources representative. Verification can include a doctor's note or other documentation demonstrating that the employee's use of paid sick leave is for an authorized purpose.

HHS gives employees time off work as a benefit and leave bank balances are not wages owed the employee. Employees are not eligible to cash out unused PTO balances, but HHS may, in its sole discretion, recognize special circumstances where the Company chooses to cash out a portion of the employee's PTO balance. The Company will "cash out" up to 40 hours of accrued but unused PTO time to employees separating from the Company who have given and worked throughout a two-week notice period.

PTO Eligibility and Entitlements

PTO is allotted each pay period, and the amount of PTO an employee receives is based on their position and is specified in their employment offer.

Maximum Carryover

You may carry over up to 40 hours of unused paid time off on your anniversary.

Minimum Increments of Paid Time Off

PTO may be taken in one-hour increments.

Employees eligible for the paid time off policy may go into a negative balance, up to a maximum of 40 hours.

Usage Guidelines

Employees that are eligible for paid time off will not accrue a separate amount of sick pay. However, employees may use paid time off benefits for any reason, including 1) to care for their own health needs and 2) when the employee's workplace or their child's school or place of care has been closed by order of a public official for any health-related reason or after an emergency is declared by the local, state, or federal government agency. Paid time off may also be used in cases of domestic violence.

Employees may also use paid time off to care for the health needs of their family members and for absences related to domestic violence involving a family member. "A family member" means a child, grandchild, grandparent, parent, sibling, or spouse of an employee, and also includes any individual who regularly resides in the employee's home or where the relationship creates an expectation that the employee care for the person, and that individual depends on the employee for care. Family member does not include an individual who simply resides in the same home with no expectation that the employee care for the individual."

For leave related to domestic violence, 'family member' also includes a person with whom the employee has a dating relationship.

HHS will not retaliate against any employee for taking leave under this policy or for exercising any rights under the Minimum Wage Act.

7.10 Leave for Victims of Domestic Violence

HHS will provide employees who are the victim or whose family member is a victim of domestic violence, sexual assault, or stalking reasonable accommodations and/or leave from work to:

- Seek legal or law enforcement assistance or remedies to ensure the health and safety of the employee or employee's family member including, but not limited to, preparing for, or participating in any civil or criminal legal proceeding related to or derived from domestic violence, sexual assault, or stalking.

- Seek treatment by a health care provider for physical or mental injuries caused by domestic violence, sexual assault, or stalking or to attend to health care treatment for a victim who is the employee's family member.
- Obtain or assist a family member in obtaining services from a domestic violence shelter, rape crisis center, or other social services program for relief from domestic violence, sexual assault, or stalking.
- Obtain or assist a family member in obtaining mental health counseling related to an incident of domestic violence, sexual assault, or stalking in which the employee or the employee's family member was a victim of domestic violence, sexual assault, or stalking.
- Participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee's family member from future domestic violence, sexual assault, or stalking.

A **family member** is any individual whose relationship to the employee can be classified as a child, spouse, parent, parent-in-law, grandparent, or person with whom the employee has a dating relationship.

When possible, employees must provide at least seven days' notice of the need for leave. If notice cannot be given due to an emergency or unforeseen circumstance due to domestic violence, sexual assault, or stalking, an employee, or someone on their behalf, must provide notice no later than the end of the first day the employee takes leave.

Employees may be required to provide verification that the employee or family member is a victim of domestic violence, sexual assault, or stalking and that the leave is being taken for purposes described above. Verification must be provided in a timely manner and will only be used to establish that the employee's leave is legally protected. An employee may satisfy the verification requirements by providing the employer with documents such as a police report, court order, or written statement. Any information submitted to support a request for leave will be kept confidential to the extent required by law.

Reasonable safety accommodations are also available unless it poses an undue hardship on the operation of the Company's business. Reasonable safety accommodations could include transfer or reassignment; modified job schedule; change in work telephone number, e-mail address, or workstation; installed locks; implementing safety procedures, or other adjustment to a job structure, workplace facility, or work requirements.

Leave under this policy is unpaid unless an employee has accrued Sick/Safe Pay. Leave may be taken intermittently on a reduced work schedule, or in a single block of time as the circumstances warrant. During the leave, HHS will maintain any health insurance coverage being provided in the same manner as if the employee had not taken leave.

The leave must be reasonable in duration, which will be determined by management and the affected employee, based upon the circumstances.

Upon return from leave, an employee will be reinstated to the position held prior to taking leave or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment, subject to certain exceptions as provided under Washington law.

HHS will not retaliate against any employee requesting or taking leave in accordance with this policy.

7.11 Washington Paid Family Medical Leave

Paid Family and Medical Leave (PFML) is a mandatory statewide insurance program that provides Washington employees with paid time off to give or receive care. It is administered by the Washington State Employment Security Department (ESD).

Employees who have worked 820 hours in the qualifying period (equal to 16 hours a week for a year) will be able to apply to ESD to take paid medical leave or paid family leave. If an employee qualifies, this program allows employees to take up to 12 weeks of leave, as needed, to:

- Welcome a child into the employee's family (through birth, adoption, or foster placement)
- During the seven days following the death of a child expected into your family (through birth, adoption, or foster placement)
- Experience a serious illness or injury
- Care for a seriously ill or injured family member or someone who has an expectation to rely on you for care, and
- Prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to a family member's military deployment. For specifics on military-connected paid leave, visit <https://www.dol.gov/agencies/whd/fact-sheets/28m-fmla-military>.

If an employee faces multiple events in a year, the employee might be eligible to receive up to 16 weeks. If the employee experiences a serious health condition during pregnancy that results in incapacity, the employee might be eligible to receive up to 18 weeks.

Employees planning to use PFML benefits must give the Company 30 days' written notice when leave is foreseeable. When leave is unplanned or unexpected, the employee should give the Company notice as soon as practicable.

While on leave, eligible employees are entitled to partial wage replacement from ESD. This means that ESD will pay a portion of the employee's average weekly pay. The benefit is generally up to 90 percent of the employee's weekly wage up to a maximum amount set by ESD. An employee using PFML benefits can choose to use accrued paid time off (vacation, sick/safe pay, PTO) from the Company as a "supplemental benefit" that should not be reported to ESD on the weekly application for PFML. Using this option will draw down the employees leave bank maintained by the Company, but the Company-paid leave would be in addition to the PFML partial wage replacement provided by ESD.

Employees who return from leave under this law will be restored to the same or equivalent job if they have worked for the Company for at least 12 months and have worked 1,250 hours in the 12 months before taking leave. The Company will maintain the employee's health insurance while on PFML only if the employee takes FMLA leave (a separate leave entitlement) at the same time (overlapping at least one day). If the employee pays any portion of health care coverage, arrangements will be made for the employee to pay the employee's share of health insurance premiums (see Human Resources to make arrangements).

It is against company policy and the law to discriminate or retaliate against employees for requesting or taking paid leave.

Please go to paidleave.wa.gov for more information.

7.12 Federal Family Medical Leave

Eligible employees can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons under the federal Family Medical Leave Act (FMLA):

- The birth of a child or placement of a child for adoption or foster care
- To bond with a child (leave must be taken within 1 year of the child's birth or placement)
- To care for the employee's spouse or domestic partner, child, or parent who has a qualifying serious health condition
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent

An eligible employee who is a covered service member's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

Leave entitlements are based on a 12-month period. In all cases except leave taken by a servicemember's caregiver, this Company measures the 12-month period in which an employee is entitled to leave by a "rolling" 12-month period measured backward from the date an employee uses any FMLA leave. When leave is taken to care for a servicemember, the 12-month period begins on the first day the employee takes leave for this reason and ends 12 months later regardless of the 12-month period established by the employer for other FMLA reasons.

To be eligible for this leave benefit, the employee must:

- Have worked for the Company for at least 12 months
- Have at least 1,250 hours of service in the 12 months before taking leave; and
- Work at a location where the Company has at least 50 employees within 75 miles of your worksite

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees must, to the extent allowed by law, use any accrued paid leave while taking FMLA leave. After accrued paid leave is exhausted, any remaining leave will be unpaid by the Company.

Employees are required to give a minimum 30-day written notice requesting leave for reasons of a birth, adoption/foster placement, or planned medical treatment for a serious health condition. Whenever a 30-day notice is not possible, employees are required to inform the Company as soon as practicable by notifying Human Resources.

The Company may require certification of your need for leave, a medical clearance prior to your return to work, and/or other medical re-verifications, where applicable. The Company may also require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

While on FMLA, HHS will continue existing health insurance coverage (if the employee is already covered) as if the employees were not on leave. If the employee pays any portion of health care coverage, arrangements will be made for the employee to pay the employee's share of health insurance premiums while on leave (see Human Resources to make arrangements). Any arrears for

missed premiums will be collected upon return from leave. If the employee fails to return to work after family and medical leave ends, the Company may recover premiums it paid to maintain health coverage while on leave.

More details about FMLA leave entitlements are included at the end of this Handbook in form WH1420 from the United States Department of Labor, Wage and Hour Division.

7.13 Jury Duty and Witness Leave

If you are summoned for jury duty, please provide your supervisor with a copy of your summons or subpoena as soon as you receive it and make scheduling arrangements with your supervisor. The company may ask the employee to be excused from jury duty if such an absence would cause hardship to the company. For an approved jury duty, the company will pay for the number of hours up to one average workweek per year for the employee's time spent in active jury duty, anytime beyond this will be unpaid. Employees may use vacation pay or paid time off during the unpaid jury leave.

7.14 Bereavement Leave

HHS recognizes the importance of taking leave on a death in the family. Employees are entitled to up to three days off with pay for the funeral of an immediate relative (parent, sibling, spouse, child, parent-in-law, grandparent, or grandchild). Pay is based on the regular rate for an eight-hour day. The Company may request documentation to support absences for bereavement leave.

7.15 Other Leaves of Absence

Employees not eligible for time off under the policies described in this handbook may nonetheless be entitled by law to unpaid time off for a variety of reasons, including but not limited to disability, pregnancy-related disabilities, family care, civic duty, military service of your own or spouse, and volunteer emergency services.

An unpaid leave of absence may also be available to an employee for medical or personal reasons when all other leave has been exhausted or when no other leave is available to the employee. This leave of absence must be requested by completing the Leave of Absence request form found in the Human Resource office as soon as the need for such a leave is known, and when possible, with at least 30-days' notice.

Unless otherwise required by law, group insurance coverage may terminate at the end of the monthly billing cycle after 30 days of unpaid leave, at which time a COBRA notification will be issued to continue benefits at their own cost. Failure to return to work upon the expiration of the leave may result in voluntary termination of employment if the employee does not make the proper arrangements to extend the leave with their immediate supervisor or HR.

No time off (vacation, paid sick leave, etc.) benefits will accrue while an employee is on leave. Upon return to work, the employee may be required to provide medical clearance.

8.0 Safety and Loss Prevention

8.1 General Safety Policy

It is the responsibility of every employee of HHS to maintain a healthy and safe work environment. Employees must utilize appropriate safety devices including, but not limited to, gloves, goggles, seatbelts, and safety eyewear (for lawnmowing). Employees are expected to utilize universal precautions; personal protective equipment will be provided at no cost to the employee for use in the workplace. Employees must report all safety or injury concerns as they occur. Also, employees must notify their supervisor immediately about any personal protective hazards and occupational illnesses or injuries. Employees must also notify their supervisor when occupational illness equipment needs to be replaced, the supply replenished, or if there is a need for additional personal protective equipment.

It is your responsibility to learn Company safety protocol. Failure to follow the Company's health and safety rules can result in disciplinary action, up to and including termination of employment.

8.2 Worker's Compensation

All employees are covered while on the job by workers' compensation insurance. This insurance may provide coverage for you if you suffer a work-related injury or illness. State law determines an employee's eligibility and the level of payments for medical expenses, lost time, and other benefits. If you experience a work-related injury or illness, report the situation immediately to your supervisor and Human Resources.

8.3 Nonsmoking Policy

HHS is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and the People We Support. Smoking in the office, supported living homes, licensed staff residential homes, and restrooms is prohibited. This policy also applies to personal electronic cigarettes and vaping devices.

8.4 Policy Against Violence

The safety and security of our employees, People We Support, tenants, vendors, contractors, and the public is of essential importance. Threats or acts of violence made by an employee against another person's life, health, well-being, family, or property will not be tolerated. Any act of intimidation, threat of violence, or act of violence committed against any person on Company property is prohibited. The following definitions apply:

- Intimidation: A physical or verbal act toward another person, the result of which causes that person to reasonably fear for their safety or the safety of others.
- Threat of violence: A physical or verbal act which threatens bodily harm to another person or damage to the property of another.
- Act of violence: A physical act, whether it causes actual bodily harm to another person or damage to the property of another.

No person shall possess or have control of any firearm or deadly weapon while on Company property or while on duty.

The following are prohibited:

1. Any act or threat of violence made by an employee against another person's life, health, well-being, family, or property.
2. Any act or threat of violence endangers the safety of employees, People We Support, vendors, contractors, or the public.
3. Any act or threat of violence is made directly or indirectly by words, gestures, symbols, or email.
4. Use or possession of a weapon on the Company's premises managed by the Company as permitted by state law.

It is a requirement that employees report to their supervisor or the Human Resources Director, in accordance with this policy, any behavior that compromises the Company's ability to maintain a safe work environment.

Employees who violate this policy may be subject to criminal charges as well as discipline up to and including immediate termination of employment.

9.0 Trade Secrets and Inventions

9.1 Employee Inventions

Any employee invention created, in whole or in part, during an employee's work hours, or from the use of the Company's equipment or facilities, is "work for hire" and the property of the Company.

Any employee who intends to develop and maintain property rights in any invention, which relates in any way to the Company's products or services, is required to obtain a written waiver of this policy, signed by both the employee and the Human Resources Director.

9.2 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, HHS employees are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential Company-related commercially sensitive information. Confidential information is information about the Company's business that is not generally known to people outside the company and includes, but is not limited to, the identity of the Company's customers and subcontractors and the terms of the Company's relationships with them. Confidential information also includes financial records/reports; marketing or business strategies/plans; information about existing or future products and services; information about the identity of vendors and suppliers; information about the identities, needs, plans, goals, and expectations of customers and potential customers; the company's future projects, patents, trademarks, etc. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from a supervisor. Any employee who has information that leads them to suspect that an employee or competitor is obtaining such information is required to inform their supervisor or the Human Resources Director.

This policy is not intended to, and should not be interpreted to, prohibit employees from discussing their own wages and other terms and conditions of employment if they so choose.

When employees are separated from employment for any reason, employees must return any and all written or recorded confidential information (including any copies and reproductions thereof) in the employee's possession or control to the company.

Violation of this policy may result in the discipline or termination of any employee, as well as subjecting the employee to civil liability.

10.0 Relationship with People We Support

10.1 Conflicts of Interest

It is the Company's policy that all employees will treat all the People We Support with respect at all times. The use of physical force or physical restraints against any Person We Support is strictly prohibited, except as may be necessary for the protection of Person We Support, another person, or the property of any person. Where the use of physical force is authorized, employees shall use the minimum amount of force necessary to restrain the Person We Support's actions. The use of punitive action of any sort against People We Support is strictly prohibited. All incidents of physical intervention will require immediate notification of supervisory/administrative staff and submission of a written report within 24 hours by the employee and all witnesses of the event.

Employees may not order or lock any Person We Support into any room, vehicle or otherwise imprison any Person We Support. This includes leaving a Person We Support in a room or area when they do not have the physical capacity or manual dexterity to freely exit.

All employees are required to read, sign, and abide by Abuse/Neglect Reporting Requirements. This policy is provided to the employee upon hire and kept in the employee's personnel file, and available upon request.

Employees shall not supply any drug, prescription or non-prescription, medication or alcoholic beverage to any Person We Support without specific written authority, and then only by utilizing the separate policies and procedures governing the dispensing of such substances.

At no time shall an employee enter any business transaction with any Person We Support or with any relative of any Person We Support. This includes the loan, borrowing, sale or trade of goods, services, or monies to or from any Person We Support. Employees shall not engage in games of chance, betting, or gambling with the People We Support. Employees shall not, either directly or indirectly, accept any gift, device, bequest, favor, or gratuity from any Person We Support or from any relative of any Person We Support, except where special permission is obtained from the CEO of the Company. The prohibitions contained in this section shall also apply to all members of an employee's family or friends.

At no time shall an employee make unauthorized use of People We Support's funds, including internet/phone access, or remove any property from their home.

At no time shall an employee donate directly to a Person We Support any goods, services, or money. All donations should be made directly to the company for distribution to the People We Support, and all donors shall remain anonymous.

Due to the nature of the Person We Support/provider relationship, at no time shall any employee have any sexual relationship with any Person We Support. All People We Support are conclusively presumed to be incapable of having consensual sexual relationships with employees, and all incidents of sexual relationships with a Person We Support shall be reported to the police and Complaint Resolution Unit or another appropriate agency.

Employees will not take People We Support to their own homes or the homes of their friends or family unless a designee of the Company has granted prior approval. This also applies to outings or activities with friends or family.

Employees will not have visitors at the job site while on duty unless specifically authorized in advance by their supervisor. At no time will overnight guests for employees be authorized.

Employees will not take any photographs, video, or audiotapes for any personal use or internet distribution.

It is a violation of the Company's policy to interfere with an investigation or to retaliate against any person for reporting suspected violations of this policy. During an investigation, the alleged violator should refrain from communicating with any person or other employee related to the investigation about the investigation itself or the matters under investigation.

The violation of any policy contained in this Section will lead to disciplinary action, including immediate termination of employment, and may lead to criminal prosecution.

10.2 Confidentiality of Protected Health Information

All employees are expected and required to hold in strict confidence all protected health information obtained verbally or in writing concerning potential, present, or former People We Support. This policy covers unnecessary discussions with other employees, as well as with persons and People We Support not employed by the Company.

All medical and dental information of People We Support is deemed private information and is not to be shared with others except on a need-to-know basis or as provided for by our contracting authority or state or federal statutes. Disclosure can only be made for the following specific uses:

- For the proper management and administration of the Company or to carry out legal responsibilities of the Company.
- As required by law; and
- To report violations of law to appropriate federal, state and/or local authorities.

Employees cannot use or further disclose Protected Health Information of the People We Support other than as permitted or required by Law. Employees shall use appropriate safeguards to prevent use or disclosure of the Protected Health Information of the People We Support, other than as provided for by our contracting authority. Employees shall mitigate, to the extent practicable, any harmful effect that is known to employees as resulting from the use or disclosure of any Protected Health Information in violation of this policy. Employees who become aware of any use or disclosure of any Protected Health Information in violation of this policy shall report the violation to their supervisor. Employees shall ensure that any agent, including a subcontractor, to whom it provides Protected Health Information about a Person We Support which was received from, created, or received by employee on behalf of the Company agrees to the same restriction and conditions contained in this policy.

All the People We Support's records are considered legal confidential documents. They may not be shared, copied, removed from the worksite, or released without specific, written authorization from the CEO.

All company records are considered legal confidential work products and deemed to be company property. They may not be shared, copied, released, or removed from the worksite without specific, written authorization from the CEO.

11.0 Closing Statement

11.1 Closing Statement

Thank you for reading our employee handbook. We hope it has provided you with an understanding of HHS' mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful company and a safe, productive, and pleasant workplace. Welcome to the family!

Cheryl Borden

CEO

Hope Human Services

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call **1-866-487-9243** or visit dol.gov/fmla to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR



12.1 Acknowledgment of Receipt and Review of April 5, 2024 Handbook

By signing below, I acknowledge that I have received a copy of Hope Human Services Employee Handbook and understand that it is my responsibility to read the Employee Handbook in its entirety as well as any revisions made to the Employee Handbook in the future. I understand the Employee Handbook contains important information, such as rules, policies, and procedures against discrimination, harassment, and retaliation. I also understand that if I violate the rules, policies, and procedures contained in this Employee Handbook I may be subject to discipline, up to and including termination of my employment.

I understand that the Employee Handbook contains information about the general employment policies and practices of the Company. I understand that the policies outlined in this Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that HHS retains the right to make employment decisions as needed to conduct its work in the manner it sees fit. I understand that this Employee Handbook supersedes and replaces all prior Employee Handbooks.

I further acknowledge that this Employee Handbook does not create an employment contract and does not alter the at-will nature of my employment, which can only be changed by company owners in a written and signed document. The Company reserves the right to revise, delete, and add to the provisions of this Employee Handbook at any time without notice. I understand nothing in this Employee Handbook is intended to infringe on any available legal rights.

I understand that this Employee Handbook contains descriptions of some current benefit plans maintained by the Company. Many of the Company’s benefit plans are described in more formal plan documents available from Human Resources, and I must refer to the actual plan documents and summary plan descriptions. In the event any inconsistencies exist between the descriptions in this Employee Handbook and a formal plan document, the formal plan document will govern.

If I have questions about the content or interpretation of the Employee Handbook, I will ask my supervisor or a Human Resources representative.

Date

Signature of Employee

Print Name