

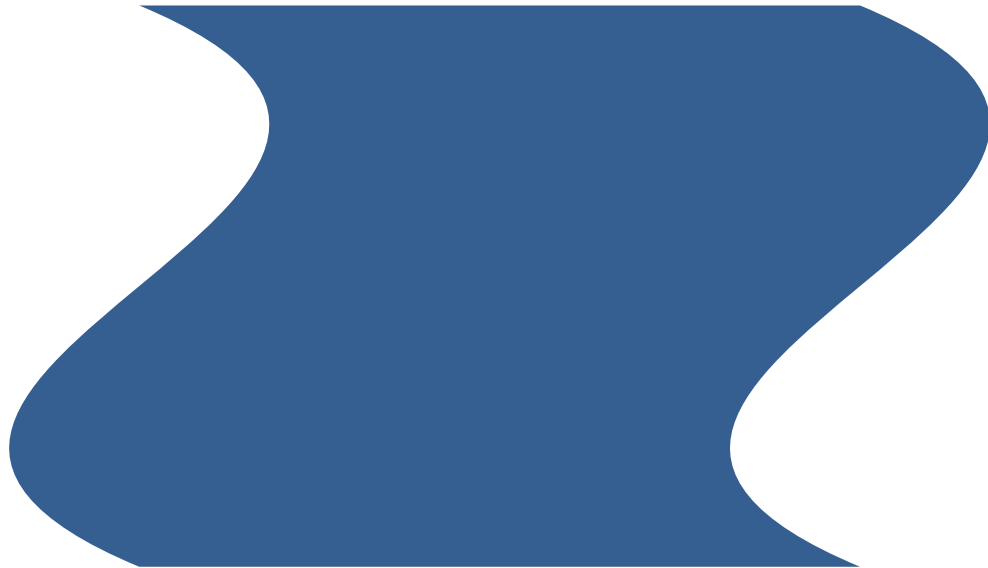
2023 COMPANY HANDBOOK



TOUCHSTONE
RESIDENTIAL SERVICES



ADVANCED
HEALTH
RESOURCES



THIS HANDBOOK IS ONLY FOR COMPANY EMPLOYEES (INCLUDING DIRECT CARE STAFF).
IT IS NOT INTENDED FOR CONTRACT, OR AFL PROVIDERS.

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PURPOSE

EMPLOYEE HANDBOOK STATEMENT

This Company, hereinafter referred to as "the Organization" or "the Company" Employee Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all of the organization's employees as a condition of their employment at the Company. The Standards of Conduct describe the expected actions and behaviors of employees while conducting Company business.

This Organizational Employee Handbook **is not a contract of employment** nor is it intended to create contractual obligations for the Company of any kind.

The policies and procedures outlined in this handbook will be applied at the discretion of the Board. The Organization reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, the Company reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice.

The Company will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions documented in the handbook on the Company website.

No provision in this employee handbook and expected Standards of Conduct can be waived without written permission from the Company's CFO or CEO. Such a waiver, if granted, applies only to the employee for whom the waiver was granted at the time of the waiver.

We strive to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. The company's commitment to serving consumers and to providing quality services to our consumers is unwavering. These policies, procedures and working conditions provide a work environment in which both consumer interests and employee-interests are served.

We value the talents and abilities of our employees and seeks to foster an open, cooperative, and dynamic environment in which employees and the Company alike can thrive. The Company provides an Open Door Policy in which employees are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor.

We are an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. The Company provides for fair treatment of employees based on merit. The company complies with all applicable federal, state, and local labor laws.

Employment is on an "at will" basis, which means that either you the employee, or the Company, may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by the CFO and/or CEO of the Company can change the "at will" nature of the employment of any individual.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this employee handbook and employee Standards of Conduct.

Regards,

Company CFO and CEO

REVIEWING THE POLICY AND PROCEDURE MANUAL IN ADDITION TO THE HANDBOOK

Employees are encouraged to review specific topics of interest in more detail by using the policy & procedure manual. The Employee Handbook is only a quick overview “snapshot” of policies and procedures. The employee is responsible for reviewing the policy and procedure manual prior to making decisions based on only information found in this handbook.

REVISIONS: THE DATES OF ANY REVISIONS WILL BE NOTED AT THE END OF THE TOPIC SECTION.

MISSION STATEMENT

AHR Mission: To maximize individual achievement while promoting choices, opportunities, and full participation in all aspects of community life.

TRS Mission: To provide innovative quality services and supports that lead to growth and independence.

PHILOSOPHY

- ✓ Partnership with the individual and their entire treatment team
- ✓ Recognition of the unique needs of each individual
- ✓ Individualized delivery of services
- ✓ Person-centered outcomes
- ✓ Dedicated ongoing programs for staff development
- ✓ Clinical expertise & professionalism in the field

VISION STATEMENT

To be the behavioral healthcare provider of choice, achieve the highest standards of care, and to provide uncompromising dedication in partnership with our consumers.

EMPLOYMENT AT-WILL

All employees regardless of their classification or position are employed on an at-will basis. This means that each employee’s employment is terminable at the will of the employee or organization at any time, with or without cause and with or without notice. No officer, agent, representative, or employee has the authority to enter into an agreement with any employee or applicant for employment on other than an at-will basis. Furthermore, nothing contained in our policies, procedures, handbooks, manuals, job descriptions, application for employment, or any other document will in any way create an expressed or implied contract of employment or an employment relationship on other than an at-will basis.

EQUAL EMPLOYMENT OPPORTUNITY (EEOC)

It is our policy to provide equal employment opportunities to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, marital status or veteran status. It is our intent and desire that equal employment opportunities be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The Executive Director and all managerial personnel are committed to this policy and its enforcement.

Employees are directed to bring any violation of this policy to the immediate attention of their supervisor or the Human Resources Manager. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy will be subject to immediate disciplinary action, up to and including discharge. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

GENERAL POLICIES

CHAIN OF COMMAND

The chain of command is the line of authority and responsibility along which the employee should direct concerns or issues. If the employee has an issue with his/her immediate supervisor, he/she should go to the manager at the next level.

- 1st Contact: Immediate Supervisor, Manager, or Lead
- 2nd Contact: Regional Level Manager
- 3rd Contact: Human Resources Manager (If applicable) Updated 4/20/15
- 4th Contact: Executive Director (CEO)
- 5th Contact: Board of Directors Added 5/31/13

FAILURE TO FOLLOW THE CHAIN OF COMMAND WILL RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION. EMPLOYEES ARE ONLY ALLOWED TO SKIP LEVELS WHEN THAT LEVEL (PERSON) IS INVOLVED IN THE COMPLAINT.

OPEN-DOOR POLICY (also see chain of command)

In keeping with our philosophy of open communication, all employees have the right and are encouraged to speak freely with management about his/her job-related issues, recommendations, or concerns. If the employee feels the need for additional discussion after conferring with his/her supervisor, they may go to the next step in the chain of command.

BADGES

Badges must be worn (if required) for site visits. Employees must notify his/her supervisor if badges are necessary. Badges are only issued when required by the work site. Not all employees will require badges.

PERSONAL WORK SPACE

Employees are allowed to display personal items in his/her workspace but he/she should do so in an organized, tactful and professional manner. Employees may decorate this/her office workspace with personal possessions (such as pictures, plants, and the like) safety is paramount and should be considered when displaying personal items.

EMPLOYEES MAY DISPLAY A MAXIMUM OF SIX PERSONAL ITEMS IN THE WORKSPACE. ANY NON-WORK-RELATED ITEMS THAT THE EMPLOYEE BRINGS INTO THE OFFICE AND WILL TAKE WITH HIM/HER WHEN HE/SHE LEAVES THE ORGANIZATION IS CONSIDERED PERSONAL ITEMS AND COUNT TOWARD THE MAXIMUM OF SIX ITEMS.

SOLICITATION AND DISTRIBUTION

For the safety, convenience, and protection of all employees, the organization has adopted the following rule concerning solicitation and the distribution of materials:

The solicitation and distribution for profit of non-organizational materials on company property or at jobsites is prohibited at all times. This includes any solicitation activities for personal gain, but does not include non-profit fundraising (food banks, Red Cross, schools, Girl or Boy Scouts, etc.).

CAMPAIGNING

The Company is a governmental contract agency and therefore in no way supports any political party, nor will the company present or provide information concerning affiliation. The organization strictly prohibits the display of any political paraphernalia including: photographs, buttons, banners and/or any other items with a political theme or affiliation in the employee's workspace or anywhere on organizational premises. This also includes messages left on mobile phones during the time the company is paying to use the employee's phone.

CONTINUING EDUCATION LEAVE

While the organization is supportive of flexible work schedules as required by law (ex, Intermittent FMLA), time away from work for continuing education must not interfere with scheduled work time.

RECRUITING AND EMPLOYMENT

EMPLOYMENT REQUIREMENTS

The organization will create a personnel file containing information specific to current employees.

- If all necessary information is not submitted when due, the employee will not be eligible to begin work.
- If an employee's credentials have expired, that employee **cannot** return to work until all personnel requirements have been met.

ANNUAL PERSONNEL REQUIREMENTS (DOES NOT APPLY TO ALL POSITIONS)

One or all of the following trainings or certifications may need to be updated per company policy on an annual basis or upon expiration. Contact the branch manager or hr department for clarification specifically for your position.

Drivers' License	Med Admin
Auto Insurance	Mission
CPR	NCI
First Aid	TB Test

Pink Slip

The pink slip is used as a notification tool to inform all staff of what (if any) trainings or required documentation is missing from their personnel file, or that needs to be updated to remain in compliance with the company's and other governing body requirements.

Administrative and management staff is notified at the beginning of each month of those staff whose trainings or documents will expire within the next 90-days. Once notified by corporate the designated person will notify staff of the status of their documentation or trainings each month up until expiration.

Expired Trainings and/or Documents: One staff receives a pink slip they are expected to immediately enroll in the next available training to bring any expired training (s) to date or meet with their supervisor to sign required documentation. Once employees are registered for the required training (s) and if the specific training is missed or is not up to date by the scheduled pay date the employee may be terminated immediately. *Added 5/31/13*

Required Documents (This list is not all inclusive)

If the items below have expired or will expire by the end of the day on the following scheduled payday after notification, the staff's check will be held until 4:45 pm on payday or until the documentation is brought to the requestor (whichever occurs first). *Added 5/31/13*

List A

- Drivers' License
- Vehicle Insurance (Declaration Page)
- All Trainings Needed (Page)

List B (AFL)

- Drivers' License
- Vehicle Insurance (Declaration Page)
- Vehicle Insurance (Declaration Page)
- Vehicle Registration
- No Restraint Policy
- Drug Free Policy
- All Trainings Needed

Pay Day: Once a staff has been notified, paychecks can be held until 4:45 on a scheduled pay day in order for staff to obtain those documents. If required trainings or documents cannot be obtained that day, the staff will be taken off of the case(s) immediately. *Added 5/31/13*

End of Assignment(s)

If documentation is not brought up to date on payday the staff will be taken off of any case(s) assigned to them until the required information is secured and forwarded to the appropriate party. *Added 5/31/13*

Branch Managers, Leads or Staffing Coordinators are notified prior to training/certification expirations. *Updated 8/15/12*

EMPLOYMENT APPLICATIONS

The organization relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, may result in termination of employment.

OFFICIAL COLLEGE TRANSCRIPTS

Official college transcripts are required for specific professional positions including positions requiring a degree as a minimum qualification. If required, original transcripts must be sent from the college or institution directly to the Human Resources Department at the corporate office. The transcript must be sealed when it arrives or it will not be accepted. Updated 8/15/12

PROBATIONARY PERIOD (SEE ALSO – EMPLOYMENT AT-WILL)

All employees are subject to a 90-day probationary period. The designation of the 90-day probationary period in no way represents a contract or an obligation on the part of the organization to retain the employee until the end of the period specified. Either the employee or the organization may end the employment relationship at will - at any time, during or after the probationary period, with or without cause or advance notice.

The probationary period is intended to give new employees the opportunity to demonstrate his/her ability to achieve a satisfactory level of performance and for him/her to determine whether the new position meets his/her expectations. The organization uses this period to evaluate employee capabilities, work habits, and overall performance in consideration of permanent employment.

THE 90-DAY PROBATIONARY PERIOD STARTS OVER EACH TIME AN EMPLOYEE MOVES TO A NEW POSITION. THIS APPLIES TO LATERAL MOVES, PROMOTIONS, OR DEMOTIONS.

UPDATING PERSONNEL RECORDS

Personnel files are required to be accurate and remain up to date at all times. It is the employee's responsibility to provide current information regarding his/her address, telephone number, change in dependents, marital status, emergency contact information, etc. Changes in exemptions for tax purposes will only be made upon receipt of completed State or Federal Tax Forms by the payroll department.

- Employees updating Personnel file must come to the branch office to complete and sign a PNF form to be submitted to Corporate. Added 5/31/13
- Personnel File/ Trainings: Trainings Certificates are available for purchase for employees who wish to obtain a copy of trainings for future employment with another agency or personal reasons. Please see your Staffing Coordinator or Admin. Assistant. for complete details and cost of Purchasing Training Certificates. Added 5/31/13

PERSONNEL FILES AND TRAININGS

Employee personnel files and trainings are the property of the organization and are located at the corporate office. Since files are not centrally located copies of personnel files will **not** be released to the employee once received by corporate unless a subpoena is received, the files are requested for an audit, or if a previous employee wants to re-employ with the organization.

JOB DESCRIPTIONS

All positions will be documented through a Job Description created under the supervision of Human Resources which describes the essential functions and job-related qualifications. Information from job descriptions will be utilized in job classifications, job evaluations, recruitment, selection, wage, salary administration, training & development, and performance evaluations.

The organization requires each employee to sign and keep a copy of his/her current job description. Job Descriptions are reviewed annually and employees are required to re-sign the revised version of his/her job description.

ALL EMPLOYEES MUST SIGN A COPY OF HIS/HER JOB DESCRIPTION. NO WITNESS SIGNATURES WILL BE ACCEPTED ON JOB DESCRIPTIONS. FAILURE AND/OR REFUSAL TO SIGN A JOB DESCRIPTION BY THE EMPLOYEE WILL BE CONSIDERED A VOLUNTARY RESIGNATION.

NEPOTISM (HIRING RELATIVES)

The Company prohibits nepotism and considers it a major conflict of interest in the work place. Relatives under this policy include the following relationships: the employee's spouse or ex-spouse, domestic partner, child, domestic partner's children, mother, father, brother, sister, step-family, aunt, uncle, mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, grandparents and grandchildren of the employee spouse or member of the employee's household, other than roommates.

- This does not apply to services that have been designated to use family members as a part of treatment for the individual.

INTERNAL JOB POSTINGS

Internal salaried positions are to be posted in each branch location before or at the same time that ads are placed externally. Current employees will receive priority in being interviewed within the first three (3) days of the opening. On the fourth day external interviews will be scheduled.

Every effort is made to fill vacancies with qualified staff from within the organization before looking outside the organization. Updated 8/15/12

***At the Board's discretion specific positions will be recruited externally only.**

REHIRE ELIGIBILITY

All former employees who are rehired are required to complete the new hire process. Former employees who are rehired and return to work within ninety days of his/her termination date may not be required to go through all required trainings. This will be determined by the supervisor/manager using the NH flowchart).

All rehires will be considered new employees in regards to company benefits. PTO or sick time lost cannot be returned.

Rehire eligibility- all former employees are required to complete the new hire process with the exception of rehire within a 90 day period. **Added 5/31/13**

PROMOTION/TRANSFER/DEMOTION/RECLASSIFICATION

PROMOTION: The movement of a staff member from a position in one job class to a position in another job class of increased responsibility or complexity of duties.

TRANSFER: The permanent lateral movement of a staff member from one position to another position in the same or another job class.

DEMOTION: The permanent movement of a staff member from one position in one job class to a position in another job class of decreased responsibility or complexity of duties.

Note: Promotions and transfers to other positions will not always guarantee a change in salary. **Updated 8/15/12**

RECLASSIFICATION: The permanent movement of a position's title and/or salary assignment. Reclassification may result in a promotion, transfer, or demotion of an employee.

1. The organization may initiate transfers, promotions or demotions at any time in response to the needs of the organization and the needs of staff members.
2. Demotions of staff members to positions involving less responsibility, skill or compensation must be fully documented and reviewed with Human Resources prior to the job change.

STAFF WHO RECEIVE A TRANSFER, PROMOTION OR DEMOTION WILL AUTOMATICALLY ENTER INTO A NEW 90-DAY PROBATIONARY PERIOD IN THEIR NEW POSITION. WHETHER VOLUNTARY OR INVOLUNTARY.

UPDATED: 8/15/12

PAY AND WAGE RECORDKEEPING

RECORDING HOURS WORKED

All hourly and non-exempt employees (including Case Managers) are required to complete a time sheet. The employee is responsible for correctly recording time worked and timesheets must be completed on a daily basis - **not prior to time worked**.

Only the employee or his/her supervisor is authorized to record or report an employee's time to payroll. Completed time sheets are due to Corporate per the issued payroll schedule. Failure to turn time sheets in by this deadline may delay paychecks and/or result in disciplinary action up to and including termination.

FALSIFICATION OF TIMESHEETS OR ANY OTHER DOCUMENTS IS UNACCEPTABLE AND WILL RESULT IN IMMEDIATE TERMINATION.

PAY PERIODS AND PAYDAY

ADMINISTRATIVE (SALARIED EXEMPT AND NON-EXEMPT) STAFF: The organization normally issues paychecks on the last business day of the month for all salaried-exempt and salaried non-exempt employees. Pay periods start on the first day of the month and end on the last day of the month.

DIRECT CARE OR HOURLY STAFF: The organization normally issues paychecks on the 15th of each month for the previous month's work.

NOTE: THE ORGANIZATION HOLDS EMPLOYEES RESPONSIBLE FOR REVIEWING THE PUBLISHED PAYROLL SCHEDULE FOR EXACT DESIGNATED PAY DATES IF THE NORMAL PAY DATE FALLS ON THE WEEKEND.

BUSINESS TRAVEL EXPENSES

Employees may occasionally incur expenses on behalf of the organization. If this happens the organization will reimburse employees for typical, reasonable business expenses, such as mileage for driving to required or approved trainings and approved job-related supplies or materials.

All business travel expenses must be pre-approved using the appropriate request form. If business travel is not pre-approved any expenses incurred during said travel will **not be reimbursed**.

In order to qualify for mileage reimbursement the employee's automobile insurance premiums must be current and up-to-date. *Added 4.2.14*

ALL EXPENSE REPORTS MUST BE ACCOMPANIED BY ORIGINAL RECEIPTS AND SUBMITTED BY THE PUBLISHED DUE DATE(S) IN ORDER TO BE REIMBURSED.

MEAL RATES

If an employee is sent to training or other work related event on the behalf of the organization the following are the maximum meal rates that will be reimbursed:

MEAL RATES

- *Breakfast \$5.00 (overnight stay required)
- Lunch \$8.00
- Dinner \$15.00

The rates above represent the total possible reimbursement per meal for the employee with appropriate receipts. If a meal does not cost the maximum rate, the employee will only be reimbursed for the actual cost of the meal as listed on the receipt.

Reimbursement for meals excludes tips and/or alcohol.

*If the employee attends a training at which a meal is included as part of the training cost, **no meal reimbursement** will be made. Any hotel stay must be pre-approved by the organization.

Revised 1/1/11

DELAY IN PAY

Every reasonable effort will be made to pay employees in a timely manner. However, if a situation beyond our control arises that interferes with the completion of the payroll process (i.e. weather, power outages, etc.); employees will be notified as soon as possible of the expected delay.

The organization cannot be held responsible for situations beyond our control. Therefore, employees are expected to make any necessary arrangements regarding automatic withdrawals from their respective accounts based on the stated payroll schedule.

PAY CORRECTIONS

The organization takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck. In the event that there is an error in pay the employee should promptly bring the discrepancy to the attention of his/her immediate supervisor. Depending on the circumstance of the discrepancy, corrections will be made no later than the next payroll unless notified otherwise by the business office.

REISSUE – LOST OR STOLEN PAYCHECKS

Employees who have lost or paychecks stolen may request a new check. Employees will be responsible for paying the fee the bank charges the organization to place a Stop Payment on a check. Lost or stolen checks may take up to five (5) business days to reissue.

PAYCHECK LOST IN THE MAIL

If a paycheck is lost in the mail the organization will reissue the check at **no charge** to the employee, thereafter, the employee will be responsible for picking up all future checks from his/her branch. Lost checks will be reissued one week from the check date. Updated 5/31/13

PAYCHECK PICK-UP

Employees are allowed to designate others to pick up his/her paycheck. The employee will be given an opportunity to designate those parties during new-hire orientation.

Exclusion Note: if you have been asked to come to your branch, your check will not be distributed until you arrive. Updated 5/31/13

FINAL PAYCHECK

After an employee's termination, the final paycheck is mailed to the last address on file for the employee. If the final paycheck is not received by the employee he/she should contact the corporate office.

TERMINATED EMPLOYEES ARE NOT ALLOWED TO COME TO THE CORPORATE OFFICE OR THE BRANCH LOCATION UNLESS APPROVED BY THE BUSINESS OFFICE MANAGER.
--

HOURLY AND SALARIED NON-EXEMPT EMPLOYEES

Occasionally it may be necessary for an employee to work beyond his or her normal work hours. Overtime is allowed for hourly and salaried non-exempt employees **only** when work is scheduled and **approved**. Written approval must be given by the manager or supervisor before an employee can work overtime.

UNDER NO CIRCUMSTANCES IS AN EMPLOYEE ALLOWED TO WORK OVERTIME WITHOUT THE PRIOR APPROVAL OF THEIR MANAGER OR SUPERVISOR. DOING SO COULD RESULT IN IMMEDIATE TERMINATION.
UPDATED: 8/15/12.

OVERTIME RATE

Hourly and Salaried Non-Exempt employees will receive overtime pay at a rate of one-and-one-half times their regular hourly rate for all hours worked in excess of 40 in the scheduled workweek.

GARNISHMENT OF WAGES

The organization may withhold or divert any portion of an employee's paycheck as required by federal or state law. These deductions could include ex: child or spousal support orders and/or unpaid state or federal taxes.

If a garnishment is received for an employee the employee will receive a copy of the garnishment from the corporate business office.

AUTO MILEAGE

Employees will use their own vehicles for travel. If pre-approved the employee will be reimbursed for mileage at the set rate. The number of miles driven must be indicated on a mileage sheet. All miles driven to and from a work destination must be logged in addition to the reason for the trip. Exact odometer reading must be indicated on the travel log.

In order to qualify for mileage reimbursement the employee's automobile insurance premiums must be current and up-to-date. **Added 4.2.14**

MILES LOGGED MUST BE ACCURATE AND JUSTIFIED WITH OTHER DOCUMENTATION (EX. SUPERVISION NOTES). ANY FINDING OF FRAUDULENT ACTIVITY WILL RESULT IN IMMEDIATE TERMINATION.

Normal Commute Mileage (NCM): Mileage to and from work is never compensated unless special provisions have been made due to location or other special circumstances. Special circumstances must be approved by the CEO/CFO.

If Driving:

- **From Home to a work-related destination:** Deduct the **NCM** from the total mileage.
- **From the work related destination returning back home:** Deduct the **NCM** from the total mileage.

- **If leaving a work related destination returning to your normal work location:** Do not deduct **NCM**.

If after normal business hours the employee is called out on true business, the total mileage to and from the location will be reimbursed.

Travel Reimbursement: All travel expenses are reimbursed on or around the 15th of the month **for the previous month.** [Revised: 8/15/12](#)

NOTE: THE ORGANIZATION HOLDS EMPLOYEES RESPONSIBLE FOR REVIEWING THE PUBLISHED PAYROLL SCHEDULE FOR EXACT DESIGNATED PAY DATES IF THE NORMAL PAY DATE FALLS ON THE WEEKEND.

REST BREAKS

The organization allows scheduled rest breaks in addition to meal breaks during the workday. Rest breaks are paid and will last no more than 15 minutes twice a day.

MEAL BREAKS

- **Salaried Exempt Staff:** 30 minutes.
- **Salaried Non-Exempt Staff** must take 30 minute meal breaks unless approved by his/her supervisor. Non-exempt staff **cannot** work during their scheduled meal breaks. This includes ex: answering the phone, stocking supplies, waiting to sign for company mail, or going to the post office. If an employee works during his/her designated meal break this time must be included on his/her timesheet for hours worked for the day. The employee's supervisor will be held responsible if the additional time worked results in overtime.
- **Direct Care:** When working with a consumer breaks **are not** provided.
- **Group Home Direct Care Staff:** Take meal breaks with residents. These meal breaks must be documented on the staff's timesheet.

PERSONAL LOANS AND SALARY ADVANCES

The Company does not grant personal loans or pay advances to any employee.

BONUS AND PAY RAISES

- Pay increases and/or bonuses (when given), will be based on job performance, attendance, merit, business conditions and other factors and will be granted on an individual basis.
- At times discretionary bonuses may be given.

POSITION CATEGORIES

POSITION CLASSIFICATIONS

For the sole purpose of administering FLSA (overtime laws) and the allowance of certain employee benefits, employees are classified as:

REGULAR FULL-TIME EMPLOYEES - An employee who has satisfactorily completed the probationary period and is scheduled to work an average of forty (40) hours per week on a regular and continuous basis. If other than (40) hours, specific hours will be stated in the employee's offer letter.

PART-TIME EMPLOYEES - An employee who has satisfactorily completed the probationary period and is scheduled to work less than thirty (30) hours per week. Part-Time employees are **not** eligible for organization benefits. Includes regular part-time staff. Updated 3/3/16

DIRECT CARE STAFF (temporary employees) - An employee whose services are anticipated to be of a limited duration falls into this classification. Temporary employees are not eligible for participation in those employee benefit programs made available for regular Full-Time Salaried Exempt and Salaried Non-Exempt employees.

FLSA STATUS CLASSIFICATION REVISED: 8/15/12

EXEMPT EMPLOYEES - There is no limit on the time that can be worked by an exempt employee. Exempt employees are paid a salary to meet deadlines and ensure designated work is done. Exempt employees are expected to work during core business hours in addition to any other hours necessary to complete assignments fulfilling his/her job duties.

Positions designated as Exempt are **not** eligible for overtime.

EXEMPT EMPLOYEES ARE EXPECTED TO WORK ALL HOURS REQUIRED TO ACCOMPLISH THEIR DUTIES EVEN IF IT EXCEEDS THEIR NORMAL WORKWEEK. NO OVERTIME PREMIUM PAY WILL BE PAID TO EXEMPT EMPLOYEES.

NON-EXEMPT AND HOURLY EMPLOYEES - All employees who are not identified as exempt employees are considered non-exempt or hourly employees. Any hours worked over 40 within the same work week are considered over-time hours.

NON-EXEMPT AND HOURLY EMPLOYEES ARE ELIGIBLE FOR PAYMENT OF OVERTIME PREMIUM PAY BASED ON FEDERAL LAW REQUIREMENTS. ALL OVERTIME MUST BE APPROVED PRIOR TO WORKING AND MUST BE PROPERLY DOCUMENTED ON THE EMPLOYEE'S TIMESHEETS.

HOURS OF WORK AND OVERTIME

COMPANY HOURS

The organization's regularly scheduled office workdays and business hours which are considered "core hours" are **Monday through Friday from 8:30 a.m. to 5:00 p.m.** The Branch and Regional level manager have the authority to approve hours varying from the stated core business hours for designated employees. Specific employee designations must be based on a formula or measurable process.

All facilities must remain open during core business hours.

OVERTIME APPROVAL

Employees must work the hours assigned to him/her by his/her supervisor. Under no circumstances is any hourly or non-exempt employee allowed to work more than 40 hours per week without prior permission. Any employee working more than 40 hours per week resulting in overtime will be subject to disciplinary actions including termination.

STANDARDS OF CONDUCT AND PERFORMANCE

CODE OF ETHICAL CONDUCT

In order to avoid any appearance of a conflict of interest employees are expected to abide by a code of ethical conduct.

- Any action that jeopardizes the company's licensure, contract being in jeopardy, and payback to Medicaid or the State will result in immediate termination.
- All proprietary information delivered to an outside agency must be pre-approved by the Executive Director or Board.
- Employees should not solicit anything of value or personal gain from any person or organization with which the organization has a current or potential business relationship.
- Employees should not accept any item of value from any party in exchange for or in connection with a business transaction between the organization and the other party.
- Employees may accept items of incidental value from consumers or others as long as the gift is not given in response to solicitation on the part of the employee and as long as it implies no exchange for business purposes.

If faced with and unsure of how to handle a situation that may have the potential to violate this code of ethical conduct, employees should immediately notify their supervisor or other designated management official.

*Violations of this code may lead to disciplinary action up to and including termination.

RULES OF CONDUCT

The organization expects each employee to present him or herself in a professional manner while at work or on official organizational business. Below are some examples of company expectations in addition to behaviors which will not be tolerated. Failure to observe these rules and guidelines will result in disciplinary action up to and including termination.

- All organizational regulations will be observed.
- Violence, fighting, horseplay, and other inappropriate conduct is prohibited.
- Neglect of duty and insubordination will not be tolerated.
- Gambling of any kind on organization premises or during work hours is unacceptable.
- All employees are expected to submit accurate and truthful information on all organizational records, reports or documents.
- All duties will be performed in a professional and considerate manner.
- Employees must comply with safety regulations and procedures.
- Employees must maintain a respectful demeanor in the workplace and while on official work business.
- Employees must refrain from using foul language in the workplace and outside the workplace while on official business. This applies to personal phone conversations which can be heard by staff or visitors while on duty.

Confidentiality / HIPPA violation added 2.9.16

If working out in the community with a person served, you must abide by the HIPPA guidelines which includes the following:

- When transporting a person served, only staff and the individual receiving services are allowed in the vehicle.
- Without prior approval, you should never take the person served to your home.
- Do not run personal errands while out in the community with the person served. Violation of any of the above HIPPA guidelines can result in termination.

GUIDELINES FOR DRESS, PERSONAL APPEARANCE, AND HYGIENE WHILE ON DUTY

Employees will maintain a presentable appearance at all times while on duty and will wear clothing appropriate to his/her duties. Attention to good grooming and neatness is mandatory.

Leads and branch coordinators are responsible for determining what is appropriate.

- Fingernails must be clean and neatly trimmed at a length which prevents injury to persons and facilitates dexterity necessary to perform duties.
- Hairstyle should project a professional appearance and must not interfere with the safety of the consumer's care.
- Pants, skirts and dresses should be an appropriate length to maintain a professional appearance. Pay attention to the fit of clothing. Short, tight or revealing clothing is not allowed.

- Footwear must be appropriate to job performance that allows comfort and safety in all work areas. Please check with your manager for more specific information.
Updated 5-31-13
- Wearing apparel representing inappropriate images, symbols, messages which are sexually suggestive, advocating violence, substance use/abuse or/are culturally insensitive is not permitted.
- The organization strictly prohibits the wearing of any article of clothing that displays a political theme or affiliation, makes religious statements or displays offensive personalized paraphernalia while on official organizational business.
- Jewelry is permitted (for direct care staff) but is not recommended to be worn at work due to injuries which could occur. If damaged or broken, **the Company nor the consumer/guardian is responsible for replacement.**
- Body piercing which can be seen by others (with the exception of earrings) is not permitted.
- Employees assigned to programs that have specific dress codes must comply with the provisions therein.
- Discretion in wearing fragrances is to be used as some consumers and/or staff are allergic to fragrances. Too much can also be offensive to others.
- Employees should also be mindful of his/her body odor and breath when working with consumers.

APPEARANCE IN PUBLIC

To present a business-like professional image to our consumers and the public all employees are required to wear appropriate clothing on the job. By necessity, the dress standards for working with consumers may be somewhat different than for offices and corporate.

- **DIRECT CARE AND ADMINISTRATIVE EMPLOYEES:** If an employee is sent home from work due to his/her attire the employee will **not** be paid for that time away from work.
- **CORPORATE AND BRANCH LOCATIONS:** Casual to business-style dress is appropriate. Employees should be neatly groomed and clothes should be clean and in good condition.
- **JOBSITES – DIRECT CARE:** Employees are expected to wear appropriate work clothes. Employees should be sensitive to the location and context of his/her work and should be ready to adjust his/her dress if the circumstances so warrant. Employees should wear clothing and jewelry in such a way as to remain safe and professional.
- If an employee is involved in a community based meeting he/she must wear business attire.

If an employee is unsure about his/her attire, he/she should not wear it prior to conferring with his/her supervisor.

HARASSMENT POLICY

The organization will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, handicap, disability, marital status, sexual orientation, pregnancy or veteran status. Moreover, suggestions made to employees that sexual favors will affect the term or condition of employment with the organization will not be tolerated.

It is organization's policy that any harassment including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline up to and including termination. The organization also will not tolerate any such harassment of our employees by our consumers, guardians, or vendors.

For purposes of this policy sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive.

The following are examples of conduct which depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting, or obscene comments or gestures;
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Employees must bring any violation of this policy to the immediate attention of their supervisor or the Human Resources Manager. The organization will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination will be subject to immediate disciplinary action, up to and including termination.

WHISTLEBLOWER PROTECTION

A whistleblower is an employee who reports an activity, which appears to be a serious violation of organizational policies, and federal, state, or local laws. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures. The appropriate organizational officials are charged with these responsibilities.

Examples of violations covered by whistleblower protection include:

- Illegal acts: theft, fraud, bribery, and kickbacks
- Misappropriation of resources such as funds, supplies or other assets
- Forgery or alteration of documents

- Fraudulent financial reporting
- Authorizing or receiving compensation for goods not received, services not performed, hours not worked, or falsely reported expenses

If an employee has knowledge or concern regarding an activity that appears to be a serious violation, the employee should report the activity by calling the appropriate comment line:

COMMENTS

ADVANCED HEALTH RESOURCES: COMMENTS@AHRNC.COM OR COMMENTS@TRS-NC.COM
 CORPORATE MAILING ADDRESS: 10940 RAVEN RIDGE ROAD, STE. 210, RALEIGH, NC 27614
 CALL
 COMMENTS LINE: 1-855-415-3277 **UPDATED 5-31-13**

PERSONAL PHONE CALLS

The organization expects the full attention of its employees during work hours. All efforts should be made to conduct personal business before or after the workday or during breaks. A pattern of excessive personal phone calls on a regular basis during a workday is not acceptable and may lead to disciplinary action. If personal phone calls are necessary, unless an emergency, the employee may be required to work longer hours to make up that time.

CELL PHONES

Personal cell phone calls should be kept to a minimum during working hours. Managers are responsible for setting guidelines for their department. Employees may be required to acknowledge receipt of those guidelines and must adhere to them or the disciplinary process will be enforced.

- **Monthly Fee:** The organization pays a monthly set amount to employees required to have mobile telephones to perform their job. The cell phone must be active at all times if an employee is receiving a monthly stipend. (Added 4.2.14) This expense must be reported monthly on an expense report in order to receive the monthly fee. If the expense report is not submitted by the stated deadline, payment will be forfeited for that month.

CELL PHONE OUTGOING VOICE MESSAGE

If employees are being paid a stipend by the company for the use of their cell phone for business purposes, it is required that a professional voice mail message be recorded on their cell phone for the service they provide, for example First Responders.

There should never be personal or religious messages (ex. Have a Blessed Day) left on the voicemail during the time the organization is paying the employee for the use of their cell phone.

COMPANY PHONE VOICE MESSAGE

Company voice messages like cell phones should have a professional message recorded on the voicemail. There should never be a personal or religious message (ex. Have a Blessed Day) left on the company voicemail. Office phone messages must include the employee's cell number for the service they provide, for example First Responders. (Added 4.2.14)

SMOKING/TOBACCO PRODUCTS AT THE WORKPLACE

Organizational policy is to provide a tobacco and smoke-free environment for employees, consumers, and the general public. Smoking of any kind is prohibited inside the offices and other worksites. Employees may smoke on scheduled breaks or during meal periods as long as they do so in the designated areas. Smoking **cannot** occur at or near the company entrance of any other company building.

NOTE: Smoking is **not permitted in vehicles** at any time when the consumer is present.

Employees who take excessive smoke breaks may be required to work longer hours to make up for time lost while smoking. Contact your supervisor for clarification on your branch guidelines.

DRUG-FREE WORKPLACE

Each employee is required to sign a Drug-Free Workplace Policy form upon hire. The organization does not tolerate the use of illegal drugs or the illegal use of legal drugs. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited. The use of illegal drugs, as well as the illegal use of legal drugs (i.e. prescriptions), is a threat to consumers, employees, and the organization, as it promotes problems with safety, consumer service, productivity, and the organizations ability to survive and prosper as a business.

If an employee needs to take a prescription drug which affects his/her ability to perform job duties, especially driving, the employee must notify his/her immediate supervisor to discuss the situation prior to performing job duties.

If it is found that an employee has been driving while taking medicine which prohibits driving, the employee will be terminated immediately.

REASONABLE SUSPICION (DRUGS AND ALCOHOL)

If supervisors/managers or other staff suspect an employee is under the influence of illegal or prescription drugs, or alcohol, staff are expected to notify a supervisor or person in authority immediately. The employee can and will be asked to take a drug or alcohol test. The employee will be driven to the testing site by a designated employee. If the employee refuses to take a test he/she will be terminated immediately.

The Human Resources Manager must be notified prior to sending any employee for testing due to reasonable suspicion.

SUSPICION THAT REQUIRES FURTHER INVESTIGATION BASED ON SOME FACTUAL FOUNDATION: THE PHYSICAL APPEARANCE AND BEHAVIOR OF AN EMPLOYEE SUGGESTS (ILLEGAL OR PRESCRIPTION) DRUG USE, POSSESSION OF DRUGS, OR IF THERE ARE OTHER INDICATIONS THAT THE ORGANIZATION'S SUBSTANCE-ABUSE POLICY MAY HAVE BEEN VIOLATED. SIGNS MAY ALSO INCLUDE ALCOHOL ON THE BREATH, UNUSUALLY SLURRED SPEECH, LAPSES IN PERFORMANCE, INABILITY TO RESPOND TO QUESTIONS AND PHYSICAL SYMPTOMS OF ALCOHOL OR DRUG INFLUENCE.

DRUG TESTING

The Company will conduct drug testing under one or another of the following circumstances:

- **Random Testing:** Employees may be selected at random for drug testing at any interval determined by the Company.
- **For Cause Testing:** The Executive Director or Human Resources Manager may ask an employee to submit to a drug test anytime an employee may reasonably be expected to be under the influence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- **Post-Accident Testing:** Any employee involved in an on-the-job accident or injury under circumstances which suggest possible use or influence of drugs or alcohol in the accident or injury event, may be asked to submit to a drug and/or alcohol test.

"Involved in an on-the-job accident or injury" means not only the employee that was injured, but also any employee who potentially contributed to the accident or injury event in any way.

A POSITIVE RESULT ON A DRUG OR ALCOHOL TEST WILL RESULT IN IMMEDIATE TERMINATION.

REPORTING NEW ARRESTS AND CITATIONS

Employees are required to notify his/her supervisor or branch coordinator of any arrests and/or convictions within **48 hours** of the date of the arrest or conviction. A determination of appropriate action will be made on a case-by case basis.

FAILURE TO NOTIFY THE SUPERVISOR OF NEGATIVE INFORMATION DISCOVERED ON A RANDOM BACKGROUND CHECK MAY LEAD TO DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.

SECONDARY/OUTSIDE EMPLOYMENT (ADMINISTRATIVE ONLY)

Due to liability and the company's code of ethics, the organization must be notified of any **Salaried** employee accepting additional outside employment.

The organization prohibits certain salaried employees from accepting outside employment with

a competing agency within the same field of work without prior approval from the employee's immediate supervisor, the Branch Coordinator, and the Executive Director.

Salaried employees should consult with his/her supervisor prior to accepting additional jobs whether in the same field of work or not – including part-time work. A Secondary Employment Notification form must be completed by the employee notifying his/her supervisor and will be maintained in the employee's file.

If as a result of secondary employment the employee is unable to work during his/her core hours, including overtime, or is unable to maintain an acceptable work performance level, permission to work at the outside job may be rescinded or the employee may be terminated.

STANDARD PROGRESSIVE DISCIPLINE

The purpose of the Progressive Discipline process is to provide a format for administering equitable and consistent discipline for unsatisfactory job performance or conduct.

DEPENDING ON THE SEVERITY OF THE ACTION(S) OR BEHAVIORS, THESE LEVELS DO NOT HAVE TO BE APPLIED IN THE ORDER SUGGESTED BELOW – THESE ARE GUIDELINES ONLY.

In each phase of the Progressive Discipline process (not necessarily consecutive) the employee will be asked to sign a Positive Corrective Action form or other document noting the disciplinary discussion.

Acknowledgement: The employee's signature does not acknowledge agreement with the write-up or what was discussed, only that the discussion did take place. The employee's signature means he/she was present for this meeting, understands what is expected of him/her in the future, and the repercussions of not meeting the stated requirements.

Witness: If the employee refuses to sign the document the supervisor will sign the document and request that a witness sign also. The witness should be briefed in front of the employee what was discussed including the employee's refusal to sign the document. The witness is there to witness the employee was given the information stated on the corrective action or other written document.

If an employee walks out of a disciplinary meeting prior to its completion this reflects insubordination and will result in immediate termination.

PROGRESSIVE DISCIPLINE - CORPORATE PROMPTED

Under warranted circumstances, Corporate level management (with approval from the Board) has the authority to formally discipline any employee up to and including termination for not following protocol or documented guidelines or policies.

- The direct supervisor or manager will always be given the opportunity to act first on a direct reports infraction(s) prior to corporate intervening. However if appropriate progressive disciplinary action is not taken by management, Corporate Management (with approval from the Board), will step in and perform the corrective action.

- If Corporate must step in to initiate and follow through with a disciplinary action or termination, the documentation will be placed in the employee's file in addition to the manager's file. This information will become part of the manager's file and will also be considered in the manager's overall evaluation or discretionary bonuses.

Depending on the severity or frequency of the disciplinary action(s), a verbal, written reprimand, suspension without pay, suspension, or discharge may be necessary. It is within the supervisor or at Corporate's sole discretion as to the appropriate disciplinary action level is to be taken. This means that one infraction if severe enough can result in immediate termination.

DISCIPLINARY LEVELS: THESE LEVELS ARE SUGGESTIONS ONLY. DEPENDING ON THE SITUATION OR INFRACTION THE LEVELS OF DISCIPLINE WILL NOT ALWAYS FOLLOW THE ORDER LISTED BELOW. ANY ACTION RESULTING IN SUSPENSION OR TERMINATION MUST FIRST BE REVIEWED BY THE HUMAN RESOURCES MANAGER.

PROGRESSIVE DISCIPLINE – SUGGESTED GUIDELINES TO BE USED BY SUPERVISORS AND MANAGERS

DEPENDING ON THE LEVEL OF THE INFRACTION OR POLICY VIOLATION THE PROGRESSIVE DISCIPLINE PROCESS DOES NOT HAVE TO OCCUR IN THE ORDER LISTED BELOW. MANAGEMENT WILL MAKE THE DECISION ON THE LEVEL. IF SUSPENSION OR FINAL WARNING THE EXECUTIVE DIRECTOR MUST BE INVOLVED. UPDATED 4/20/15

1-COACHING – Supervisor speaks with the employee about the behavior and assists with correcting the action(s).
(Not documented - Supervisor/Manager should note date and infraction).

2-VERBAL WARNING - Supervisor speaks with employee about behavior.
(Documented - *This action must be discussed with the Branch Manager prior to communication*).

3-WRITTEN WARNING – Supervisor and Branch Manager discuss the infraction with the employee and both must be present at the meeting.
(*Formally documented - *This action must be discussed with the corporate level manager and a copy must be forwarded to the Executive Director Updated 4/20/15*).

4-SUSPENSION – Exercised at the Branch Manager **and** corporate level manager's discretion and both must be present at the meeting.
(*Formally documented - (*Formally documented - *This action must be discussed with the corporate level manager and the Executive Director must be notified prior to suspension. The suspension document must be signed by the Branch Manager and a copy of the written documentation must be forwarded to the Executive Director Updated 4/20/15*).

5-FINAL WRITTEN WARNING – Supervisor **and** Branch Manager discuss the issue with the employee. The employee must be made aware (in writing) that this is the final warning.
(*Formally documented - *This action must be discussed with the corporate level manager prior to presenting to the employee and must be signed by the Branch Manager. A copy must be forwarded to the Executive Director Updated 4/20/15*).

Note: Depending upon severity a Final Warning may apply to any other infraction no matter what other policy violations occur after the Final Warning is presented to the employee. Even if the violation is not as egregious as previous violations.

6-TERMINATION - Exercised at the Branch Manager and corporate management level. The branch manager and supervisor/manager must be present at the meeting.

(*Formally documented - *This action must also be discussed with the Executive Director prior to discussing with the employee and a copy of the document along with the termination report must be forwarded to the Executive Director on the same day of termination. The Branch Manager must sign documentation*). This document must be signed by the Branch Manager) Updated 4/20/15.

Any action that jeopardizes the company's licensure puts the company contract in jeopardy, and/or results in payback to Medicaid or the State, will result in **immediate termination**.

***MANAGERS AND SUPERVISORS ARE EXPECTED TO FOLLOW INSTRUCTIONS AS STATED BESIDE THE ASTERISKS. NOT FOLLOWING THESE INSTRUCTIONS WILL LEAD TO DISCIPLINARY ACTION FOR THE SUPERVISOR OR MANAGER. ANY DISCIPLINARY INFORMATION WILL BE PLACED IN THE MANAGER'S PERSONNEL FILE.**

Added: 9/27/11

PROGRESSIVE DISCIPLINE – SUGGESTED GUIDELINES TO BE USED BY SUPERVISORS AND MANAGERS

DEPENDING ON THE INFRACTION OR SITUATION PROGRESSIVE DISCIPLINE DOES NOT HAVE TO OCCUR IN THE ORDER LISTED BELOW. MANAGEMENT WILL MAKE THE DECISION ON THE LEVEL OF DISCIPLINE DEPENDING ON THE SEVERITY OF IT OR FREQUENCY OF INFRACTIONS. UPDATED 8/15/12

1-COACHING – Supervisor speaks with the employee about the behavior and assists with correcting the action(s).

(Not documented - Supervisor/Manager should note date and infraction).

2-VERBAL WARNING - Supervisor speaks with employee about behavior.

(Documented - *This action must be discussed with the Executive Director*).

3-WRITTEN WARNING – Supervisor discusses and formally documents infraction(s).

(* Formally documented – *This action must be discussed with the Executive Director and a copy of the warning should be forwarded to the Human Resources Manager*).

4-SUSPENSION – Used at the supervisor/manager and Executive Director's discretion.

(*Formally documented - *This action must be discussed with the Human Resources Manager for approval prior to presenting to the employee*).

5-FINAL WRITTEN WARNING – Supervisor discusses the issue with the employee again and the discussion is documented. The employee must be made aware (in writing) that this is the final warning.

(*Formally documented - *This action must be discussed with the Human Resources Manager prior to presenting to the employee*).

6-TERMINATION - Termination will occur.

(*Formally documented - *This action must be discussed with the Human Resources Manager prior to presenting to the employee*).

Any action that jeopardizes the company's licensure puts the company contract in jeopardy, and/or results in payback to Medicaid or the State, will result in **immediate termination**.

***MANAGERS AND SUPERVISORS ARE EXPECTED TO FOLLOW INSTRUCTIONS AS STATED BESIDE THE ASTERISKS. NOT FOLLOWING THESE INSTRUCTIONS WILL LEAD TO DISCIPLINARY ACTION FOR THE SUPERVISOR OR MANAGER. ANY DISCIPLINARY INFORMATION WILL BE PLACED IN THE MANAGER'S PERSONNEL FILE. ADDED 9/27/11**

PERFORMANCE EVALUATIONS

Employee Performance Evaluations will be administered on an annual basis. For quality purposes performance evaluations may be performed by several members of the corporate management team. Having several managers involved in one person's performance evaluation allows for fairness as all managers having communication or business interactions with the employee has input in the final outcome of the evaluation.

A PERFORMANCE EVALUATION DOES NOT AUTOMATICALLY RESULT IN A PAY INCREASE. IN SOME INSTANCES AN EMPLOYEE'S PAY COULD BE DECREASED AS A RESULT OF THEM NOT MEETING THE REQUIRED DUTIES OF HIS/HER POSITION. THIS CAN ALSO RESULT IN A DEMOTION.

GRIEVANCES

GRIEVANCE PROCESS

If a situation occurs in which employees believe that a condition of employment or a decision affecting them is unjust or inequitable, he/she has the option of using the Grievance Process. Employees should contact the Supervisor/Manager for the appropriate reporting forms. **Updated 4/20/15**

➤ See Policy Manual or Contact the Executive Director for a copy of the full Grievance Policy. **Added 5/3/13**

THE EMPLOYEE MAY DISCONTINUE THIS PROCEDURE AT ANY STEP IN THIS PROCESS

GRIEVANCE PROCEDURE (CONTINUED)

**A grievable issue is considered to be a work-related problem or condition of employment which an employee believes to be unfair, inequitable, or a hindrance to his/her effective job performance.*

Step 1: The employee should present the issue to his/her immediate supervisor in writing. If the complaint is with the immediate supervisor, the employee should skip that person and follow the chain of command.

Step 2: The supervisor (or next level) should forward a copy of the original grievance letter and all documentation received from the employee and/or witnesses to the Executive Director. **Updated 4/7/14**

Step 3: Unless the parties have previously resolved the issue(s), the direct supervisor or manager and Executive Director will submit his/her written findings and written recommendation(s) and in some cases to the Board of Directors within (3) business days. **Revised 4/7/14**

Step 4: The Executive Director will issue a written decision that will be final within (3) business days and will conclude the grievance process. Revised 4/7/14

Step 5: Before notifying the employee of the final decision, the Executive Director will confer with the Board and a final decision will be given to the employee in writing. The Board's decision is **final**. Updated 4/7/14

* *A grievable issue is considered to be a work-related problem or condition of employment which an employee believes to be unfair, inequitable, or a hindrance to his/her effective job performance.*

RETALIATION AGAINST THE EMPLOYEE BY STAFF OR MANAGEMENT FOR FILING A GRIEVANCE IS STRICTLY PROHIBITED.

[ELECTRONIC MAIL AND ON-LINE SERVICE](#)

[INTERNET USAGE](#)

Certain jobs require access to the Internet and the use of software in addition to the Microsoft Office suite products. Only people appropriately authorized may use the Internet or access additional software for organizational purposes.

Personal Computer Usage

The Company recognizes that employees need to occasionally access information via the internet (ex. weather reports, school closures, traffic, etc.), however this policy is in no way intended to permit the usage of the Internet for accessing online shopping sites or social networking sites including: Face Book, Twitter, My Space, etc., unless approved by the supervisor during certain timeframes.

Occasional Internet usage when permissible by the supervisor must be with the understanding that abuse of this privilege will lead to revocation of Internet access/privileges and possible disciplinary action, up to and including termination.

Under no circumstances may the organization's computers or other electronic equipment be used to obtain, view, or reach pornographic or otherwise immoral or unethical Internet sites. Viewing pornography, or sending pornographic jokes or stories via email, could be considered sexual harassment and will be addressed accordingly.

Personal Emails

Any emails that could be construed as offensive are strictly prohibited. Emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth will not be tolerated. Doing so will lead to disciplinary action up to and including termination.

[COMPANY ACCESS TO EMPLOYEE EMAIL AND OTHER COMPUTER ACCOUNTS](#)

Employees should keep in mind that the organization owns any communication sent via organizational email or that is stored on organization's equipment. Management and other

authorized staff have the right to access any material in emails or on computers at any time. Employees should not consider his/her electronic communication, storage, or access to be private if it is created or stored at work or on company computers.

PROPRIETARY INFORMATION AND ACCESS

CONFIDENTIAL INFORMATION

Organizational confidential information must not be shared outside the company without authorization at any time.

The organization considers its information to be confidential and proprietary. As a result employees must carefully protect and not disclose information belonging to the organization or its consumers. Protected information includes but is not limited to:

- computer software
- customer lists
- consumer's personal information
- fee and salary information
- contracts
- financial and marketing data
- and any other proprietary information, whether communicated orally or in writing, computerized or other tangible form, concerning the organization and/or its consumers.
- electronic documents and files
- proprietary research and designs
- placement information
- training programs
- reports

CONFIDENTIAL INFORMATION (In the employee's workspace)

During the workday employees should not leave any information lying about or unguarded and should turn confidential or sensitive information facedown at their workspace. Employees should be mindful of any potential HIPAA violations such as improper storage and transportation of consumer records to ensure that any materials containing confidential or proprietary information is filed and stored behind two locked doors before the end of business each day.

PROPRIETARY INFORMATION

All proprietary information delivered to an outside agency by an employee must be pre-approved by the Executive Director or the Board.

ORGANIZATIONAL PROPERTY

Employees are expected to take care of all equipment and supplies provided to him/her by the company. Employees are responsible for maintaining equipment and materials in proper working condition and for promptly reporting any unsafe or improper functioning to his/her supervisor.

The organization has invested significant resources to provide appropriate equipment and materials for employees to use. Any neglect, theft, and/or destruction of organizational equipment and/or materials are grounds for disciplinary action.

Company property is not to be used for personal usage or to be exploited in any way for the employee's gain.

INSPECTION OF PERSONAL AND ORGANIZATIONAL PROPERTY

Employees may use the property and equipment the organization provides in performing his/her job duties. Employees must remember however, that the property supplied by the organization remains the property of the organization.

The organization reserves the right to search any organizational property (e.g., personal computers, desks, or other storage areas) at any time. The Company reserves the right to inspect personal property (e.g., storage boxes, purses, briefcases) during the workday, or as employees leave their worksites.

Refusal to allow inspection may lead to disciplinary action up to and including termination.

USE OF THE ORGANIZATION'S LOGO AND NAME

The organization's logo and name should not be used unless written approval is received from the Board. This includes logos on T-shirts, websites, job advertisements, etc.

ORGANIZATIONAL POSTAGE AND SHIPPING

The usage of organizational paid postage and shipping (Fed-Ex/UPS) is for business purposes only. Using the company postage and shipping accounts for personal correspondence is **not** permitted.

If an employee is found to be using the organizational postage machine and/or shipping documents for personal correspondence, the employee will be subject to reimbursing the company in addition to disciplinary actions up to and including termination.

SAFETY

SAFETY AND SECURITY

The organization believes in maintaining safe and healthy working conditions for all employees. However to achieve our goal of providing a safe workplace, each employee must be safety conscious. We have established the above mentioned guidelines to provide safe and healthy working conditions. We expect each employee to follow these guidelines to act safely, and to report unsafe conditions immediately.

RULES OF SAFETY CONDUCT

The organization expects each employee to present him or herself in a professional manner while at work or on official organizational business. Below are some examples of company expectations in addition to behaviors which will not be tolerated. Failure to observe these rules and guidelines will result in disciplinary action up to and including termination.

- All organizational regulations will be observed.
- Violence, fighting, horseplay, and other inappropriate conduct is prohibited.
- Neglect of duty and insubordination will not be tolerated.

- Gambling of any kind on organization premises or during work hours is unacceptable.
- All employees are expected to submit accurate and truthful information on all organizational records, reports or documents.
- All duties will be performed in a professional and considerate manner.
- Employees must comply with safety regulations and procedures.
- Employees must maintain a respectful demeanor in the workplace and while on official work business.
- Employees must refrain from using foul language in the workplace and outside the workplace while on official business. This applies to personal phone conversations which can be heard by staff or visitors while on duty.

REPORTING UNSAFE CONDITIONS OR PRACTICES

Employees are expected to continually be on the lookout for unsafe working conditions or practices. If they observe an unsafe condition, when possible, they should warn others, and report that condition to their supervisor immediately. If employees have questions regarding the safety of their workplace and certain practices, they should ask their supervisor for clarification.

If an employee observes a coworker using an unsafe practice, employees are expected to bring this to the co-worker's attention or to the supervisor. Likewise, if a coworker brings an unsafe practice to the attention of employee, the employee should make any necessary adjustments.

MAINTAINING A SAFE WORKSITE

The organization expects employees to establish and maintain safe worksites. This includes but is not limited to the following applications:

- Following established safety rules.
- Attending all required safety trainings and meetings.
- Participating in Safety Week.
- Inspecting tools and equipment for defects before use.
- Inspecting, cleaning, and properly storing tools and equipment after use.
- Keeping walkways and steps clear of debris and salted during freezing weather.
- Adhering to safety trainings including, but not limited to, lifting and driving.
- Inspecting and ensuring regular maintenance of vehicles used for work.

USING SAFETY EQUIPMENT

Where needed, the organization provides its employees with appropriate safety equipment and devices. The employee is required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to properly use safety equipment may lead to disciplinary action up to and including termination.

If an employee requires safety equipment that has not been provided he/she should contact his/her supervisor before performing the job for which they need the safety equipment. If contacting the supervisor does not result in satisfaction the employee should contact the Human Resources Manager.

EMPLOYMENT RELATED ACCIDENT OR ILLNESS

VIOLENCE AND WEAPONS

The organization believes in maintaining a safe and healthy workplace in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in the business. Violence is not an effective solution to any problem. Employees are strictly prohibited from bringing weapons, including knives, pistols, rifles, stun guns, mace, etc., to the worksite or office. Neither threats of violence nor fighting will be tolerated.

Employees are expected to immediately report any violation of this policy to his/her supervisor. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to disciplinary action up to and including immediate termination and criminal charges.

Employees who have a problem that is creating stress or agitation (from a prudent person's point of view) are encouraged to discuss it with his/her supervisor.

HAZARDOUS MATERIALS

If an employee believes that he/she is dealing with hazardous material and lack the appropriate MSDS information and/or safety equipment, he/she should contact his/her immediate supervisor or the branch Safety Coordinator. If unable to get any resolution the employee should contact the Human Resources Manager immediately.

FIRST AID

IF AT ANY TIME THERE IS AN EMERGENCY, EMPLOYEES MUST CALL 911 FIRST.

All injuries must be reported to the Human Resources Manager within 24 hours of the injury or illness. The WC injury or Accident Report form (HR-00013) should be faxed to the Human Resources Department.

If not an emergency, the branch designated representative should direct the employee to the appropriate medical facility if non-emergency medical attention is necessary. Employees should take with him/her to the treatment center an Authorization Notification Form (PF-0083).

- **Drug Screen:** All employees receiving medical treatment must also receive a drug screen. All accidents and injuries must be reported to the supervisor or branch manager within **24 hours** of incident.
- Employees involved in **motor vehicle accidents** (injury or not) while working (at fault or not) must receive a drug screen within **24 hours** of the accident/injury. Failure to do so could result in disciplinary action up to and including termination.

Workers compensation forms should be completed for all accidents, illnesses, and/or injuries,

even if they are not recordable on the OSHA Log. When submitted to Human Resources, the report will be coded “Notice Only” in case the incident has to be revisited at a later date.

REPORTING AN INJURY

Employees are required to report any injury or illness that requires action beyond first aid immediately to his/her supervisor(s) or Branch Coordinator.

WORKERS' COMPENSATION

EMPLOYEES SHOULD CONTACT THEIR SUPERVISOR IMMEDIATELY UPON BEING INJURED OR BECOMING ILL WHILE ON THE JOB INCLUDING MOTOR VEHICLE ACCIDENTS.

Work-related injuries or illnesses are covered under Workers' Compensation (WC). To be considered work-related the injury or illness must arise from or occur during the course of employment. When authorized by a physician, medical expenses related to the treatment of a work-related injury or illness (including doctor, hospital, surgical, physical therapy, prescription medication, medical equipment, and any out-of-pocket medical expenses including mileage) may be covered. Coverage will be determined by the WC carrier.

Workers' Compensation may pay a portion of wages lost as a result of an injury or illness, provided that the absence from work is related to a work injury or illness and is authorized by a doctor.

Return to Work and Light Duty: The organization encourages light duty assignments as recommended by the WC carrier. As soon as possible, the organization along with the employee's attending physician and the WC Carrier will coordinate a return to work program specifically for the employee. The WC Carrier generally initiates the Return to Work Program; however, the employee should contact Human Resources if there are concerns or questions regarding returning to work.

Using PTOs: Employees out of work due to a workers' comp injury or illness are **not required** to use his/her accrued (PTO) while out of work on approved leave.

Holiday Pay: Employees out of work due to worker's comp injury or illness **will** receive holiday pay for scheduled holidays recognized by the organization as paid holidays.

SUGGESTIONS AND CONCERNS

Employees are encouraged to submit suggestions and concerns with ideas of possible solutions or implementation strategies. Included in the suggestion should be the employee's name (if a return response is requested). An employee may submit a suggestion or concern anonymously. The employee should keep a copy of the submission for his/her records.

Suggestions/comments will be recorded and answered by the Quality or Human Resources Department. Once recorded the suggestion(s) will be discussed with the “Board” and given to the appropriate department and/or committee for review.

If contact information is provided a response will be returned to the employee in writing within five (10) business days of receipt of the suggestion/concern.

COMMENTSEMAIL: COMMENTS@AHRNC.COM OR COMMENTS@TRS-NC.COM

CORPORATE MAILING ADDRESS: 10940 RAVEN RIDGE ROAD, STE 210, RALEIGH, NC 27614

CALL

COMMENTS LINE: 1-855-415-3277 OR 919-465-3277 (x245)

UPDATED 5/31/13

INCLEMENT WEATHER AND EMERGENCY CLOSINGS

At times inclement weather and emergencies such as fires or power failures may make it necessary to close an office or branch. If such an emergency occurs, only the Board can make the decision to close an office/branch.

Due to the locations, office closings will be determined on an individual basis. Supervisors are responsible for notifying all employees of office/branch closings. To receive information on delays and closings employees are responsible for following proper protocol as determined by his/her supervisor/manger.

During weather conditions that do not warrant the closing of offices/branches, all staff are responsible for reporting to work as soon as it is safe to do so. It is recognized that in some individual cases travel may be hazardous even though closing is not warranted. Everyone is advised to take all reasonable precautions in coming to work given his/her personal circumstances. Employees should use his/her best judgment when deciding whether or not to report to work.

Administrative (Salaried) Staff Only

- If the office is open and a staff member notifies their supervisor they are working from home, a full day of work is expected of the staff member. (Please request an applicable document from your branch manager for submitting this information).
Added 5/31/13
- If the office is **not** officially closed and employees do not show for work, the absence will be considered Paid Time Off (PTO), and a PTO request form must be submitted upon returning to work.
- When the decision to close an office is made **after** the workday has begun employees will receive official notification from his/her supervisor. In this situation time off from scheduled work will be paid for administrative non-exempt and exempt staff only.
- When the decision to close is made **before** the workday begins, time off from scheduled work will only be paid for the **first day** the office is closed (per occurrence).
- Scheduled **PTO**: If an employee has already scheduled that specific day off using PTO time the employee must still use his/her pre-scheduled PTO.
- If an employee is on suspension from work, he/she will not be paid.

Direct Care and Hourly Staff Only

- Direct Care Staff must speak his/her supervisor prior to attempting to go to his/her assigned work site.
- Direct Care Staff and Hourly employees will **not** be paid for any time not worked.

PAID TIME OFF

(ADMINISTRATIVE STAFF ONLY)

FOR PURPOSES OF THIS POLICY THE TERMS VACATION PAY, PAID TIME OFF, AND (PTO) WILL BE USED INTERCHANGEABLY. VACATION PAY AND PAID TIME OFF (PTO) ARE ONE AND THE SAME.

Each employee eligible for Paid Time Off (PTO) is required to sign a Forfeiture Clause upon hire. If the forfeiture clause is not signed the employee will not be eligible to accrue paid time off.

Employees are eligible for PTO effective the 91st consecutive day of full-time employment. No Paid Time Off is accrued prior to the 91st day and cannot be used prior to accrual.

To earn vacation leave in a given month, employees must be working or on paid leave during one-half or more of the workdays in a monthly pay period.

PAID TIME OFF (PTO): is an accrued time-off policy for eligible employees to use for vacation and personal time.

- **PTO ACCRUAL:** Begins on the **91st** day of full-time employment.
- **PTO ROLLOVER:** Employees are allowed to roll over up to (40) hours of accrued PTO time to the next year.
- **TERMINATION: PTO PAYOUT:** Upon termination of employment for any reason (including layoff), unused accrued PTO is forfeited and will **not** be paid out.
- **RESIGNATION:** Once an employee submits a resignation he/she will not be allowed to use any accrued PTO or Sick Time; even if time was previously scheduled.
- **SCHEDULING PTO:** PTO requests should be submitted at least two weeks (**10 working days**) in advance.

EMPLOYEES ARE NOT ALLOWED TO TAKE MORE THAN FIVE BUSINESS DAYS OF PTO OFF AT ONE TIME UNLESS APPROVED BY THE EXECUTIVE DIRECTOR. APPROVAL FOR MORE THAN FIVE DAYS OFF AT ONE TIME SHOULD BE DISCUSSED WITH THE EXECUTIVE DIRECTOR PRIOR TO COMPLETING AND SUBMITTING A PTO FORM.

- **REQUESTING PTO LEAVE:** Employees must submit the designated PTO request form to his/her supervisor when requesting to use accrued time. No emails or phone messages will be accepted.

THE ORGANIZATION RESERVES THE RIGHT TO GRANT PAID TIME OFF (PTO) AT TIMES THAT ARE MOST SUITABLE FOR BUSINESS CONDITIONS AND TO LIMIT PTO DURING OUR BUSY SEASONS OR ON HOLIDAYS.

- **SUSPENSION**: During suspension employees cannot use PTO.
- **BORROWING / DONATING TIME**: The organization does **not** allow borrowing or donating PTO.

FLOATING HOLIDAY (ADMINISTRATIVE EMPLOYEES ONLY)

The organization grants each eligible administrative employee one floating holiday each calendar year. The floating holiday is available to be used by the employee after the 91st day of employment for any reason but **cannot be carried over to the next year**.

THE FLOATING HOLIDAY MUST BE SPECIFICALLY DESIGNATED "FLOATING HOLIDAY" TO BE CREDITED AS SUCH. THIS DAY CAN BE USED AT ANYTIME AND DOES NOT NEED TO BE USED ON A LEGAL STATE OR FEDERAL HOLIDAY.

HOLIDAYS (ADMINISTRATIVE EMPLOYEE'S ONLY)

ELIGIBLE FULL-TIME SALARIED EXEMPT AND NON-EXEMPT EMPLOYEES WILL BE PAID FOR ORGANIZATIONAL RECOGNIZED HOLIDAYS EVEN IF THE PAID HOLIDAY FALLS WITHIN AN EMPLOYEE'S SCHEDULED APPROVED (PTO) PERIOD. (SEE FMLA POLICY - Family Leave (FMLA) -Policy Number: HR-230) UPDATED 5/31/13

CALL OUT: IF EMPLOYEES CALL OUT OF WORK (*UNEXCUSED) THE WORK DAY BEFORE OR THE WORK DAY AFTER THE HOLIDAY, NO PORTION OF THE RECOGNIZED HOLIDAY WILL BE PAID UNLESS A NOTE IS RECEIVED FROM A PHYSICIAN PRIOR TO THE DAY BEFORE OR AFTER A HOLIDAY STATING THE EMPLOYEE SHOULD BE OUT OF WORK. UPDATED 5/31/13

SUSPENSION: IF AN EMPLOYEE IS SUSPENDED FROM WORK DURING A HOLIDAY THE EMPLOYEE WILL NOT BE PAID FOR THE HOLIDAY EVEN IF THEY HAVE ACCRUED PTO AVAILABLE.

***UNEXCUSED: NOTE WAS NOT RECEIVED FROM A PHYSICIAN TAKING THE EMPLOYEE OUT OF WORK ON THE DAY MISSED.**

BENEFITS

Benefits eligibility is dependent upon a variety of factors, including employee classification and number of hours worked. Some benefit programs require contributions from the employee in addition to the organization. If there are questions relating to payroll deductions of benefit premiums, the employee should his/her supervisor.

HEALTH AND DENTAL INSURANCE (ADMINISTRATIVE STAFF ONLY)

Salaried Exempt and Salaried Non-Exempt employees are eligible to participate in the health insurance and supplemental (if applicable) plan(s) offered by the organization **beginning the 91st consecutive day of full time employment.**

COBRA - CONTINUATION OF HEALTH COVERAGE (ADMINISTRATIVE STAFF ONLY)

Covered employees and his/her dependents who lose insurance coverage for any of the following reasons are eligible to continue medical and dental (if applicable) coverage through COBRA.

- Termination of employment
- Reduction in hours
- Divorce or legal separation plan.
- Death of the employee
- Eligibility for Medicare
- Loss of dependent child status under the plan.

COBRA information is automatically mailed to the employee within 5-7 business days after termination or reduction in hours. If loss of coverage is due to any reason other than termination of employment, the employee is responsible of notifying the Human Resources department.

ABSENCES

ATTENDANCE AND REPORTING TO WORK

Each employee is important to the overall success of our operation. Consequently, employees are expected to report to work on time at the scheduled start of the workday.

Reporting to work “on time” means employees are ready to actually start work at their scheduled start time. This means that the employee is not just arriving at work or participating in personal activities (such as eating or preparing breakfast or checking personal emails) at their scheduled start time.

The organization depends on its employees to be at work at the times and locations scheduled. Excessive absenteeism and/or tardiness will lead to disciplinary action up to and including termination.

The determination of excessive absenteeism will be made at the discretion of the Branch Director and Executive Director. If management has concerns, the issue will be addressed using the disciplinary process.

IF AN EMPLOYEE NEEDS TO BE ABSENT FROM WORK FOR EX: SICK LEAVE OR VACATION, HE/SHE SHOULD NOTIFY HIS/HER SUPERVISOR AS FAR IN ADVANCE AS POSSIBLE. A PTO FORM MUST BE COMPLETED FOR REQUESTED TIME OFF AND SUBMITTED TO THE SUPERVISOR IMMEDIATELY UPON RETURNING TO WORK.

UNLESS IN THE HOSPITAL THE EMPLOYEE IS EXPECTED TO CONTACT MANAGEMENT BY CALLING HIS/HER SUPERVISOR OR BRANCH COORDINATOR IF HE/SHE WILL BE LATE OR ABSENT. IF THE EMPLOYEE IS IN THE HOSPITAL IT IS ACCEPTABLE FOR SOMEONE ELSE TO CALL ON HIS/HER BEHALF.

Late: If the employee will be late to work, he/she must notify the supervisor that he/she will be late and give an approximate time of arrival even if the exact time is unknown. Employees must call until they speak with his/her immediate supervisor or Branch coordinator/Lead even if he/she has already left a voicemail.

Call-In Sick: If an employee calls in sick for three (3) consecutive days, the employee must provide documentation from his/her physician supporting an injury or illness.

No Call/No Show: Employees absent from work one (1) day without properly notifying his/her supervisor will result in an automatic write-up. Two (2) consecutive days will be considered a voluntary resignation. If a no call/no show is in addition to other disciplinary issues including a previous final warning, a no call/no show can result in a termination of employment.

Attendance/Performance Evaluations: The employee's attendance record is part of the employee's overall performance rating. Attendance will be included for evaluation purposes during the annual Performance Appraisal process.

AN EMPLOYEE'S ATTENDANCE MAY BE CONSIDERED WITH OTHER DISCIPLINARY INFRACTIONS TO DETERMINE FINAL DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.

MEDICAL APPOINTMENTS

Whenever possible, medical and dental appointments should be scheduled around assigned work hours. If an employee is unable to schedule an appointment during lunch or before or after his/her shift, he/she is required to notify the supervisor to make arrangements to make up this time or to use sick time.

SICK LEAVE

N.C.G.S. 95-25.13(2)

The North Carolina Department of Labor (NCDOL) takes the position that sick leave does not have to be paid at termination even if there is no written forfeiture clause unless the policy actually states otherwise or if there is a practice of such payments. Added 5/31/13

Note: Sick leave is **credited** to eligible employees and can be carried over each year up to a maximum of **15** days (effective June 1, 2012). Once an employee has credit of 15 sick days no more sick time will be credited until time is used. **Added 5/31/13**

- **15 days is the maximum that eligible staff can have credit for at any given time.**
Added 5/31/13
- **No** Sick leave can be donated to other employees. **Added 5/31/13**
- Company contribution of Sick Leave will begin on the 91st day of full-time employment.
Added 5/31/13

- Sick Leave cannot be taken before it is contributed and must be used before an employee notifies the company of his/her intentions to resign or is terminated by the company for any reason. **Added 5/31/13**
- Sick Leave will **NOT** be paid out. (Ex: Cannot request to be paid for Sick Leave instead of using it). **Added 5/31/13**
- Employees changing status from full-time to part-time will forfeit sick leave on the day their status changes and will no longer be eligible to use sick leave. All Sick Leave will be forfeited. **Added 5/31/13**
- Sick Leave cannot be used as Paid Time-Off (PTO) **Added 5/31/13**
- Paid Time Off will automatically be deducted if an eligible employee is out sick but does not have credited sick time available. **Added 5/31/13**
- **Bereavement Leave:** Sick Leave **CAN** be used for Bereavement of qualified family members. **Added 5/31/13**

<p>SICK LEAVE CANNOT BE USED UPON RESIGNATION AND IS FORFEITED UPON TERMINATION</p>
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- **SICK LEAVE ACCRUAL:** Is donated by the company per company policy. Employees are eligible to begin using sick leave on the **91st day** of full-time employment.
- **TAKING SICK LEAVE:** Sick Leave can be taken in one-hour increments.
- **REQUESTING SICK LEAVE:** If an employee needs to be out for planned sick time (ex: surgery), the employee should notify his/her supervisor as soon as possible. Employee's calling in sick must submit a Sick Leave (PTO) form as soon as they return.
- **BORROWING / DONATING TIME:** The organization does not allow borrowing or donating Sick Leave.
- **SICK LEAVE** is **credited** to eligible employees and can be carried over each year up to a maximum of **15 days** (effective June 1, 2012). Once an employee has credit of 15 sick days no more sick time will be credited until time is used. **Updated 12/22/15**
- **SUSPENSION:** During suspension employees cannot use PTO or sick leave.
- **TERMINATION - Sick Leave Payout:** Upon termination of employment for any reason (including layoff), unused sick leave is forfeited and will not be paid out.
- **RESIGNATION:** Once an employee submits a resignation he/she will not be allowed to use any Sick Time; even if time was previously scheduled.

LIFE-THREATENING ILLNESSES IN THE WORKPLACE

Employees with life-threatening illnesses such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits including work, to the extent allowed by their condition. The organization supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, the organization will attempt to make reasonable accommodations in accordance with all legal requirements to allow qualified employees with life-threatening illnesses to perform the essential functions of his/her jobs.

LEAVES OF ABSENCE (WITHOUT PAY)

FAMILY MEDICAL LEAVE

It is the policy of the Company to comply with the Family Medical Leave Act of 1993 (FMLA) and all applicable revisions. The FMLA provides job-protected leave with or without pay to eligible employees. **Added 5/31/13**

When on FML TRS **requires** an employee to use available annual sick leave and accrued Paid Time-Off (PTO) leave before taking FML without pay.

The Company is required to comply with the Federal Family Medical Leave Act (FMLA) of 1993. The Company reserves the right to designate FMLA leave as needed to any eligible employee and to require employees to use first all available paid time off as qualifying FMLA time toward the 12 week limit. The FMLA entitles eligible employees to take up to 12 weeks of paid or unpaid, job-protected leave in a 12-month period is based on a calendar year (January through December).

FMLA can be taken for:

- To care for an immediate family member (spouse, child, or parent) with a serious health condition.
- To take medical leave when the employee is unable to work because of his/her own serious health condition.

Eligible Employees:

To be eligible for FMLA, an employee must have worked for the Company for at least one year and have completed 1,250 hours over the 12 months prior to the commencement of the leave. The 12-month period during which an eligible employee may take up to 12 weeks of unpaid leave will be calculated using the calendar year.

Procedure:

- An eligible employee who wishes to take FMLA must provide his/her supervisor with 30 days advance notice when the leave is foreseeable. At the time of the request, the employee may complete a "Family Medical Leave Information/Request Form". Once FMLA is requested or designated by the Company, the employee will receive an information packet containing the full policy, forms, rights and duties of the FMLA for both the employee and the Company.
- In most cases, the eligible employee must submit medical certification to support a request for leave. Health and dental benefits (if applicable) will continue during the FML provided the employee makes his/her regular, monthly contributions to the plan. Failure to pay premiums may result in lapse of coverage. Contact the Human Resources department about continuing benefits while on leave.

- Employees returning from FMLA within the 12 week period will be restored to their original job, or to an equivalent job with equivalent pay and benefits.
- Employees returning from a medical FMLA will be required to present medical certification of fitness for duty. Failure to provide a medical certificate of fitness for duty may result in a denial of job reinstatement until medical certificate release is provided.
- FMLA may be taken in increments as small as one hour (Incremental FMLA).
- Employees may not earn additional paid time off while on FMLA.

The medical Certification of Health Care Provider serves as a "doctor note" to certify the reason and expected duration of the extended medical leave in writing. All requests for medical leaves must be accompanied by a doctor's statement verifying your total disability and your estimated date of return to work. Further, the Company requires written medical verification of your ability to resume work and a list of restrictions that would directly relate to your ability to perform your job.

[Service Member FMLA Leave](#)

In 2008 and 2009, the FMLA was amended and now entitles eligible employees to take leave for a covered family member's service in the Armed Forces.

[Leave Eligibility and Duration](#)

Eligible employees may take Service member leave for either (or both) of the following reasons:

- A "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces

[Leave Duration:](#) Up to 12 workweeks of leave during a calendar year (January through December).

- To care for a covered family member ("next of kin") who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank or rating.

[Leave Duration:](#) Up to 12 workweeks of leave during a calendar year. (Leave may not exceed 12 weeks in a calendar year when it is combined with other FMLA-qualifying leave) within that same year.

[Veterans:](#) The 2009 amendments extends military caregiver leave to close family members of veterans who were members of the Armed Forces (including the National Guard or Reserves) at any point in time within five years preceding the date on which the veteran undergoes medical treatment, recuperation, or therapy.

Important

Service member FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

Employee Rights and Responsibilities Under the FMLA

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job,

Military Family Leave Entitlements

"Qualifying Exigency" Leave for Families of Active Duty Members of the Armed Forces

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the Armed Forces may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Military Caregiver Leave for Veterans and for Aggravated Illnesses or Injuries

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member or veteran during a single 12-month period. A "covered service member" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces), and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating.

The entitlement to take military caregiver leave for the care of veterans extends only to family members of veterans when the veteran was a member of the Armed Forces at some point in the five years preceding the date on which the veteran undergoes the medical treatment or receives the therapy that necessitates the leave.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Pay Added 5/23/13

FMLA will always begin with paid time off until all available accrued paid time or donated sick leave is used. After exhausting all paid time, leave will continue (Unpaid) until the conclusion of the protected 12 week time limit. Following the conclusion of FMLA if additional time is needed the Director will decide whether non-FMLA leave can be approved.

Holiday Pay while on FMLA Revised 5/23/13

If the employee is substituting paid time off (PTO/Sick) for unpaid leave they would be eligible for holiday pay when the PTO/Sick is being substituted for unpaid leave. If the employee has exhausted all PTO and/or sick time and the leave is unpaid, the holiday would be **without pay**.

Holiday Pay Status would be determined based on the day prior to the holiday. Example: If the employee is using Sick or PTO before the holiday he/she will receive pay for the holiday. If the employee has exhausted all PTO and/or Sick leave the day before the holiday he/she will not be paid for the holiday.

If the employee is entitled to holiday pay while substituting paid leave for unpaid leave, the fact that the employee received pay for one or more days in the form of holiday pay would not extend the employee's

leave entitlement. For example, if the employee is paid holiday pay for one day, the employee does not then received 12 weeks and one day of FMLA leave. The entitlement is still 12 weeks.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than **3 consecutive calendar days** combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. Then 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or Circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

To review the entire FMLA law, go to <http://www.dol.gov/whd/fmla/>. Updated 5/31/13

For additional information see Company Policy for the entire policy. Added 5/31/13

DISABILITY ACCOMMODATIONS

The organization is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

The organization will attempt to make **reasonable accommodation** to disabled employees where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

PERIODIC RECERTIFICATION BY A PHYSICIAN IS REQUIRED FOR EXTENDED OR SPECIAL DISABILITY ALLOWANCES.

PREGNANCY-RELATED LEAVE

The organization will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the Pregnancy Leave Act (PDA) and all applicable federal and state laws.

PDA-Personal Leave: After FMLA expires, if additional time is requested using Personal Leave, conditions will be considered in the same manner as other requests for Personal Leave.

LEAVE OF ABSENCE – PERSONAL OR EXTENDED LEAVE

Personal Leave of absence is an organizational provided benefit, not a law. The Executive Director may, at his/her discretion, grant an employee a leave of absence without pay when sufficient personal reasons necessitate such a leave. Approval or denial will be based in part on current organizational business and the existing workforce in addition to the Board's decision.

The organization will require an employee to provide documentation supporting the need for a leave of absence when applying. The organization may also (if leave is due to medical reasons) require the employee to provide documentation establishing the employee's ability to return to work.

IF ON PERSONAL LOA FOR ONE FULL MONTH OR MORE, 100% OF THE HEALTH INSURANCE COST MUST BE PAID BY THE EMPLOYEE WHILE OUT. THE EMPLOYEE SHOULD CONTACT THE BUSINESS/PAYROLL DEPARTMENT FOR THE EXACT AMOUNT AND DUE DATE OF THE PREMIUM PAYMENT(S).

MILITARY: SEE POLICY & PROCEDURE MANUAL.

BEREAVEMENT LEAVE (EARNED SICK LEAVE CAN BE USED)**(SALARIED EMPLOYEES ONLY)**

The organization allows earned sick time to be used for bereavement leave upon the death of an immediate family member. For purposes of this policy, “immediate family” is defined as the employee’s spouse, the employee’s parents, the employee’s spouse’s parents, step parents, siblings, step siblings, children, step children, grandparents, step grandparents, grandchildren, or step grandchildren. Updated 5/31/13

Employees should direct all requests for Bereavement Leave to his/her immediate supervisor and furnish a copy of the newspaper obituary and/or funeral program to his/her supervisor upon returning from leave. This documentation must be sent with the PTO/Sick Leave form to corporate during the scheduled payroll.

While on Bereavement Leave the employee may use sick time for the hours the employee was scheduled to work. If all sick time has been exhausted employees will be allowed to use accrued PTOs for bereavement leave.

JURY DUTY LEAVE (ADMINISTRATIVE AND DIRECT CARE): UPDATED 6/01/11

* Always check the Policy and Procedure manual for more detailed information.

Administrative Staff: Will be granted time off with pay (**see policy for maximum number of days that will be paid**) to perform this civic duty. Employees must notify their supervisors as soon as they learn they have been summoned as a juror so that work arrangements can be made.

Direct Care Staff: Will be allowed to take non-paid leave for court duties.

In order for employees to be allowed paid time off for jury duty, he/she must provide his/her supervisor with the jury summons. The summons must be forwarded to the payroll department with timesheets.

JURY DUTY CHECKS MUST BE ENDORSED TO THE COMPANY IN ORDER FOR THE EMPLOYEE TO RECEIVE FULL PAY FOR THAT DAY. THE CHECK MUST ACCOMPANY THE JURY SUMMONS, PTO FORM, AND TIMESHEET.

- **Personal Court Cases:** Time off for personal court cases or to sit in as a witness will **not** be paid unless a subpoena is received. In this case, a PTO must be used.

MILITARY LEAVE

The organization will grant employees called into military training or active service an unpaid leave of absence and reemployment rights as provided by law.

RETURN TO WORK (RTW) NOTICE

A Return to work or Release to Work (RTW) notice is required from a physician for an employee to safely return to work if the employee has been out of work due to medical reasons for more than three (3) days. The RTW note must be furnished by the employee’s physician(s) stating the specific date the employee is released to return to work and at what level of tolerance the

employee is allowed to perform duties. (A copy of the employee's Job description can be forwarded to the physician if requested).

A RTW note must be submitted periodically until the employee is fully released to work. Without this documentation an employee cannot return to work and will be considered to have voluntarily resigned employment if the documentation is not received within 24 hours of being released by his/her physician.

RETURN/RELEASE TO WORK NOTICES APPLY TO EMPLOYEES RETURNING FROM WORKERS' COMPENSATION, FMLA, AND PERSONAL LEAVE (IF FOR MEDICAL PURPOSES).

TERMINATION

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of circumstances under which employment is terminated:

- **RESIGNATION** - Voluntary employment termination initiated by the employee.
- **DISCHARGE** - Involuntary employment termination initiated by the organization.
- **LAYOFF OR REDUCTION IN FORCE** - Involuntary employment termination initiated by the organization (usually based on revenue).
- **Restructuring or Reorganization** - Elimination or consolidation of a position (usually based on revenue or cost savings).
- **RETIREMENT** - Voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.
- **Quit**: An employee will be considered to have quit if he/she does **not** give notice, or gives notice which is not in accordance with the company's policies and procedures for the employee's position at the time the notice is given. (Ex: No Call/No Show).

Continuation of Health Benefits Upon Termination – see Cobra Information – page 38.

Added 5/31/13

RESIGNATION

Advance notice of resignation is requested of all positions. Two week's notice is requested of regular part-time and full time employees. Managers, supervisors (QP level) are asked to give four week's notice. A worked notice is required to be considered for re-hire unless management chooses to accept the notice before the last day worked given by the employee.

THE EXECUTIVE DIRECTOR AND THE BOARD RESERVES THE RIGHT TO DETERMINE IF A RESIGNATION NOTICE IS TO BE WORKED IN ITS ENTIRETY ONCE SUBMITTED.

The Executive Director may decrease the amount of notice worked based upon a number of factors including but not limited to: security of proprietary information, current state of the business or the employee's current standing with the organization.

If advance notice is given for an extended period of time and is asked to leave prior the last day given by the employee, the employee will only be paid for the time actually worked.

PAID TIME OFF WILL NOT BE PAID OUT UPON TERMINATION. (REFER TO PTO POLICY FOR PAID TIME OFF DURING THE RESIGNATION NOTICE PERIOD AND PTO PAYOUT UPON TERMINATION).

EXIT INTERVIEWS

Exit Interview forms will be requested from each employee once the Termination Report is completed and forwarded to the Human Resources Department. Employees can complete the form and email, fax, or mail to the Human Resources Department, or, they can request to schedule a telephone interview with the Executive Director and/or the Human Resources Manager. Once returned, completed Exit Interview forms remain in a confidential file in the Human Resources Department.

RETURN OF PROPERTY

Employees are responsible for returning all organizational property, materials, and written information issued to them or in their possession including, but not limited to:

- Client Lists or Documentation
- Keys
- Computers and other office equipment (laptop)
- Software
- Badges
- Equipment
- Documents

Employees must return all organizational property immediately upon request or prior to termination of employment. Upon return the property will be inspected for damages. If property is not returned or is returned damaged, legal action may be taken to retrieve the property.

SUMMARY

The statements contained in this Employee Handbook regarding organizational policies, benefits and relationships are in condensed form. While this Employee Handbook is not intended to state all conditions and principles of employment that will guide us in the performance of our duties, it does give general information and guidelines regarding certain policies and benefits which are in effect at this time.

2023 EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM

This employee handbook has been prepared for your information and understanding of the policies, philosophies, practices, and benefits of the organization. The handbook is available on line at www.ahrnc.net or www.trsn.net

You must sign the statement below and return it to the trainer. A copy of this acknowledgment appears at the back of the handbook for your records.

I, _____
(PRINT NAME)

****ANY REVISIONS OR UPDATES MADE TO THIS HANDBOOK THROUGHOUT THE YEAR WILL BE MADE ON OUR WEBSITE VERSION OF THE HANDBOOK. EMPLOYEES WILL NOT NECESSARILY BE NOTIFIED OF CHANGES OR UPDATES.***

- I understand that periodic updates will occur throughout the year and that I am responsible for keeping up to date on changes or reviewing the most recent topics prior to making decisions based on the handbook. (Acknowledgement forms are only signed in January during annual handbook revisions).
- I have received the email address and understand that I have rights to receive a hard copy upon request or view the copy maintained in the branch. I understand that the organization handbook outlines the goals, policies, benefits and expectations of the organization, as well as my responsibilities as an employee.
- I will familiarize myself with the contents of the handbook and by signing my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Employee Handbook.
- I understand that the handbook is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits and expectations of the organization.
- I understand that this Employee Handbook is not a contract of employment and should not be deemed as such.
- I understand that after Orientation/Training if I have additional questions or need clarification on any topic in the handbook, that I may contact my immediate supervisor or the Human Resources Department for additional information.
- I understand that for additional information on policies, I should notify my immediate supervisor or see the organization's policy and procedure manual located in each branch location.

(EMPLOYEE SIGNATURE)

DATE