



EMPLOYEE HANDBOOK OF BENEFITS AND POLICIES

This employee handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, please address specific questions to the Human Resources Department. Neither this handbook nor any other Directions for Living document confers a contractual right, either express or implied, to remain in Directions for Living employ. Nor does it guarantee any fixed terms and conditions of employment. Employment is not for any specific time and may be terminated at will, with or without cause and without prior notice by Directions for Living or you may resign at any time.

No supervisor or other representative of Directions for Living (except the President & CEO, in writing) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. Second, the procedures, practices, policies and benefits described herein may be modified or discontinued from time to time. We will try to inform all employees of changes as they occur. Finally, some of the subjects described in this handbook are covered in more detail in agency policies and procedures. You should refer to those documents for specific information when a policy is cited in this handbook.

Revised December 12, 2017

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Welcome from the President and CEO

Directions for Living is a not-for-profit community based behavioral health, substance abuse, and child welfare agency. As such we strive to provide culturally and linguistically competent services and supports. We share the principles and values inherent in the client-centered movement which began in the 1960's. Specifically, we believe that by nature all individuals are inherently good, and motivated by a drive to achieve one's fullest potential. Additionally, we embody the principles of performance improvement, which helps us to continually look for ways to provide better care, better outcomes, and reduce our costs.

Directions for Living strives to provide needed service *in the least restrictive environment* possible. We support that community-based care as an alternative to residential, out of home care, or hospital care is generally best for the individual being served. Our programming routinely reflects our attempts to offer care which is locally accessible and in the long run prevents out of home, out-of-community, or institutional care. At times our role involves initiating involuntary examinations when the safety of our client or our community is at stake, in accordance with law. Additionally, our role involves advocating for the separation of children from their families when safety of the child is at stake. These instances do not alter our intent to provide care in the least restrictive environment, strengthening individuals and preserving families.

Our programming strives to provide services that *strengthen, restore, and assist children, adults, and families with the safety, security, and support to lead happy, healthy and fulfilling lives*. Furthermore, the provision of diversion services which prevents a child from entering foster care or being placed in a residential facility is a natural expansion of our role in our community.

We believe each person or family which engages us to assist should be a full partner in the development of the plan of intervention. We believe the person being served is the expert in their lives and is the best person to inform the priorities of services. The individual being served will determine the goals of treatment and the services needed to achieve their goals.

Directions for Living's Mission is to be a welcoming and compassionate provider, advocate, and partner to children, adults, and families in need of integrated healthcare, social support, safety and hope for the future. Our Vision is Strong Families. Thriving children. Empowered Adults. Moreover, we value and respect the individuals that we serve and make 5 promises to each client, family member, and stakeholder. We promise to make every client our first priority, to listen to their story, to protect their privacy, to focus on their strengths and to restore their hope.

This handbook is designed to provide the guidelines we use to help all of us to work together in accomplishing our commitment of fulfilling these promises through You!

We want you to be proud to work for Directions for Living. You are Directions for Living's greatest resource. We encourage you to voice your ideas and suggestions on how to improve the quality and efficiency of our services and our work environment.

Warmly,

April Lott, LCSW
President & CEO

Receipt of Direction for Living Employee Handbook

I acknowledge receipt of the Directions for Living Employee Handbook (sometimes called a Personnel Policy Handbook, and hereby referred to as the "handbook"). I agree to carefully read the contents of the handbook and understand that the handbook describes certain Directions for Living policies and procedures and is a guideline to assist Directions for Living employees in understanding and following those policies and procedures. I understand that this handbook supersedes any handbooks previously distributed by Directions for Living. Directions for Living is an affirmative action/equal opportunity employer.

I further understand that this handbook is subject to change at the discretion of the agency and that the agency may deviate from, discontinue, modify or change policies or procedures as it deems necessary, except for the at-will status of employment. I accept responsibility for the understanding and keeping informed of the contents of the handbook and any changes. If I need clarification of the contents of the handbook, I understand that it is my responsibility to contact the Director of Human Resources.

I understand that nothing contained in the handbook, any policy, procedure or document issued by Directions for Living, or any statement of supervisors, either written or verbal, is intended to create or suggest a contract between Directions for Living and me for either employment or the provision of any benefit. I acknowledge that I am an at-will employee, which means that I may resign or the agency may terminate my employment at any time, with or without notice or cause. I further agree and understand that no one has any authority to enter into an agreement for employment for any specified period of time or to make any agreement contrary to this policy except in a written agreement expressly stating otherwise and signed by Directions for Living's President & CEO and me.

This Handbook is intended solely to describe the present policies and working conditions at Directions for Living. This Handbook does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, state, and/or local laws will take precedence over Directions for Living policies, where applicable.

I acknowledge that I have read, understand and will comply with the contents of the Directions for Living handbook. Furthermore, I acknowledge that I am employed "at-will" and that this Handbook is neither a contract of employment nor a legal document.

Printed Name

Signature

Date

This signed acknowledgement and receipt will be retained in your personnel file- Retain a second copy for your reference.

Welcome and Purpose

This Handbook is designed to acquaint you with Directions for Living and provide you with general information about working conditions, benefits, and policies affecting your employment.

The information contained in this Handbook applies to all employees of Directions for Living. Following the policies described in this Handbook is considered a condition of continuous employment. However, nothing in this Handbook alters an employee's "at-will" status. The contents of this Handbook shall not constitute nor be construed as a promise of my employment or as a contract between the agency and any of its employees. The Handbook is a summary of Directions for Living policies, which are presented here only as a matter of information. Nothing in this handbook binds Directions for Living to any specific procedures, policies, benefits, working conditions, privileges of employment, or definite period of employment.

No supervisor or member of the Executive Leadership Team, except for the President & CEO, has the authority to bind Directions for Living to any employment contract for specified period of time with any employee. A contract for employment between Directions for Living and any employee must be in writing and signed by the President & CEO.

Directions for Living, like more than ninety percent of the businesses throughout the United States, is UNION FREE. There is always a chance, however, that in the future a labor union organizer will try to persuade some of our employees to sign union authorization cards.

For this reason, it is important that you understand our position concerning unions. To say it simply and clearly, although you have the legal right to join a labor union, you also have the legal right NOT to join a union. We believe that remaining union free has definite advantages for you, our employees. For instance, along with labor unions come the possibility of many changes such as (a) restrictions of individual involvement; (b) your union membership and dues; (c) union discipline, fines, suspension and expulsion from membership; (d) union control over you through the union's constitution and bylaws; (e) union politics; (f) union strikes and strikes assessments; (g) resulting job replacements, sometimes temporary or permanent with loss of merit in favor of seniority only.

At Directions for Living, we value our employees. We have and will continue to work diligently to improve our working relationships. We are union free and have a merit shop workplace in which individual employees succeed based upon merit of their performance and contributions

You are responsible for reading, understanding, and complying with the provisions of this Handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

Equal Employment Opportunity and Affirmative Action Statement

Directions for Living assures each employee or applicant an equal opportunity for employment without regard to that person's race, color, gender, age, national origin, sexual orientation, transgender, pregnancy, religion, genetic information, disability, marital status, status with respect to public assistance, veteran status, political opinions or affiliations, or any other characteristic protected by law except when such requirement constitutes a bona fide occupational qualification necessary to perform the tasks associated with the position. Further it is our policy to provide equal employment opportunity to all individuals. We are committed to a diverse workforce. Directions for Living also reasonably accommodates individuals with disabilities and bona fide religious beliefs. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, and training, are administered without regard to any characteristic protected by state, federal or local law; and
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

The Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, 38 U.S.C. 4212, prohibits job discrimination and requires affirmative action to employ and advance in employment disabled veterans, recently separated veterans (within three years of discharge or release from active duty), other protected veterans (veterans who served during a war or in a campaign or expedition for which a campaign badge has been authorized), and Armed Forces service medal veterans (veteran who, while on active duty, participated in a U.S. military operation for which and Armed Forces service medal was awarded).

Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

We believe in and practice equal opportunity. The Director of Human Resources serves as our Equal Opportunity Officer and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity while assisting Directions for Living in meeting its objectives.

Directions for Living has adopted an Affirmative Action Plan and is committed to achieving the Plans' objectives. Directions for Living has appointed the Director of Human Resources as the agency's Equal Employment Opportunity (EEO)/Affirmative Action (AA) Officer. This individual is responsible for compliance with applicable regulations. If you have questions about the EEO or Affirmative Action policies, please contact the Director of Human Resources.

Any employee or applicant who believes he or she has been discriminated against may file a complaint with the Equal Employment Opportunity (EEO)/Affirmative Action (AA) Officer of Directions for Living (Director of Human Resources) within ten (10) workdays of the occurrence of the conduct unless unusual circumstances warrant extension of the time. Oral complaints shall be reduced to writing by the EEO/AA Officer with signature as to accuracy and completeness by the complainant. The complainant shall state the date, time and facts constituting the conduct or action.

The EEO/AA Officer shall confer with the complainant and the respondent within five (5) workdays from the complaint being filed to ascertain whether the matter can be resolved. The time frame may be expanded if unusual circumstances preclude resolution during this time period. The EEO/AA Officer will report the findings of the conference to the President & CEO.

If no resolution can be reached at the conference, the EEO/AA Officer shall report the matter to the President & CEO within five (5) workdays for a final decision. The report shall be in writing and contain recommendations. The President & CEO may ask questions of either party, direct further investigation, or make a final determination.

If the President & CEO's decision is not acceptable to the complainant, recourse may be sought by the complainant with the Florida Human Relations Commission; U.S. Equal Employment Opportunity Commission (EEOC), 1-800-669-4000 (toll-free) or 1-800-669-6820 (toll-free TTY number for individuals with hearing impairments); or any other appropriate body. Additional information about EEOC, including information about charge filing, is available at www.eeoc.gov.

Americans with Disabilities Act

It is the policy of Directions for Living to provide equal employment opportunities and accessibility to such opportunities for all individuals with disabilities in accordance with The Americans with Disabilities Act (ADA) of 1990. Directions for Living provides reasonable accommodations for qualified individuals, including any leave of absence that is medically

necessary, reasonable and likely to enable employees to perform the essential functions of their jobs without posing a direct threat of harm to themselves or others and without imposing an undue hardship on our operations.

Directions for Living will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment due to a person's physical or mental disability, or a person's diseases such as AIDS or AIDS related virus, Sickle Cell Trait, cancer, heart disease or other life threatening illnesses or diseases. Section 503 of the Rehabilitation Act of 1973, as amended, also protects qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship. Section 503 also requires that Federal contractors take affirmative action to employ and advance in employment qualified individuals with disabilities at all levels of employment, including the executive level.

Any employee with a disabling condition may request that a reasonable accommodation be made. Such requests must be made in writing and forwarded to the Section 504 Coordinator (Human Resources Director) for review with the appropriate Director or Officer. The Director or Officer and Section 504 Coordinator will review each request on a case-by-case basis. You may be asked to provide a doctor's certification of the disability as well as the need for an accommodation. All information that we obtain concerning your medical condition or history will be maintained in separate medical files and treated as confidential information that will only be disclosed as necessary and in accordance with law.

If an applicant for employment has a special need in order to participate in the interviewing process, and that need can be readily accommodated, the hiring supervisor shall make the appropriate arrangements. If an accommodation is not readily available, the supervisor will forward the request to the Section 504 Coordinator, who in turn will review it with the appropriate Director or Officer, and work towards providing the requested assistance.

Any employee or applicant who believes he or she has been denied equal employment opportunity may file a grievance in accordance with Policy and Procedure #9109, Accessibility and Auxiliary Aids. A specific grievance procedure is outlined in this policy.

Workplace Non-Harassment Policy

Directions for Living is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, Directions for Living expects that all relationships among staff will be business-like and free of bias, prejudice, and harassment.

It is the policy of Directions for Living to prohibit harassment of our employees. Any form of harassment relating to an employee's race, color, gender, age, national origin, sexual orientation, pregnancy, religion, handicap, disability, marital status, covered veteran status, status with respect to public assistance, political opinions or affiliations or any other characteristic that is prohibited by law is a violation of this policy. This policy applies to all Directions for Living employees, clients, customers, guests, vendors, and persons doing business with Directions for Living.

Harassment may be verbal or physical conduct that denigrates or shows hostility or aversion toward an individual and that:

- A. Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile or offensive work environment;
- B. submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or
- C. submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment

Harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. While it is not easy to define precisely what harassment on any of these basis is, it certainly includes, but is not limited to: slurs, epithets, threats, derogatory comments, unwelcome jokes and innuendo, verbal comments or displaying cartoons related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation, explicit or degrading verbal comments about another individual or his/her appearance, the display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer, the taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures, unwelcome sexual flirtation, advances or propositions, requests for sexual favors, offensive gestures, photographs, pictures and other offensive or abusive verbal or physical conduct, such as uninvited touching or sexually-related comments, off color language, leering, whistling, touching, pinching or brushing up against another's body or other behaviors which interfere with an individual's work performance or creates an intimidating, hostile or offensive work environment. Such conduct may result in disciplinary action up to and including termination of employment.

Directions for Living encourages reporting of all perceived incidents of harassment. Directions for Living will investigate such reports immediately and thoroughly. Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events. Directions for Living encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that such behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Directions for Living recognizes, however, that an individual may prefer to pursue the matter through informal or formal complaint procedures. An employee who is a victim

of such harassment, or learns of the harassment of another staff member or client, must immediately report such conduct to the supervisor/Director/Officer or the Director of Human Resources or designee. If the employee does not initially notify the Director of Human Resources, the supervisor/Director/Officer must promptly notify the Human Resources Department so that an investigation and resolution of the problem may be implemented. The employee who has reported any perceived incident of harassment should also report any additional incidents or retaliation that may occur as a result of a previous report to the Director of Human Resources so that such issues may also be investigated and addressed.

If an employee does not feel the matter can be discussed with the Supervisor, Director or Chief Officer or that individual is responsible for the behavior being reported, the Director of Human Resources or President & CEO should be immediately notified to discuss, investigate, and act upon the complaint, as appropriate. Violations of this policy will not be permitted and may result in disciplinary action up to and including discharge. In the event that the President & CEO is alleged to be engaging in harassing behavior, the reporting individual is encouraged to promptly bring the complaint to the attention of the Human Resources Director. The Human Resources Director shall directly communicate with the Chairman of the Board of Directors in writing so that an investigation and appropriate resolution may be implemented.

Directions for Living will endeavor to investigate all complaints as expeditiously and as professionally as possible. Where investigations confirm the allegations, appropriate corrective action will be taken. Responsive action may include, but is not limited to: training, referral to counseling and/or disciplinary action such as warning, reprimand, temporary suspension without pay, or termination as Directions for Living believes appropriate under the circumstances. Directions for Living will endeavor to maintain confidentiality to the extent possible throughout the process. No employee will be retaliated against, intimidated, threatened, coerced, or discriminated against for making a charge or claim, testifying, assisting or participating in any manner in an investigation, proceeding, or hearing or for opposing alleged practices prohibited by this policy. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including termination.

Harassment of our employees in connection with their work by non-employees also will not be tolerated. Directions for Living further prohibits any form of harassment of a client by an employee. Any employee who becomes aware of harassment of an employee by a non-employee or of a client by an employee should report such harassment to the supervisor, Director, Chief Officer or Human Resources Department immediately. Appropriate action will be taken to stop such harassment.

Directions for Living has developed this policy to ensure that all its employees can work in an environment free from harassment, discrimination and retaliation. Directions for Living will make every reasonable effort to ensure that all concerned are familiar with this policy

and aware that any complaint in violation of this policy will be investigated and resolved appropriately.

Employee Protection (Whistleblower) Non-Retaliation

Directions for Living will not retaliate against a person who files a complaint of discrimination, participates in an OFCCP proceeding, or otherwise opposes discrimination under the above Federal laws. Directions for Living provides employees with a process for filing a written complaint if there is a reasonable belief that some Directions for Living policy, practice, or activity is in violation of the law. Refer to Policy and Procedure #9140 Employee Protection (Whistleblower) Policy for additional information. Several other agency policies and procedures provide for complaint processes and also reference Directions for Living's non-retaliation practices.

I-9 Immigration Reform Policy

Directions for Living complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States and participates in the E-Verify program. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, Directions for Living must terminate his/her employment.

ORIENTATION

It is the policy of Directions for Living to conduct orientations for new employees to provide them with basic guidance and information about their rights, benefits, and responsibilities to become effective and productive in their job. All new employees will report to the Human Resources Department on their first day of employment to complete all necessary and required paperwork. Each new employee will be provided with a personalized email address and instructions on how to access the Employee Handbook electronically as well as all other agency policies and procedures. Policies and Procedures are stored on agency hard drive referred to as the P drive. During the 1st day of new employee orientation, the Human Resources Department will review the Employee Handbook and new employees will be provided with an opportunity to ask questions throughout the process to ensure a basic understanding of the employee policies and procedures. All staff are required to sign an acknowledgement that they have read, that they understand and that they will adhere to the policies and procedures in the employee handbook.

Beginning on the first day of employment and throughout the initial 90-day introductory period, the employee's immediate supervisor will ensure that the new employee receives orientation to the agency and to the department in which the employee will work. Additionally, the Human Resources Department will provide the new employee with all of

the requisite information needed to access Essential Learning, a computer based training library. All employees are required to complete training within the first 90-days of employment on the following topics: Drug Free Workplace, Emergency Preparedness/Safety Plans, Cultural Competence/Diversity Plan, Rights of Persons Served, Person Centered Services, Confidentiality/Privacy/Security of Protected Health Information, and Professional Conduct training.

All employees are required to complete annual training through in-service training, e-learning, external training, and continuing education units. Training requirements are based on current contracts, funding sources, Florida Statute, and the need to remain current with research supported practices. The Quality Management department is responsible for developing an annual training plan.

Name Tags

Beginning on the first day of employment all employees are required to wear their agency issued name tag. In an effort to assist new employees with feeling welcome new employees in their introductory period will be issued a name tag that clearly identifies them as new employees. This socialization strategy will encourage all existing staff to introduce themselves and offer assistance to new employees. Employees who have satisfactorily completed their introductory period will be issued a standard name tag.

Leadership

Directions for Living leadership team structure is designed to provide all employees with the supervision, guidance, and feedback to ensure success. In addition to your immediate supervisor, Directions for Living's **Executive Leadership Team** and **Senior Leadership Team** is here to assist you. The **Executive Leadership Team** is comprised of the President & CEO, the Chief Financial Officer, the Chief Medical Officer, and the Chief Operating Officer. Likewise, the **Senior Leadership Team** is comprised of the Directors.

COMPENSATION

General

The compensation for each position is established by Directions for Living's Position Classification and Pay Grade guideline. Policy and Procedure #9108 on Employee Compensation/Salary Administration defines the process for determining salaries and for formulating salary adjustments as appropriate. Employees are classified as Exempt or Non-Exempt in accordance with the Wage and Hour Guidelines of the U.S. Department of Labor. Under the Fair Labor Standards Act (FLSA) exempt employees are not entitled to the requirements of minimum wage or overtime compensation. There are three typical categories of exempt job duties called Executive, Professional, and Administrative.

Executive Exemption

Employees who are classified under the Executive Exemption must be managing a department or division of the agency, direct the work of two or more full time employees, and have the responsibility of hiring, promotion, advancement and termination of other employees. Exempt executive staff are paid an agreed upon salary to fulfill the responsibilities of management. Exempt executives are paid the full amount of their base salary which is determined by dividing the agreed upon salary by the number of pay periods per year. The base salary per pay period may be a combination of salary, holiday, and or paid time off (PTO). All PTO will be deducted in increments of eight (8) hours. Exempt executives are expected to work a minimum of eight (8) hours per day and a minimum of five days per week. Exempt executives are not paid overtime for hours worked over forty (40) hours per work week.

Professional Exemption

Employees who are classified under the Professional Exemption must perform work that requires an advanced degree and require advanced knowledge in a field of knowledge or science. Exempt professional staff are paid an agreed upon salary for a minimum productivity requirement. Exempt professionals are paid the full amount of their base salary which is determined by dividing the agreed upon salary by the number of pay periods per year. The base salary per pay period may be a combination of salary, holiday, and or paid time off (PTO). All PTO will be deducted in increments of eight (8) hours. Exempt professionals are expected to work a minimum of eight (8) hours per day and a minimum of five days per week. Exempt professionals are not paid overtime for hours worked over forty (40) hours per work week. Exempt professionals are required to meet the minimum productivity requirement and all associated work product regardless of the hours in excess of forty (40) hours per week it takes to complete the requirements of the position.

In rare cases, and only when it is in the best interest of the agency, the agency will employ exempt professional staff that is scheduled to work less than a forty (40) hour work week. Specifically, an exempt professional may be scheduled for more or less than eight hours (8) hours per day and or less than five days per week. However, in all such cases the exempt professional is required to meet the minimum productivity requirements and all associated work product of the position regardless of the number of hours it takes in a day to complete the requirements or the number of days in a week the exempt professional must work to fulfill the responsibilities of the position. Exempt professionals who are scheduled to work less than forty (40) hours per week, but are nevertheless classified as exempt will utilize PTO in increments of eight (8) hours.

Administrative Exemption

The employees' primary duty must be the performance of office work directly related to the management or business operations of the agency or clients inclusive of exercising discretion and independent judgment with respect to matters of significance. Exempt administrative staff are paid an agreed upon salary to fulfill the responsibilities of business operations. Exempt administrative staff are paid the full amount of their base salary which is determined by dividing the agreed upon salary by the number of pay weeks per year. The base salary per pay period may be a combination of salary, holiday, and or paid time off (PTO). All PTO will be deducted in increments of eight (8) hours. Exempt administrative staff are expected to work a minimum of eight (8) hours per day and a minimum of five days per week. Exempt administrative staff are not paid overtime for hours worked over forty (40) hours per work week.

Non-Exempt

Non-exempt employees are covered by the minimum wage and overtime provisions of the Wage and Hour guidelines. The President & CEO and the Executive Leadership Team may establish full-time, part-time, and variable hourly (for example, relief pool staff) within the agency contingent upon available funds.

Employment Classification

Introductory: These are newly hired employees who are "introduced" to the agency during their first ninety (90) days of employment. This introductory period is designed to provide Directions for Living with the opportunity to rate the employee's performance and to determine if the employee will be a "good match" with the agency. During the introductory period, supervisors generally conduct written performance evaluations and private conferences to determine whether the introductory employee will continue employment with the agency. However, during this introductory period, supervisors do not generally initiate progressive corrective/disciplinary action. If the employee's job performance is found to be unsatisfactory by the supervisor at any time during the first 90 days of employment, the employment will be terminated regardless of whether an introductory performance evaluation has been prepared. Supervisors may decide to extend the employees introductory period for a period of up to 3 additional months based on the employees performance and or the need for additional observation. Upon completion of this introductory period, the starting date will be the first day of employment with Directions for Living.

Regular Full-Time: These are employees who have successfully completed their introductory period and work the full, regular, and required schedule of the agency (40 hours per week). Full-time regular employees (exempt and non-exempt) are eligible for healthcare benefits after their initial 90 days of hire. Full-time exempt and non-exempt employees are eligible for benefits after they have successfully passed their introductory period, as evidenced by a written evaluation. These additional benefits include Paid Time

Off (PTO), paid holidays, and life insurance. Forty (40) hours per week is considered full-time for benefits purposes.

Part-time: Employees who have successfully completed their introductory period and work a regular schedule of twenty (20) to thirty-nine (39) hours per week are defined as part-time for purposes of determining benefits. Part-time employees are eligible for PTO (at half the accrual rate of full-time employees outlined in the chart on page 35), but are not eligible for other benefits. Paid holidays will be calculated for non-exempt staff as follows; those working over thirty hours will receive six hours of holiday pay and over thirty-five hours will earn seven hours of pay instead of eight. Part-time employees who have successfully completed their introductory period and work less than twenty (20) hours per week are not entitled to any benefits. A part-time employee may temporarily increase hours above twenty (20), not to exceed four months, but will not be eligible for medical/life insurance or holidays during the temporary assignment of additional hours.

Variable Hourly: A variable hourly employee works on a variable schedule. Variable hourly positions include, but are not limited to, relief pool positions. Employees in these positions are not eligible for Paid Time Off, holiday pay, medical, life insurance or any other agency benefits except as required by law. The relief pool staff may work up to 40 hours in any week but usually work as fill in for staff on leave or they are assigned to work on special projects of limited duration. Such employees have a work schedule which will vary from week to week and will include periods of time when they will not be scheduled to work. Variable hourly employees do have the benefit of identifying periods of time when they do not wish to work or be on call.

Volunteers & Interns

All volunteers and interns/externs shall be treated as employees for all purposes except remuneration. As such, they are expected to abide by all agency policies and procedures including, but not limited to, the employee handbook and confidentiality/security/privacy of protected healthcare information. Any volunteer and intern/extern who does not comply with Directions for Living guidelines or the educational institute's guidelines may be subject to corrective action and/or dismissal. Verification of the qualifications of volunteers, interns/externs is the responsibility of the Human Resources Department. Specific orientation procedures for volunteers and interns/externs are the responsibility of the Human Resources Department. Orientation will include information about insurance coverage and personal risks and liabilities. Although volunteers and interns/externs are not covered by health, life or worker's compensation insurance's, they are covered by the general liability insurance of the agency. When appropriate, certain risks, i.e., potential exposure to communicable diseases, will be communicated to the volunteer or intern/extern and to the affiliating academic program for interns/externs by the supervisor of the program.

Employment at Will

Directions for Living adheres to Florida's Employment-at-Will doctrine and provides that the agency and employee have the right to terminate the employer-employee relationship at any time for any cause whatsoever, except for those reasons prohibited by federal and state laws.

Work Week Hours

The normal work week for all full-time employees, excluding designated programs, is eight (8) hours per day five (5) days per week, Monday through Friday, consisting of forty (40) hours. The regular working hours for all staff will be established by the supervisor and approved by the Director or Chief Officer on an individual basis. Our service centers hours of operation are Monday – Thursday 8 am – 7 pm and on Friday 8 am – 5 pm. However, several of our departments/divisions have contractual obligations that require a 24-hour response time. For these reasons time of arrival, days of work, length of lunch period, and time of departure will be set by the supervisor in accordance with client and program needs and in compliance with the Wage and Hour laws. Regular full time staff (exempt and non-exempt) are expected to take time for lunch. Exempt staff are required to work the hours necessary to fulfill the minimum requirements of their position as outlined by the job description.

Lunch

All full time employees (exempt and non-exempt) are expected to take a lunch break. Non-exempt employees may not work during their lunch break. In the event a non-exempt employee is required to perform any work duties during a scheduled lunch break the employee must record the time as time worked. See Overtime policies and procedures below. Regardless of exempt or non-exempt status employees who are scheduled to work a minimum of an eight (8) hour day may not reduce or alter their schedule to essentially work eight (8) straight hours or work "through" lunch in order to leave "early". Exempt professional employees are required to fulfill a minimum productivity requirement and are scheduled to be available to provide client care during the agency's hours of operation. Directions for Living does not provide break times. Lunch breaks or meal breaks are provided to employees who are scheduled to work an eight (8) hour day. Lunch breaks are 30 minutes to 60 minutes in length and are uncompensated time. As such, a typical full time schedule will be 8 ½ - 9 hours with a 30 – 60 minute uncompensated lunch break in the middle of the day. Individual lunch breaks for exempt professionals and non-exempt staff will be determined by the supervisor.

Overtime

Non-exempt employees who work in excess of forty (40) hours within one work week are eligible for overtime pay. Overtime hours are paid at one and one-half times the current hourly rate. **Employees may only work overtime with the prior approval of the supervisor and appropriate Director or Officer.** Overtime hours must be carefully documented and will be paid on the normal payday. Overtime may occasionally be warranted by unusual circumstances and, in such cases, will be authorized. Granting overtime, however, is not the rule, but rather the exception to operating procedures. However, employees are expected to work overtime hours as business schedules dictate. Any paid time off for an absence due to illness or annual leave will not be included in the calculation of overtime hours. Exempt salaried employees are not eligible for overtime pay. Exempt salaried employees are paid for performing a job regardless of the amount of hours worked in any one day, one week, or payroll period. Exempt staff are required to work the hours to fulfill the minimum requirements of their position as outlined by the job description.

Paydays

Employees are paid on a bi-weekly basis with paydays every other Friday. If any payday falls on a holiday, paycheck distribution will be scheduled to meet administrative processing needs. Employees are paid through the Saturday of the week preceding the payday. Work weeks run from 12:01 A.M. Sunday through 12:00 Midnight of the following Saturday. With the exception of the very first paycheck for new employees, all paper paychecks will be mailed to the employee's address on record with Human Resources on payday Friday. Direct Deposit available to all employees. **Directions for Living does not offer salary advances regardless of an employee's emergency need for financial assistance.**

Time Card Regulations

Directions for Living requires that each non-exempt employee maintains an electronic time card of hours worked. This will keep a record of hours worked and ensure that paychecks are correct. All non-exempt hourly employees are required to accurately record their hours worked each day. **It is the responsibility of the non-exempt employee to record all hours worked even if this includes overtime hours worked without the knowledge or pre-approval of the supervisor.** Working non-approved overtime hours may result in progressive counseling/disciplinary action, however the non-exempt employee **will be paid for all hours worked including overtime as recorded.** By recording hours worked on the electronic time card, this indicates that the employee is acknowledging and agreeing that all actual hours worked for the work week have been recorded. By virtue of completing this time card, the employee is affirming that no additional time has been worked that is not shown on the electronic time card. By submitting the time card an employee verifies and approves that the hours as recorded are true and accurate. All exempt staff are required to maintain an electronic time card that acknowledges that work was performed in the

corresponding pay period. Employees are to contact the Human Resources office if they have a question or concern about work hours or compensation.

PERFORMANCE

General

The goal of a performance evaluation is to produce an accurate, objective, and fair picture of an employee's performance. A performance evaluation system has been established that focuses on the job-related aspects of an employee's performance including the achievement of minimum productivity and performance requirements for the purpose of identifying training and development needs, ensuring clear communication of performance standards including minimum productivity requirements, to recognize accomplishments, and to document deficiencies and develop a system to improve work performance as appropriate.

The Directions for Living Performance Evaluation Form shall be utilized. The rating categories are one (1) through three (3). A rating of one indicates that the employee's performance does not meet expectations; a rating of two indicates that the employee's performance is meeting expectations; and a rating of three indicates that the employee's performance exceeds expectations.

Each performance evaluation form – supervisor; clinical/direct service provider and support/administrative have four general categories. An average rating is determined for each category and an average overall performance rating is calculated as an average of the subcategory ratings. Crucial issues, e.g., quality of service, direct service hours provided, goals of service, goals accomplished, etc., will also be addressed in narrative form reflecting the employee's progress in achieving both agency and personal employment development goals. Any areas which are not meeting expectations shall be addressed in the narrative section of the performance evaluation specifying actions that will be taken to assist the employee to meet the required standards of performance. (i.e. training, development of a tracking system, etc.). The annual Performance Evaluation shall include: an assessment of job performance in relation to expectations; assessment of achievement of key performance objectives established in the last evaluation period and establishment of key performance objectives for the next evaluation period. Annual performance evaluations will be used to determine merit increases in base pay. Except in rare circumstances, increases in base pay will be determined based on the merit of the employee's performance in the preceding 12 month period. All increases in base compensation are contingent upon the funds being available to do so.

All Performance Evaluations shall be prepared by the employee's immediate supervisor. The supervisor will review it with the appropriate Director who in turn will review it with the

appropriate Chief Officer. The Chief Officer will review the evaluation and make any additional recommendations prior to discussion with the employee. Upon completion of any changes or additions, the supervisor will review the Performance Evaluation on a face-to-face basis with the employee. The employee may prepare an addendum, if so desired, to respond to or amplify the evaluation. The President & CEO will review all performance evaluations before recommendation to place the employee on conditional status or to terminate the employee due to performance deficiencies. Employees will receive a copy of the signed evaluation. The original shall be filed in the employee's personnel file.

Initial Review

All new employees are on a **ninety (90) calendar day introductory status from the date of hire**. The initial ninety days are considered a period of orientation in which the employee has the opportunity to assess the position's functions and responsibilities, agency rules and policies. At the same time, Directions for Living will determine whether the employee is grasping the functions and responsibilities of the job including the ability to meet minimum productivity and performance requirements. During this period, and at any time during the employee's term of employment, the employee-employer relationship may be terminated for any reason whatsoever, except as specifically prohibited by law.

An evaluation of the employee's performance is generally conducted during this initial introductory period to determine if the employee is eligible for continued employment with Directions for Living. Regular employee status is not conferred automatically upon completion of ninety (90) calendar days of employment. A written evaluation with a recommendation to retain the employee is required. Staff will receive an initial performance review as soon as practical but it may exceed the ninety (90) calendar day period due to agency requirements.

If the employee's performance does not meet expectations during this initial period, **the Supervisor, Director or Chief Officer with the approval of the President & CEO may terminate the employee at any time before the end of the ninety (90) calendar day introductory period regardless of whether an introductory performance evaluation has been completed.**

The introductory period may be extended up to an additional ninety (90) calendar days at the discretion of the Director or Chief Officer. If such an extension is granted, at the end of the additional time period (thirty (30), sixty (60), or ninety (90) days, the supervisor will complete a second evaluation (based on the employee's performance) and recommend either continued employment or termination.

The President & CEO shall make the final decision on granting regular employee status. All decisions to terminate employment will first be discussed with the Director of Human Resources with the final approval coming from the President & CEO.

Regular employee status is not conferred automatically upon completion of ninety (90) calendar days of employment. A written evaluation with a recommendation to retain the employee is required. New staff are not considered to be regular employees until satisfactory completion of the introductory period.

Transfer or Promotion

Employees who have been promoted or transferred will work closely with the supervisor to ensure achievement of a satisfactory level of performance in the new position. Such employees will experience a new introductory period, and will receive a ninety day performance evaluation with a recommendation to either: continue regular status in the new position; recommend a conditional performance improvement plan or to recommend termination of employment. Employees are not eligible for transfer or promotion during their initial introductory period. All employees must be in good standing within the agency to be considered for transfer or promotion. Employees who have failed to meet minimum productivity or performance requirements will not be eligible for a promotion or transfer. Any exception to this policy must be discussed with and approved by the President & CEO prior to any transfer or promotion.

Annual

Each employee's performance will generally be evaluated in writing, at least annually, coinciding with the employee's start date with the organization. The annual Performance Evaluation shall be reflective of the individual job description and performance objectives with a comparison between the last performance evaluation and the current. The evaluation will identify if the employee has met the required standards of performance and specify any training needs. Specifically, each employee's productivity performance will be evaluated against the minimum productivity or performance requirements outlined in the individual job description or program specific operations manual.

Performance Objectives

With each review, measurable performance objectives will be identified for the purpose of alignment with the agency Strategic Plan and the appropriate Program's specific goals and to fulfill the agency values (client promises). In conjunction with the annual performance review, all staff shall develop, with the assistance of the supervisor, a staff development plan. The plan will provide structure and direction for strengthening existing skills, learning new skills, and broadening one's abilities and interests by setting goals to be accomplished within the next review year. Examples include reading, in-service training, and education. The Staff Development Plan will be identified under the Goals section of the annual performance evaluation tool.

Special Evaluations

An additional performance evaluation may be completed at any time at the recommendation of the immediate supervisor and the approval of the Director, or Chief Officer. If an employee's performance is not meeting minimum productivity or performance expectations, an evaluation shall be prepared to appropriately advise the employee. If an employee is placed on conditional status, the immediate supervisor shall be responsible for assisting the employee to improve performance. The employee shall be reevaluated at the end of thirty (30) calendar days, (or sooner, if the circumstances warrant). At the end of the thirty (30) calendar day grace period, a determination shall be made:

If the employees' performance has improved to "meets expectations" the employee will be recommended for continued employment.

If the employees' performance has not improved to "meets expectations" the conditional status grace period may be extended to a maximum of ninety (90) calendar days from initial inception of the conditional status. Such extension may be made at the discretion of the Director, and Chief Officer. If an employee has been placed on a conditional status and improves to "meets expectations", and then is subsequently placed on conditional status within ninety (90) calendar days of the previous conditional status, the employee is subject to immediate termination.

There may be occasions when, in the best judgment of the Chief Officer, it may not be feasible, appropriate or good business judgment to place an employee on a conditional status due to the specific circumstances but may be necessary to implement immediate termination. The Chief Officer may determine that s/he no longer has the confidence that the employee can successfully and competently fulfill the requirements of the position. Placement of an employee on conditional status or utilizing the progressive disciplinary process may result in an exacerbation of the detrimental impact the employee is impinging upon the agency, program, clients, or staff. If the performance issues are of such a nature that it may cause or has already resulted in significant damage to the program, the agency or to the clients by continuing employment, the Chief Officer may determine that the recommendation of immediate termination is appropriate under the totality of the circumstances. In some limited cases, it may be possible for the employee to apply for and be selected for another opening within the agency provided that the performance issues previously identified will not impact on the new position and that the employee meets the qualifications for the new position. All recommendations to terminate an employee should first be discussed with the Director of Human Resources. All decisions to terminate an employee must be approved by the President & CEO.

Progressive Counseling/Disciplinary Action

The purpose of progressive counseling/disciplinary actions is to correct improper behavior, to ensure provision of quality treatment and service to clients, to maintain a safe and professional working environment, to maximize productivity, to ensure compliance with agency needs, rules, policies and procedures, and to ensure continuous quality improvement.

Violations of agency policies and procedures may require corrective action including, but not necessarily limited to, verbal reprimand, written warning, recommendation for suspension, or dismissal. It is the agency's intent to administer corrective action in a constructive and equitable manner, and to provide the employee with an opportunity to correct the behavior if feasible. However, Directions for Living reserves the right to exercise discretion in discipline. Prior warning is not a requirement for termination. If an employee is disciplined in writing, copies of the warnings are placed in the personnel file.

A progressive counseling/disciplinary process may be followed although circumstances may warrant more serious and immediate action, such as immediate termination or suspension as determined by the Chief Officer and Director of Human Resources. All decisions to terminate employment must be approved by the President & CEO. Any combination of minor or minor and major violations may be sufficient grounds for a final written warning, suspension, or termination.

Rules of Conduct

Definition: Agency rules, policies and procedures for the common good of all employees to maintain a consistent standard of action for all and Directions for Living regards them seriously. All employees are expected to follow the rules and standards faithfully in their own jobs and when conducting business on behalf of Directions for Living. Please be aware that any employee who deviates from these rules and standards will be subject to progressive counseling/disciplinary action up to and including immediate termination of employment. Improper conduct is usually distinguishable from sub-standard job performance, which is addressed through the employee performance evaluation. However, specific behavior may arguably fall into either or both categories. Supervisory staff may use the performance review and progressive corrective/disciplinary action simultaneously on occasion as warranted.

Major Conduct Rule Violations

These are serious offenses, generally willful or deliberate violations of such a nature that a first offense may warrant immediate dismissal in keeping with the best interests of the agency. These rules apply to any and all interactions with clients, fellow employees or anyone else associated with the workplace. Such major conduct rule violations include, but are not limited to:

- Theft, vandalism, inappropriate removal or possession of agency property.
- Working under the influence of alcohol or illegal drugs.
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace.
- Fighting or threatening violence in the workplace or engaging in disorderly conduct while acting on agency business.
- Providing false or misleading information to any Directions for Living representative or on any Directions for Living records including the employment application, benefit forms, timecards, expense reimbursement forms, etc.
- Boisterous horseplay or disruptive activity in the workplace.
- Serious violations of Health and Safety rules.
- Conduct or performance issues of a serious nature.
- Failure of a drug or alcohol test.
- Willful altering, damaging, or destroying agency property or records.
- Breach of confidentiality relating to Directions for Living, other employees, or client information.
- Serious or continuous pattern of discourtesy to clients, employees, stakeholders or the general public resulting in a loss of good will.
- Willful refusal to follow the directives from a supervisor, Director or Officer.
- Harassment of a client or employee of Directions for Living.
- Using or attempting to gain access to confidential client information without a legitimate professional reason.
- Client abuse.
- Failure to maintain clear and appropriate boundaries with clients.
- Failure to contact supervisor during absence for three (3) consecutive days unless previously approved or qualifies under applicable law.

- Unauthorized disclosure of confidential agency information to those outside the agency.
- Failure to document client care within twenty-four (24) hours.

Employees committing any of the Major Conduct Rule violations may be subject to suspension without pay or immediate dismissal, pending documentation, and approval by the Director, Chief Officer, and the Director of Human Resource. All decisions to terminate employment must be approved by the President & CEO.

Minor Conduct Rule Violations

These are violations of conduct rules which are unacceptable if repeated, but for which the employee usually may not be discharged on the first offense unless there is a combination of more than one violation. It is conduct which, through progressive counseling, may be corrected.

Minor conduct rule violations include but are not limited to:

- Excessive unscheduled absences
- Tardiness.
- Failure to notify supervisor of absence on a daily basis unless otherwise excused.
- Minor violations of the safety and security rules.
- Minor infractions in engaging in unprofessional and inappropriate behavior while conducting business.
- Inappropriate attire.
- Failure to complete mandated agency signature forms in a timely manner.

Progressive Counseling/Disciplinary Action Process

There may be a many as three (3) consecutive steps to progressive corrective/disciplinary action in the case of minor conduct rule violations. However, the following three steps are also progressively serious. Specific conduct may be judged to warrant any of these actions without a prior history of progressive corrective/disciplinary action. Progressive Corrective/Disciplinary Action Reports are to be completed as specifically and thoroughly as possible by all concerned. Any combinations of minor and major violations may be

sufficient grounds for a final written warning, suspension, or termination. It is not necessary for each individual minor or major violation to be processed through the entire progressive corrective disciplinary process when the combination of violations is such that in the best judgment of the Chief Officer and the Director of Human Resources it is determined that the employee's overall conduct is such that it causes disruption or damage to the program, agency, other staff, or the clients. All decisions to terminate an employee must be approved by the President & CEO.

In the event of conduct which is unacceptable, but not harmful enough to warrant immediate termination, employees are to be given a "reasonable period of time to correct" behavior. The length of time shall be appropriate to the nature of the circumstances, and may range from 30 calendar days to 90 calendar days.

Written Counseling

When a supervisor determines that an employee's behavior is improper but not harmful enough to warrant more serious action, the supervisor shall meet with the employee and discuss the behavior, the performance and or action that needs improvement. The supervisor must inform the employee that the continuation of the behavior will result in additional disciplinary action. Supervisors must maintain written records of verbal counseling. Such records serve to acknowledge that counseling on proper behavior has taken place and both parties know what is expected.

Written Warning

Another minor conduct rule violation after a verbal counseling or a more serious conduct rule violation is cause for a written warning. To issue a written warning, supervisors must obtain verbal permission of the appropriate Director, Officer, and Director of Human Resources before presentation to the employee. The employee must be counseled both verbally and in writing that a further Conduct Rule Violation may result in immediate dismissal. The Supervisor will complete the Progressive Counseling/Disciplinary Action Report, obtain the signature acknowledgement of the employee and other signatures and route the form to Human Resources. The Progressive Counseling/Disciplinary Action form will be stored in the personnel file.

Suspension

In the event that a conduct rule violation has occurred or has been reported to have occurred, it may be necessary to suspend an employee from regular job duties. Dependent upon the nature and severity of the circumstances, the employee may be transferred to other responsibilities, suspended with pay or suspended without pay. Based upon the identified conduct violation, an employee may be subject to suspension without pay for a defined period as well as receiving a written warning and specified action steps. All

suspensions require the approval of the President & CEO. If circumstances warrant, such approval may be sought after the fact, but as soon as possible.

Recommendation for Termination

Recommendations for termination may be made as a result of a serious offense or an accumulation of minor documented offenses, either related or unrelated. A Progressive Counseling/Disciplinary Action Report is prepared by the supervisor in consultation with the appropriate Director, Officer, and Human Resources Director and submitted to the President & CEO before any decision is reached or communicated to the employee. The action of terminating an employee must be approved by the President & CEO.

Crisis Termination

There may be circumstances in which immediate termination is warranted without previously placing an employee on conditional employment status or going through a progressive counseling/disciplinary process. The President & CEO will review the circumstances giving rise to consideration for termination of an employee and the actual or potential degree of harm to the agency, the program, the clients or other staff and any other factors impacting this decision. A determination shall be made in the best judgment of the President & CEO based upon the totality of the circumstances leading to the consideration for termination of employment. Appropriate documentation shall be prepared, signed and filed in the personnel file.

Termination

Directions for Living and its employees share a working relationship defined as employment-at-will. This means that an employee has the right to resign at any time and Directions for Living reserves the right to terminate an employee for any reason (which does not violate any applicable law) with or without prior notice.

Voluntary Resignation

Employees are requested to give appropriate and timely written notice prior to resignation. From a professional and continuity of care standard, it is required that all employees shall provide notice as outlined below in order to be considered in good standing and eligible for rehire. Providing less than the required notice by position may affect eligibility for rehire. The last day of the notice may not be a Holiday.

- All Chiefs provide a minimum of sixty (60) days' notice. In exchange for the 60 days' notice the Chief is eligible to receive additional separation compensation of up to four (4) weeks' pay

- All Directors provide a minimum of forty-five (45) days' notice. In exchange for the 45 days' notice the Director is eligible to receive additional separation compensation of up to three (3) weeks' pay.
- All Supervisors to provide a minimum of thirty (30) days' notice and in exchange for the 30 days the Supervisor is eligible to receive additional separation compensation of up to two (2) weeks' pay.
- All exempt professional employees are required to provide a minimum of thirty (30) days' notice in order to safely transfer care and avoid client abandonment.
- All non-exempt employees are required to provide three (3) weeks' notice to remain in good standing with the agency.

The foregoing protocol requires the employee to continue to work and fulfill their responsibilities. Anything less than what is required would make the employee ineligible for any additional separation compensation. Providing the notice outlined above is for the expressed purpose of providing the agency with an adequate opportunity to recruit an acceptable replacement for the position being vacated, and to allow for a seamless transition.

The practice of using leave time just prior to the submission of written notification of resignation is frowned upon. Therefore, with the exception of qualifying events under FMLA or otherwise prescribed by law, the use of leave time (PTO) within 30 days preceding the date the employee notifies their supervisor of their intent to resign may affect the provision of additional separation compensation and eligibility for rehire.

If an employee requested leave prior to submitting a resignation notice and the pre-approved leave coincides with the notice period, the pre-approved leave is null and void. No leave will be available to the employee during the notice period except for qualifying events under FMLA or as otherwise prescribed by law. No leave will be paid out to the employee beyond the last actual day of employment. All allowed but unused PTO and other paid leave will be forfeited.

Any outstanding financial obligations owed to Directions for Living will be deducted from the final check. The employee is required to return to the immediate supervisor, any building, file, or desk keys, employee ID, petty cash or outstanding funds, books or periodicals, cell phones, chargers, laptops, or any other agency property assigned to the employee on the last day of employment or as directed. Providers are responsible for the closing or transferring all active clients records assigned as well as completion of all required clinical documentation, and the transfer of other responsibilities and duties and must ensure this is completed prior to departure. Non-compliance with these requirements may affect eligibility for rehire, and may result in the notification of state licensing agencies.

Involuntary Termination

Dismissal of a staff member may occur in the event of unsatisfactory performance, conviction of a felony, harassment, violation of professional ethics, unlawful or improper conduct or indecency, absence for a period of three consecutive workdays without

contacting the supervisor or Director or Chief Officer; failure to maintain a clear driving record or the minimum level of personal vehicle insurance as required, inability to perform the primary functions of the position, or violation of agency rules and regulations.

Directions for Living reserves the right to terminate an employee at any time for any lawful reason with or without prior disciplinary counseling or notice. Nothing in the Handbook or any other agency document is intended to: modify this "at-will" employment; promise progressive discipline or disciplinary counseling; or promise notice in circumstances where Directions for Living considers immediate termination or discipline to be appropriate. Placement of an employee on conditional status or utilizing the progressive corrective/disciplinary process may result in an exacerbation of the detrimental impact the employee is impinging upon the agency, program, clients or staff. The Chief Officer in conjunction with the Human Resources Director will review the circumstances giving rise to consideration for discharge of the employee and actual or potential degree of harm to the agency, the department and other staff or clients and any other factors impacting this decision. The Chief Officer in conjunction with the Human Resources Director may make recommendation to the President & CEO to terminate the employee. Such termination shall be made in the best judgment of the President & CEO.

Layoffs

A layoff is defined as termination of employment due to abolishment of positions necessitated by a shortage of funds or work, or material change in the duties or agency of the agency.

An employee shall be laid off without prejudice since layoff is not a disciplinary action. Any layoff and the order of layoff shall be determined by the Executive Leadership Team and approved by the President & CEO and will consider the employee's length of service, the cumulative Performance Evaluations, special skills, licensure, certifications, work experience, and the needs of agency programs, among other factors.

GRIEVANCES AND APPEALS

General

Directions for Living wants to promote open communication between employees and their supervisors, allowing employees access to other levels of supervision within the agency when they feel a decision made by a direct supervisor may be incorrect or unjust. Such access may be in the form of a grievance when an employee is dissatisfied with a situation, or an appeal of a specific personnel action. This process is intended to ensure fair and uniform practices when differences of opinion between employees and supervisors exist. In the event an employee experiences any job-related discrimination or harassment or who believe they have been treated in an unlawful, discriminatory manner or have been unlawfully harassed, promptly report the incident. Directions for Living's Equal

Employment/Affirmative Action Non-Harassment policies encourage all employees to direct all EEO or harassment-related complaints immediately to their supervisors, and/or the Director of Human Resources or another member of the leadership team and outlines the Grievance process. Policy & Procedure #9109 Accessibility and Auxiliary Aids also provides a specific grievance procedure for accessibility and ADA related issues and encourages all employees to file any complaints or concerns for resolution.

Once made aware of the complaint, Directions for Living is committed to commence an immediate, thorough investigation of the allegations. Complaints will be kept confidential to the maximum extent as possible. In addressing grievances and appeals, management will exert every effort to be fair to employees, but reserves the sole right to interpret its own policies, rules and procedures subject to legal and ethical requirements and guidelines. If, at the completion of an investigation, Directions for Living determines that an employee is guilty of discriminatory or harassing behavior, appropriate disciplinary action will be taken against the offending employee.

Directions for Living prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy, testifying or for assisting in the complaint investigation or proceeding. However, after investigating any complaint of unlawful discrimination, if Directions for Living determines that an employee intentionally provided false information regarding the complaint, disciplinary action may be taken against the one who gave the false information.

Grievances

A grievance is the dissatisfaction that occurs when an employee believes that an existing condition is unjust, a hindrance to effective operation, or creates other serious problems affecting the employee or working conditions. The grievance procedure is available to regular employees only.

Appeals

Any regular employee shall have the right to appeal any disciplinary action, suspension, reduction in pay, demotion, dismissal or conditional employment status. The Appeals procedure is available to regular employees only. The Appeals procedure is outlined below.

Grievance Procedure

Directions for Living attempts to provide a positive approach to problem resolution. An employee is encouraged to discuss a grievance with their immediate supervisor. However, based upon the circumstances, the employee may not be comfortable discussing a grievance with the immediate supervisor or the next levels of supervision. In this instance, refer to the reporting process outlined below.

Generally, the process for resolution of grievances is as follows:

- The initial discussion should occur within three (3) working days of the development of the grievance situation unless unusual circumstances preclude this step. The Employee Grievance Form, #9100-058, may be used for this purpose. The supervisor will then have five (5) working days in which to achieve resolution of the situation unless there are extenuating circumstances requiring more time to investigate and process a resolution.
- If not resolved during this first step, the employee may request, in writing, a review with the next level supervisor. The written request must be made within five (5) working days. The Employee Grievance Form, #9100-058, may be used for this purpose. The next level supervisor must meet with the employee within five (5) working days of receiving the notice unless there are extenuating circumstances requiring more time to investigate and process a resolution. If the employee does not feel a satisfactory solution has been reached, then an appeal (Employee Grievance Form) may be made to the Director of Human Resources within five (5) working days of the previous grievance meeting.
- The Director of Human Resources and any remaining next level supervisors up to and including the Chief Officer must meet with the employee within ten (10) working days of receiving notice of the grievance meeting request unless there are extenuating circumstances preventing this meeting or the circumstances require extended time for investigation and resolution. If the employee does not feel a satisfactory solution has been reached, then an appeal (Employee Grievance Form) may be made to the President & CEO within five (5) working days of the previous grievance meeting. The decision of the President & CEO will be final.
- When an employee is uncomfortable discussing the grievance with the immediate supervisor or the next levels of supervision, a written grievance may be filed directly with Directions for Living's Director of Human Resources. The Director of Human Resources will review the grievance within five (5) working days of receipt and meet with the employee to resolve the issue(s) unless there are extenuating circumstances requiring more time to investigate and process a resolution. The Director of Human Resources shall work with the supervisor, Director and Chief Officer to resolve the grievance. If the employee does not feel a satisfactory solution has been reached, then an appeal (Employee Grievance Form) may be made to the President & CEO within five (5) working days of the previous grievance meeting. The decision of the President & CEO will be final.
- In the event that the immediate supervisor is one or more of the executive leadership team the employee shall report the grievance directly to the Director of Human Resources. The Director of Human Resources will review the grievance

within five (5) working days of receipt and meet with the employee to resolve the issue(s) unless there are extenuating circumstances requiring more time to investigate and process a resolution. The Director of Human Resources shall work with the supervisor, Director and Chief Officer to resolve the grievance. If the employee does not feel a satisfactory solution has been reached, then an appeal (Employee Grievance Form) may be made to the President & CEO within five (5) working days of the previous grievance meeting. The decision of the President & CEO will be final.

- In the event that the cause of the grievance is the Director of Human Resources the employee shall report the grievance in writing to the Chief Operating Officer or in the absence of a Chief Operating Officer, the Chief Financial Officer. The Chief Officer will review the grievance within five (5) working days of receipt and meet with the employee to resolve the issue(s) unless there are extenuating circumstances requiring more time to investigate and process a resolution. The Chief Officer shall work with the Director of Human Resources to resolve the grievance. If the employee does not feel a satisfactory solution has been reached, then an appeal (Employee Grievance Form) may be made to the President & CEO within five (5) working days of the previous grievance meeting. The decision of the President & CEO will be final.
- If the President & CEO is the cause of the grievance the employee shall report the grievance to the Director of Human Resources in writing. The Director of Human Resources will immediately notify the Chairman of the Board of Directors in writing. The Chairman of the Board of Directors will review the grievance within five (5) working days of receipt of the written grievance. The Chairman of the Board of Directors will meet with the President & CEO to resolve the grievance. The decision of the Chairman of the Board of Directors will be final.

Executive leadership team members are obligated to report a concern to the President & CEO if another member of the Executive Leadership Team, C level executive, or member of the management team are involved in the allegation(s) or appear to not be responding appropriately to the allegations or identified concerns. The President & CEO will initiate an investigation and take action as needed. The decision of the President & CEO will be final.

Appeals Procedure

Directions for Living provides the opportunity for all regular employees to appeal any negative employment action and to ensure compliance with EEO and other agency policies. Thus, any regular employee has the right to appeal any disciplinary action, suspension, reduction in pay, demotion, or conditional employment status.

Appeals must be made to the Director of Human Resources by written notice within three (3) working days after disciplinary action, conditional status, dismissal or other action takes

place. Form #9100-057, Employee Appeals Form may be used. A copy of the written notice of appeal shall be submitted to the employee's immediate supervisor. The Director of Human Resources shall have five (5) working days in which to make a determination and recommendation, unless extenuating circumstances require an extension of this time frame. The recommendation and determination will be reviewed by the President & CEO who will issue a final decision.

In the event the Director of Human Resources is responsible for the negative employment action, the employee may appeal the action by notifying the Chief Operating Officer or in the absence of a Chief Operating Officer, the Chief Financial Officer by written notice within five (5) working days of the disciplinary action, conditional status, dismissal or other adverse employment action. Form #9100-057, Employee Appeals Form may be used. A copy of the written notice of appeal shall be submitted to the Human Resource Department. The Chief Officer shall have five (5) working days in which to make a determination, unless extenuating circumstances require an extension of this time frame. The Chief Officer shall investigate and consult with the President & CEO in an effort to resolve the situation. The decision of the President & CEO will be final.

In the event the President & CEO is responsible for the negative employment action regarding C level executives, or in the absence of a C level executive, Directors (Senior Leadership Team) the employee may contact the Director of Human Resources by written notice within five (5) days of the disciplinary action, conditional status, dismissal, or other adverse employment action. Form #9100-057, Employee Appeals Form may be used. The Director of Human Resources will consult with the President & CEO to ensure compliance with EEO and other agency policies. The President & CEO may also choose to consult with an employment law attorney, or the Personnel Committee to ensure compliance with all applicable rules and laws. The decision of the President & CEO will be final.

Executive leadership team members (all C level executives) are obligated to report a concern to the President & CEO if another member of the Executive Leadership Team/ C level executive or Senior Leadership Team member are involved in the allegation(s) or appear to not be responding appropriately to the allegations or identified concerns. The President & CEO will initiate an investigation and take action as needed. The decision of the President & CEO will be final.

JOB OPPORTUNITY PROGRAM

Position Postings

All current open positions within the agency shall be generally posted on the agency website or emailed to all staff. A job description, describing the functions of the position, shall be attached to the notification of open position.

Eligibility

Current employees may apply for vacant positions if they are in good performance standing. New hires are eligible to apply for these positions after successful completion of the introductory period of employment and are currently in good performance standing. Consideration will be given to an employee's experience with Directions for Living when making a selection. However, other factors such as education, licensure, certification, experience and past performance will be considered in the selection process. Although current employees are welcome to apply for positions, they are not guaranteed an interview. All applicants, both current employees and others, will be considered equally and only the most qualified candidates will be selected for the interview process. All transfers and promotions will be in accordance with Directions for Living's EEO/Affirmative Action policy.

Employees interested in any vacant positions must indicate their interest, in writing, to the Human Resources Department with a copy to their current supervisor. The Human Resources Department will forward the application to the hiring supervisor.

It may be in the best interests of the agency to elect to transfer an employee to another position without posting the new position. This may occur in cases in which the position is not "new" but a modification of the "old" position. The President & CEO always reserves the right, for good business reasons, to make lateral transfers of employees to other positions for which they are qualified to meet program or agency needs. All transfers and promotions will be in accordance with Directions for Living's EEO policy.

BENEFITS

Leave

Records pertaining to leave will be maintained within the electronic time system and monitored by the Finance Department.

Paid Time Off

Paid Time Off is a time off with pay program to provide employees with the flexibility to meet individual needs. PTO may be used for vacation, illness, personal business, doctor or dental appointments, personal emergencies, family emergencies and in the event of inclement weather/driving conditions. **Paid Time Off is not an earned benefit; it is provided as a fringe benefit for employees.** This benefit is available for full and part-time employees (must work 20 or more hours per week as a regular schedule). Employees working less than 40 hours per week but a minimum of 20 hours per week are granted and

allowed Paid Time Off at half the rate of full time employees and according to the following schedule.

Years of Service	Per Pay Period	Per Year
Date of hire – end of 1 st year	Upon completion of Intro	80 hours (10 days)
One to Two years	3.69 hours per full pay period	96 hours (12 days)
Three to Five years	4.615 per full pay period	120 hours (15 days)
Six to Eight years	4.923 hours per full pay period	128 hours (16 days)
Eight to Ten years	5.538 hours per full pay period	144 hours (18 days)
11 years and above	6.1538 hours per full pay period	160 hours (20 days)

PTO may be accrued to a maximum of 240 hours. Accruals will be suspended until PTO is below the 240 hour maximum.

Wellness Leave

Each employee is allowed two (2) hours per year for an annual well visit or check-up with their doctor. Employee must provide their supervisor with a doctor’s note indicating that it was an annual check-up or wellness visit to qualify for this benefit.

Eligibility and Allowance

Allowed PTO time does not commence until successful completion of the introductory period and placement on regular employment status. PTO may be used for scheduled time off (annual leave) and for unscheduled absences such as personal illness, family illness, or unforeseen personal emergencies. **Allowed PTO is not granted or allowed during any unpaid leave of absence.**

All full and part-time employees are eligible to use PTO after successful completion of the introductory period and placement on regular employee status.

If an employee requested leave prior to submitting a resignation and the pre-approved leave coincides with the notice period, the pre-approved leave is null and void. No leave will be available to the employee during the notice period except for qualifying events under FMLA. No leave will be paid out to the employee beyond the last actual day of employment. All allowed but unused PTO and other paid leave will be forfeited.

Employees who leave the agency and return to employment will be treated as a new employee and be subject to the same waiting period for PTO allowed leave benefits unless the employee returned to duty within thirty (30) days of leaving.

Use and Management of Paid Time Off

Directions for Living encourages employees to use their allowed PTO and other paid leave (only applicable to employees hired prior to 08/14/2011) responsibly and, whenever possible, to schedule time off in advance. The time off request will be evaluated and subject to approval depending upon staffing needs and other considerations. Directions for Living understands there may be occasions, such as a sudden illness, when an employee may not be able to give sufficient advance notice. In those situations however, the employee must notify the supervisor via telephone as soon as possible. Some situations may constitute a qualifying event under FMLA or any other legally protected leave. Refer to the Section on Family and Medical Leave in this Handbook.

Scheduled Paid Time Off

In order to be considered Scheduled PTO, the employee's request for leave of less than one (1) day to two (2) days must be approved a minimum of seven (7) days in advance; a request for leave for three to four days must be approved a minimum of fourteen (14) days in advance; and a request for contiguous periods of 40 to 120 hours must be made and approved at least twenty one (21) days in advance of the anticipated leave date. Exceptions to this policy must be approved by the Director/Chief Officer and may only occur in special circumstances. Leave requests for more than 120 hours are unusual and may only be granted by the President & CEO in extenuating circumstances.

Under no circumstances will a non-exempt employee be allowed to borrow against PTO hours to be accrued in the future. Exempt employees may use PTO not yet accrued at the discretion of the President & CEO in an amount not to exceed 40 hours. Exempt employees are required to notify their supervisor as soon as possible to request authorization to use PTO not yet accrued. Requests to use PTO not yet accrued should be limited to extenuating circumstances and will be considered on a case by case basis. Any negative PTO remaining at termination of employment may be deducted from the employees last paycheck.

If an employee is aware of a need for time off in advance for an event qualifying under FMLA, the supervisor must be notified as soon as possible and FMLA paperwork must be completed. Please refer to the Section on Family and Medical Leave including Support for Injured Service Members included in this Handbook.

Unscheduled Paid Time Off or other Paid Leave

Being a service-oriented agency, it is crucial that you begin work at your assigned time. If you are tardy, you must report the reason to your supervisor. It is important to have a good attendance record since regular attendance is one of the best indications of interest in your job and will be taken into account at your performance evaluation. Regular attendance is crucial to the success of this and any other business. Paid leave is granted and allowed as a way for employees to take care of themselves. However, leave is intended to be intentional and deliberate, and planned with advanced approval by the supervisor.

Unscheduled absences are extremely disruptive to the workplace and the delivery of client care and should be avoided whenever reasonably possible. Absences are considered unscheduled for such events as illness, family emergencies, transportation emergencies, family member illness, weather conditions, and household emergencies.

To receive PTO or other paid leave for illness or other unplanned absence; the employee shall follow established call-in procedures. If unable to report for work, the employee must call the supervisor or designee between 7:00 A.M. – 8:00 A.M. or as soon as the employee becomes aware that s/he will be unable to fulfill their obligations. The employee must explain the reason for the absence and inform the supervisor or designee when s/he expects to return to work. If the employee is unable to return to work on the expected day, s/he must call the supervisor or designee by 8:00 A.M. or as soon as the employee is aware that s/he will be unable to fulfill their obligations on that day - to inform the supervisor or designee of the status of their return. If the supervisor or designee is unavailable, the employee must contact Human Resources. The employee must make the call except in the case of an emergency, where a call may be accepted from a family member.

An extended period of unexpected Sick Leave may be covered under the Family and Medical Leave Act (FMLA). The employee or supervisor must contact Human Resources in the event of an absence extending past three (3) days. For qualifying events under FMLA, required paperwork must be completed by the employee and the Health Care Provider. Please refer to the section on Family and Medical Leave included in this Handbook.

In the event the employee is required to take unplanned leave for medical purposes that do not qualify for the FMLA benefit, the employee should be prepared to furnish a health care provider's note or similar evidence of inability to work if the supervisor requests one.

Abuse of unplanned/unscheduled leave is grounds for progressive corrective – disciplinary action, up to and including termination unless the absence(s) qualify for FMLA. The primary purpose for progressive corrective – disciplinary action is to assist the employee to understand that a performance problem or opportunity for improvement exists. The process of progressive counseling/disciplinary action is intended to assist the employee to overcome performance problems and satisfy job expectations and to attain good performance standing. The following guidelines shall be considered when disciplining for excessive use of unscheduled PTO or other paid leave and/or leave without pay:

- More than 6 unscheduled PTO absences during the course of one year.
- More than 3 unscheduled PTO absences in a month.
- More than 2 unscheduled PTO absences in a pay period.
- More than 1 unscheduled PTO absence in a week.

Supervisors are to take into consideration a number of factors in addition those above, when determining if unscheduled PTO or other paid leave usage is excessive. Examples of situations that would not be considered use of unscheduled PTO are:

- The use of PTO or other paid leave for a documented prolonged illness or recuperation from an injury shall be considered one event for the purpose of this policy. Prolonged is defined as more than three consecutive unscheduled days off. A supervisor may require a written confirmation of the employee's condition or treatment to support a prolonged illness or injury.
- Employees requiring continuing treatment for the same medical or other health condition not to exceed a contiguous one month period should schedule the needed time-off in advance with their supervisor but may not be able to meet notice requirements identified in Section C1 due to extenuating circumstances. Documented treatment of this sort shall also be considered one event for the purpose of this policy.

Leave Without Pay

Leave without pay is not automatically granted. Leave without pay is frowned upon and only in rare circumstances will be granted for periods exceeding three (3) consecutive days. Leave without pay may be granted to non-exempt staff when the request is for two days or less with extenuating circumstances. Leave without pay may be granted to exempt employees when the request is for two days or less and the exempt staff voluntarily requests to take the leave without pay. Leave without pay will be granted for purposes of qualifying events under the Family Medical Leave Act. It should be noted that taking excessive (see definition of excessive above) unscheduled leave without pay will result in progressive corrective-disciplinary action up to and including immediate dismissal. There may be some circumstances in which the Director/Officer or President & CEO may exclude some leave without pay from disciplinary actions if there is a valid reason such as leave without pay pre-approved upon hire or other qualified situation. In all cases of leave without pay in excess of 3 consecutive days the employee must request in writing the leave without pay as soon as reasonably possible, provide the reason for the request, and in cases of medical emergencies supporting documentation by the employee's medical provider may be requested. The required notification and documentation must be submitted to the employee's supervisor. All requests for leave without pay exceeding three consecutive days must be approved by the President & CEO.

If leave of any kind is taken without prior approval the employee is subject to disciplinary action up to and including immediate dismissal. There shall be no sick leave or annual leave accumulated during the leave without pay period, nor will the employee be paid for holidays which occur during this period. All leave (sick and/or annual, as appropriate) will be applied when an employee is absent before granting leave without pay status. All accrued leave time will be applied regardless of the reason for the absence when an employee is unable or fails to report to work unless on suspension without pay.

Non-exempt staff are not able to work through their lunch hour or make up lost time in order to avoid unpaid leave without prior approval from the President & CEO.

All employees requesting leave without pay must complete the request in writing to their supervisor with a detailed explanation of the reason for the request. The supervisor is responsible for discussing the request with the Director of Human Resources. The Director of Human Resources will discuss the request with the appropriate leadership team staff for approval (or denial). The Director of Human Resources will be responsible for communicating the decision with the employee. Any request for leave without pay exceeding three consecutive days must be pre-approved by the President & CEO.

Inclement Weather

Directions for Living is open for business unless there is a declared State of Emergency that has been determined by the President & CEO to impact the geographic area where Directions for Living operates. Directions for Living will make every effort to communicate the status of operations including opening and closing of our facilities. Directions for Living will communicate using email, Voice Shot – an automated announcement delivered directly to the employee's phone number on file with the Human Resources Department, and the use of a phone tree. However, there may be times of inclement weather that will impact the employees' ability to report to work. As such, common sense and best judgment should be used when traveling to work. If a non-exempt employee arrives at work after the scheduled opening time that time will be charged to Paid Time Off or other paid annual leave (if applicable) in that order. In the event Directions for Living opens for business and an employee does not report to work that time will be charged to Paid Time Off or other paid annual leave (if applicable) in that order. If Directions for Living makes a decision to close the office, employees will be required to use all available leave such as Paid Time Off or other paid annual leave (if applicable) available up to five (5) business days. In the event the non-exempt employee does not have any accumulated leave available the leave will be unpaid. In the event Directions for Living has experienced excessive damage to one of its facilities and is unable to operate for a period in excess of 5 business days employees may be paid at their current rate of pay for a period up to thirty (30) calendar days. **This action will be contingent on the approval of our insurance carrier and or current funding sources.**

When potentially dangerous weather develops during the day and a decision is made by the President & CEO to close before the end of the day, employees will be compensated using Administrative Leave to the end of their regularly scheduled hours for that day; however, Administrative Leave does not and will not count as hours worked for calculation of overtime purposes. If a non-exempt employee elects to leave prior to a decision being made by Directions for Living to close early, the employee will be required to use Paid Time Off or other paid annual leave (if applicable) at the same rate as if you arrived after your scheduled start time without the benefit of Administrative Leave.

In all cases of leave due to inclement weather it is the employee's responsibility to make a good faith effort to provide and receive critical information regarding the expectations of work responsibilities.

MILITARY LEAVE

Leave for Annual Training

Employees who are members of the U.S. Army, Navy, and Air Force, Marines or Coast Guard reserves, or the National Guard may be granted leaves of absence for the purpose of participating in reserve or National Guard training programs.

Employees shall be granted the minimum amount of leave needed to meet the minimum training requirements of their units. No employee will be required to use Paid Time Off or other paid leave for military duty, but employees who do elect to schedule their paid leave to coincide with military duty will receive their full paid leave in addition to any pay from the military.

Leave for Active Reserve or National Guard Duty

Regular employees who are members of the U.S. Army, Navy, and Air Force, Marines or Coast Guard reserves, or the National Guard may be granted leaves of absence for the purpose of participating in active duty tours.

Employees will be granted leave as required to complete the tour of duty, for up to five (5) years of cumulative uniformed service-related absences. There are some exceptions that may apply that are exempt from counting towards this five (5) year accumulation.

Employees with leaves of less than 31 days must report back to work by the beginning of the first regularly scheduled work period after the end of the last calendar day of duty, plus the time required returning home safely and having an eight (8) hour rest period.

Employees with leaves between 31 and 180 days must apply for re-employment no later than fourteen (14) days after completion of uniformed service. Employees with leaves

longer than 180 days must apply for re-employment no later than ninety (90) days after completion of uniformed service.

Time spent in the reserves or the National Guard will be credited to all employees toward meeting length of service requirements for eligibility for retirement benefits and paid time off/leave entitlement. Employer retirement plan contributions, however, may be suspended during military service because the employee is not in pay status, and employees will not be granted or allowed Paid Time Off or other paid leave while in the military.

FAMILY AND MEDICAL LEAVE

General Information

In accordance with the Family and Medical Leave Act of 1993 and as revised effective October 28, 2009 and the Support for Injured Service Members Act of 2007. Directions for Living will grant up to twelve (12) weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12 month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending upon the circumstances of the leave and as specified in this policy. The Human Resources Office will respond to any questions, concerns or disputes an employee may have concerning rights and responsibilities under this policy and the law.

Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

1. The employee must have worked for Directions for Living for 12 months or 52 weeks. The twelve months or 52 weeks need not have been consecutive. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
2. The employee must have worked at least 1,250 hours during the 12 month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards ACT (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

3. The employee must work in a worksite where 50 or more employees are employed by Directions for Living within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.
4. A "key employee" is a salaried FMLA eligible employee who is among the highest paid 10 percent of all the employees employed by the employer within 75 miles of the employee's worksite. Directions for Living may deny restoration of a key employee to their former position if it is determined that the restoration of the employee to employment will cause "substantial and grievous economic injury" to the operations of the employer. If Directions for Living believes that reinstatement may be denied to a key employee, written notice must be given to the employee at the time the employee gives notice of the need for FMLA leave or when the FMLA leave commences. Directions for Living will also fully inform the employee of the potential consequences with respect to reinstatement and maintenance of health benefits if the employer should determine that substantial and grievous economic injury to the employer's operations will result if the employee is reinstated from FMLA leave.

Type of Leave Covered

1. To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:
 - a.) The birth of a child and in order to care for that child.
 - b.) The placement of a child for adoption or foster care and to care for the newly placed child.
 - c.) To care for a spouse, domestic partner, child, or parent with a serious health condition (described below).
 - d.) The serious health condition (described below) of the employee.
2. An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.
3. A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires care by a licensed health care provider.
4. This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition.

For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

5. Employees with questions about what illnesses are covered under this FMLA policy or under the company's leave policy are encouraged to consult with the Human Resource Department.
6. If an employee takes leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, Directions for Living may designate all or some portion of leave under this policy, to the extent that the earlier leave meets the necessary qualifications.
7. Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.
8. An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:
 - a) Short-notice deployment;
 - b) Military events and activities
 - c) Child care and school activities
 - d) Financial and legal arrangements
 - e) Counseling
 - f) Rest and recuperation
 - g) Post-deployment activities, and
 - h) Additional activities that arise out of active duty provided that the employer and employee agree, including agreement on timing and duration of the leave.
9. "Covered active duty" means:
 - a) In the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and
 - b) In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in section 101(a)(13)(B) of Title 10, United States Code.

10. The leave may commence as soon as the individual receives the call-up notice (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor). This type of leave would be counted toward the employee's 12 week maximum of FMLA leave in a 12 month period.
11. Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.
12. Next of kin is defined as the closest blood relative of the injured or recovering Service member.
13. The term "covered service member" means:
 - a) A member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
 - b) A veteran who is undergoing medical treatment, recuperation or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.
14. The term "serious injury or illness" means:
 - a) In the case of a member of the Armed Forces (including a member of the National Guard or Reserves), an injury or illness that was 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; and
 - b) In the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in line of duty on an 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 manifested itself before or after the member became a veteran.

Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA eligible circumstances as identified above under this policy during any 12 month period. Directions for Living will measure the 12 month period as a rolling 12 month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, Directions for Living will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave described above during a single 12 month period. For this military caregiver leave, Directions for Living will measure the 12 month period as a rolling 12 month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for Directions for Living and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for Directions for Living and each wished to take leave to care for a covered injured or ill service member, the husband and wife may only take a combined total of 26 weeks of leave.

Employee Status and Benefits During Leave

While an employee is on leave, Directions for Living will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

Under current agency policy, the employee pays a portion of the healthcare premium. While on paid leave, Directions for Living will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Business Office by the tenth day of the month.

If the employee contributes to additional life, dental or vision insurance, Directions for Living will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such

benefits and pay the required portion of the premiums. The payment must be received in the Business Office by the tenth day of the month.

Employee Status After Leave

An employee who takes leave under this policy will be asked to provide a fitness for duty (FFD) clearance from the health care provider. Second or third certifications from health care providers and periodic re-certification at Directions for Living and the employee's expense may be required under certain circumstances. Directions for Living may also require periodic reports during FMLA leave regarding current status and intent to return to work. This requirement will be included in the response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits, and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. Directions for Living may choose to exempt certain key employees from this requirement and not reinstate them to the same similar, or any position. The law provides that an employee has no greater rights upon a return from leave than the employee would have if the employee continued to work. Therefore, you may be affected by a layoff, termination or other job change if the action would have occurred had you remained actively at work.

Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition, the birth of a child, the serious health condition of a family member, or for the adoption or foster care of a child must use all Paid Time Off and other paid sick and annual leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all Paid Time Off and other paid annual and sick leave (as long as the leave is related to an absence for sick leave) prior to being eligible for unpaid leave.

Intermittent Leave or a Reduced Work Schedule

The employee, including exempt employees, may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12 month period). Directions for Living may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned

medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, Directions for Living and the Employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with Directions for Living before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

Certification for the Employee's Serious Health Condition

Directions for Living will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

Directions for Living may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, or management official. Directions for Living will not use the employee's direct supervisor for this contact. Before Directions for Living makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, Directions for Living will obtain the employee's permission for clarification of individually identifiable health information.

Directions for Living has the right to ask for a second opinion if there is reason to doubt the certification. Directions for Living will pay for the employee to get a certification from a second health care provider, which Directions for Living will select. Directions for Living may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion.

Certification for the Family Member's Serious Health Condition

Directions for Living will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request

or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of the leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-F.pdf>).

Directions for Living may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional or management official. Directions for Living will not use the employee's direct supervisor for this contact. Before Directions for Living makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

Directions for Living has the right to ask for a second opinion if it has reason to doubt the certification. Directions for Living will pay for the employee's family member to get a certification from a second health care provider, which Directions for Living will select. Directions for Living may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, Directions for Living will require the opinion of a third doctor. Directions for Living and the employee will mutually select the third doctor and Directions for Living will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

Directions for Living will require certification of the qualifying exigency for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

Directions for Living will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

Recertification

Directions for Living may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when the circumstances have changed significantly, or if the employee receives information casting doubt on the reason given for the absence, or if the employee seeks and extension of leave. Otherwise, Directions for Living may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. Directions for Living may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR department. Within five (5) business days after the employee has provided this notice, the HR department will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide at least 30 days notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with Directions for Living usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Designation of FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, Directions for Living may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

PERSONAL LEAVE OF ABSENCE

Personal leave may be requested for any reason; however, prolonged absences and leave can impact client care and impose hardships for supervisors and co-workers who must work longer, harder, or different work schedules to fill voids created by such absences. Personal leaves are granted at the discretion of the President & CEO, unless such leave is required by law. Such leave requests are unusual and may only be granted in extenuating circumstances.

Eligibility

To request a Personal Leave of Absence an employee must work a minimum of twenty hours per week; have completed six months of service and currently be in good performance standing. Personal Leaves of Absence may be requested by employees who do not qualify for reasons other than working less than twenty hours per work and for individuals who do not qualify for the Family and Medical Leave benefit or have exhausted Paid Time Off or other Paid Sick and Annual leave.

Length of Leave

Leave may be granted to eligible employees up to six weeks of personal leave within a “rolling” 12 month period. The “rolling” 12 month period is the 12 months that immediately precedes the start date for the leave you are requesting. Personal Leave may not be taken on an intermittent basis unless the leave has been approved under the Americans with Disabilities Act Reasonable Accommodations Policy.

Approval for Leave

With limited exceptions relating to reasonable accommodations under the Americans with Disabilities Act, the President & CEO will decide whether to grant requests for Personal Leave of Absence. This request is not automatically granted. The following is a non-exhaustive list of factors the President & CEO and the Human Resource Department will consider when reviewing requests for Personal Leave:

1. The reason for the leave
1. Length of the requested leave
2. Staffing concerns generated by the leave
3. Any financial costs incurred to replace the employee during the requested leave
4. Overall performance of the employee
5. Length of service (must have successfully completed a minimum of six months of service and currently be in good performance standing)
6. Whether the employee commits to returning to work at the end of the requested leave
7. Agency needs

Advance Notice

Employees must notify the supervisor in writing at least 30 days before the anticipated leave start date. If the need for leave is unexpected, the employee must notify the

supervisor verbally and in writing as far in advance of the anticipated leave start date as practical. Failure to provide advance notice may result in a denial of the Personal Leave.

Pay and Paid Time Off Benefits

Personal Leave of Absence is generally unpaid. Employees must use all available PTO and other Paid Sick and Other Paid Annual Leave with the start of the leave until such paid time is exhausted. PTO will not be granted or allowed during the unpaid leave of absence. The Employee will not be eligible for Holiday Pay while on unpaid Personal Leave of Absence. Please refer to Paid Time Off Policy and Procedure, Leave without Pay Policy and Family and Medical Leave included in this Handbook for related information.

TEMPORARY POSITION CHANGE

Directions for Living will provide temporary coverage of job responsibilities in the event of an employees extended absence due to leave allowable by law. In the event an employee will be out of position pursuant to the FMLA for a period less than one month Directions for Living will distribute the job duties among other staff. In the event an employee will be out of position pursuant to the FMLA for a period greater than one month Directions for Living will make every effort to back fill the position using the services of temporary staff, relief pool staff, and or overtime compensation.

In situations not governed by the Family and Medical Leave policy and procedure, the President & CEO reserves the right to fill a position and does not guarantee a position upon the employee's ability to return to work. Additionally, circumstances may arise in which it is programmatically and economically beneficial to assign specific additional responsibilities and productivity to interested staff for additional time limited compensation. This policy only applies to positions considered to be exempt from Federal Wage and Hour Guidelines. All provisions for overtime pay and other consideration for non-exempt employees are governed by Federal law. Position classification as either exempt or non-exempt is included in all job descriptions. Such opportunities are not generally available to non-professional, supervisory and management level staff, who are expected to meet changing organizational needs as a course of their regular employment.

In the event an opportunity arises for Directions for Living to provide additional services, increase the number of clients served, or deliver other work product not already accounted for in the service delivery model, the appropriate member of the Senior Leadership Team will discuss the need for additional time limited productivity with the Director of Human Resources. The Director of Human Resources will identify the individuals who are eligible based on education, experience, performance, and exemption status to voluntarily accept the additional productivity requirements. Interested staff will be provided the additional productivity requirement in numeric terms, the specified period of time not to exceed 6 months, and the additional compensation in writing. This procedure may only be used for

adjustments to productivity expectations of 25% or greater. In the event that productivity or documentation falls below expectations during the adjustment period the increased expectations and additional compensation may be terminated without notice and without prejudice to the employee. The employee may voluntarily relinquish the extra duties and remuneration with two weeks' notice without prejudice.

All such opportunities may be offered on a voluntary basis only to regular employees in good standing who routinely meet or exceed the expectations of their positions.

No such opportunity shall be construed as a right for additional pay or work; rather, this procedure should be followed only in exceptional circumstances.

This policy and procedure is not intended as a means to tie regular productivity to increased compensation.

ADMINISTRATIVE LEAVE

The President & CEO may permit administrative leave (i.e., leave with pay not charged to PTO). Allowable uses of administrative leave shall include, but are not necessarily limited to, the following:

Jury Duty

Employees will be eligible for paid administrative time for up to a maximum of three (3) days to comply with a court summons to serve as a juror.

Elections

A maximum of two (2) hours of administrative time will be permitted only if work locations or situations preclude voting outside working hours. Requests for administrative leave for purposes of voting must be pre-approved by the immediate supervisor.

Bereavement Leave

Employees are eligible for **up to a maximum of three (3) days paid administrative leave until and including the day of the funeral. This benefit is limited to a maximum of twice in a calendar year.** The immediate family is defined as spouse, domestic partner, parents, step-parents, grandparents, brothers, sisters, step-siblings, children, step-children, domestic partner's dependent children, in-laws and grandchildren of employee. This includes the primary caretaker in childhood. For other family members not included above, Paid Time Off time may be used. Bereavement Leave will be granted to full-time staff only. Employees may be required to submit proof that the leave was used for bereavement purposes. For example, employees may be asked to provide an obituary, funeral program or prayer card to Human Resources.

Holidays

Exempt employees and all non-exempt employees working over 20 hours are eligible for holiday pay. Directions for Living provides nine (9) paid holidays and one floating holiday per year. Staff must have successfully completed their introductory period and be in good performance standing to be eligible to use their Floating Holiday for the calendar year. Non-exempt full-time staff working a flexible schedule will be paid a maximum of eight hours per designated holiday. Non-exempt staff working over thirty hours will receive six hours of holiday pay and those working over thirty-five hours will earn seven hours of holiday pay. All staff must work the day before and after a holiday if scheduled to do so to be eligible for a paid holiday unless they have pre-approved paid leave or physicians statement for the day before and/or the day after the holiday. In the event a staff person takes unplanned leave prior to or immediately following a holiday, the staff person will be required to utilize a PTO day for the holiday and the unplanned leave day. If PTO is not available the employee's pay will be deducted for the eight hours of holiday pay and the eight hours of unplanned leave.

Holidays shall include New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Veterans Day, Christmas Day, and one (1) floating holiday.

Education and Conference Leave

Education and Conference Leave may be applied for by all part-time (working at least twenty (20) hours per week on a regular basis) and full-time employees who have successfully completed their introductory period and who are in good performance standing. Such leave is not automatically granted but is dependent upon whether the training will enhance the current skills and knowledge in their current position; if it is mandatory; if it will provide a benefit to the agency, etc. In special circumstances, employees who are on introductory or conditional status may be granted such leave at the Director and Officer's discretion. Requests for administrative leave for purposes of Education or Conference leave must be requested in writing and approved by the employee's immediate supervisor, Director, and Chief Officer. Certification of attendance at the conference shall be submitted by the employee to the Human Resource Department for the training file.

The President & CEO must authorize all requests for Education and Conference Leave exceeding three (3) consecutive days irrespective of if the employee or the agency is paying for the educational course or conference.

Florida Leave for Domestic Violence Entitlement

Directions for Living provides eligible employees who are victims of domestic violence with leave in accordance with Florida law. Under this policy, employees must have been employed by Directions for Living for at least three (3) months as of the time the leave is requested to be eligible for this leave.

Eligible employees will be granted up to three (3) days of Administrative Leave in a twelve month period if the employee or a family or household member of the employee is a victim of domestic violence. If the employee needs more time, other paid leave (if applicable) up to ten (10) calendar days in a twelve month period shall be used. If the employee does not have any accumulated leave, unpaid leave will be granted up to ten (10) calendar days in a twelve month period in accordance with this policy.

Examples of events that entitle employees to leave include the following, but is not limited to: seeking an injunction for protection against domestic violence, stalking, or sexual violence; obtaining mental health counseling or medical care as a result of domestic violence or sexual assault related to the domestic violence; making the employee's home more secure or seeking alternative housing; or, seeking legal assistance or services from a victims' services agency or rape crisis center arising from an incident of domestic violence.

The Human Resources Department will respond to any questions concerning the rights and responsibilities under this policy and the law.

Employees may be requested to provide documentation of the domestic violence. Any information relating to an employee's leave will be kept confidential to the fullest extent possible. No adverse personnel action will be taken against employees who make bona fide leave requests or take leave pursuant to this policy; however employees who request the leave otherwise remain subject to Directions for Living's agency policies and procedures.

Employees requesting leave under this policy shall complete the Request for Domestic Violence Leave Form (Form # 9100-095). Employees shall provide advance notice of the need for leave under this policy except where the employee or family member is in imminent danger such that notice is not possible.

INSURANCE

Health Insurance

The first of the month after the completion of sixty (60) days of employment, all full-time regular employees may elect coverage in the agency's approved Plan. Information on the provisions of the Plan and cost for employee and dependent coverage are available at the Human Resources Office. Current part-time employees who become full-time regular employees will be notified by Human Resources when they are eligible to enroll. Employees are urged to consult the insurance summary plan description for details of the plan benefits.

The plan document controls payment of any benefits. Group insurance is an employee benefit in which an employee is not required to enroll. There will be no increase in wages if an employee waives coverage.

Group Term Life Insurance

For all full-time regular employees, this benefit is available according to the current Plan provided by the agency. Employees may receive this benefit the first of the month after completion of sixty(60) days of employment.

Other Voluntary Insurance

Directions for Living may elect to provide other insurance benefits for employees or may provide voluntary insurance products which employees may elect. For more information, please contact the Human Resource office.

COBRA Eligibility

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) and later amendments which gives covered employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Directions for Living's health plan when a qualifying event would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements. Directions for Living, through their third party administrator, provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Directions for Living's health insurance plan. The notice contains important information about the employee's rights and obligations.

When a new employee who has elected medical health coverage begins actual coverage, Directions for Living's third party COBRA administrator, Select Source, will send the initial COBRA notification letter to the new plan enrollee and his or her dependents, as applicable. This notice will be sent at the time of commencement of coverage. This notification will be sent first class mail to the enrollee or, if applicable, to both enrollee and dependents at the last known address.

When a qualifying event occurs, the Human Resources Office will notify Select Source (Directions for Living's COBRA Administrator), and Select Source will forward a Qualifying Event Notification form to the employee, accompanied by a COBRA Rate Sheet. This notification will be sent within 14 days of occurrence of the qualifying event.

Directions for Living shall be responsible for communicating to Select Source when any of the following qualifying events for an employee has occurred: Voluntary termination,

involuntary termination, reductions of hours, death of current employee, and employer's Chapter 11 bankruptcy. In the case of the employee or beneficiary becoming a COBRA continuee, it is the responsibility of the qualified beneficiary's immediate family to inform Directions for Living of a death of a qualified beneficiary.

The employee or other qualified beneficiary shall be responsible to inform the Human Resources Office of the occurrence of the following qualifying events within 60 days from the later of the date of the qualifying event or the date the qualified beneficiary would lose coverage on account of the event: Eligibility for Medicare, divorce or legal separation, and dependent child ceasing to be a dependent.

It shall be the responsibility of the employee or other qualified beneficiary to send the COBRA notification form to Select Source indicating coverage selection. Each qualified beneficiary has an election period of at least 60 days to elect COBRA coverage. The 60-day period is from the date of notice or date of loss of coverage, whichever is later.

When an employee or other qualified beneficiary elects continuation coverage, Select Source shall henceforth handle the administration of the health plan coverage for the employee or qualified beneficiary until the occurrence of a terminating event as mentioned under definitions above.

It is the responsibility of the employee or other qualified beneficiary to inform Directions for Living when a secondary event occurs in order for the Human Resources Office to issue a notification of extension.

Directions for Living or Select Source shall inform COBRA continues of any open enrollment period, the options available during the open enrollment period, and the monthly premium rates for those options. Directions for Living or Select Source shall also notify COBRA recipients of any plan benefit changes, premium rate changes, and other modifications to the agency health plans.

Select Source shall notify COBRA continues that their COBRA coverage is coming to an end and that they have the right to elect an individual conversion policy within 180 days prior to the expiration of the recipients COBRA coverage. Such notification shall be sent first class mail to the recipients last known address.

If an individual elects COBRA, Select Source will forward a copy of the election of benefits form to Directions for Living. Directions for Living will forward a copy of the election notice to the insurance carrier requesting continued coverage as elected by the qualifying individual.

If a COBRA participant elects not to continue COBRA coverage, Select Source will forward a cancellation notice to Directions for Living. Directions for Living will forward a copy of the

cancellation notice to the insurance carrier so that coverage may be canceled, as appropriate.

Select Source is responsible for the appropriate receipt, administration and processing of COBRA election and cancellation and will handle all COBRA premium billing. The COBRA contact is:

Select Source
610 Crescent Executive Court, Suite 524
Lake Mary, FL 32746
800-368-3248

Employee Referral Bonus

Our staff members are our best marketing and recruitment plan. We want to encourage employees to refer their friends and colleagues that model our commitment to our 5 promises. As such, Directions for Living provides a recruitment bonus to encourage the recruitment and employment of individuals with qualifications and interests that best reflect the agency culture and mission. All recruiting and hiring practices will be conducted in accordance with the EEO/AA principles. Refer to the Equal Employment Opportunity and Affirmative Action Statement at the beginning of this document.

General Employee Referral Bonus Guidelines:

1. Active employees (except Director level and above) are eligible for recruitment bonuses.
2. An employee who refers a client for regular employment is not eligible to receive a recruitment bonus.
3. Directions for Living rehires cannot be claimed for this recruitment bonus.
4. Contacts made at job fairs will not qualify for a recruitment bonus.

Specific Employee Referral Bonus Guidelines:

1. Employees should familiarize themselves with the basic qualifications of present job openings.
2. An employee can encourage someone they know to apply for an open position(s).
3. **IMPORTANT:** The applicant must identify the referring employee on the application for employment. In the event of any dispute regarding the interpretation of this

policy and procedure, the determination of the Director of Human Resources shall be final.

4. If a referred applicant is hired, the employee will receive a recruitment bonus of:
 - a. \$ 50 at first day the employee is on the job.
 - b. \$ 200 for any regular employee hired for a full-time position.
 - c. \$ 100 for any regular employee hired for a part-time position.

All recruitment bonuses will be subject to payroll withholdings.

5. The initial recruitment bonus will be paid to the employee in the first payroll period following the first day the new employee is on the job. The additional recruitment bonus will be paid to the employee after the new hire has successfully completed the introductory period (minimum of ninety days) and been recommended for continued employment. The bonus will be included in the employee's paycheck within one month following the new hire's successful completion of the introductory period.
6. Any request for exceptions to these procedures must be approved by the President & CEO.

NOTE: Employees are encouraged to refer qualified applicants, but there is no guarantee that the referred candidates will be selected by a Supervisor for an interview or be hired. Education, licensure, certification, experience, past performance, a commitment to our core values and successful completion of the background screening requirements will be considered in the selection process to determine which applicants will be interviewed and/or hired.

Retirement Plan

Directions for Living has an employer sponsored retirement plan. All employees are eligible to participate in the employer sponsored 403 b retirement plan. Directions for Living may match 50% of the employee contribution up to \$1,000 per year following the employees first year of employment. All agency contributions are made at the end of the fiscal year. Only employees in position at the time of the agency contribution will be eligible to receive the agency match. **All agency contributions to the employer sponsored retirement plan will be contingent on available funds.**

Information regarding the availability and provisions of this benefit will be available in the Human Resources Department.

Training and Development

Directions for Living has established guidelines for employee training and development within the agency to meet the needs of the population served and to ensure that all staff complete appropriate training sessions mandated by statute and funding sources.

This training ensures employees have the skills necessary to perform competently in their roles. The training and development of employees may include cross-functional assignments and special coaching projects.

Employees are required to participate in training programs as required by statute, funding directives and to ensure maintenance and development of skills appropriate to the delivery of quality service.

Human Resources, in conjunction with the Quality Management Department, will develop a draft of the Annual Training Plan to forward to Quality Council which will meet our agency's state, federal and state statutory or national credentialing criteria (i.e. CARF), program specific requirements, and Directions for Living's requirements. The Plan will specify the type of required training, who the training is targeted for, the training topic, how often the training is needed, and the trainer. This will be updated as appropriate.

After the Plan has been approved, a schedule will be developed identifying how often the trainings are to be offered and who will be responsible coordinating and providing the training and ensuring that documentation has been completed for each training program.

The Competence Subcommittee may make recommendations for mandatory training needs. Various programs may coordinate and conduct training presentations for their employees. In order for other employees who may have the need to attend these trainings to participate, coordinators of these trainings will notify leadership staff of any upcoming training programs as soon as the schedule is set. The leadership staff will notify the employees who are required to participate in the training and communicate the dates and times of the trainings. Human Resources will be responsible to communicate all CPI and CPR/Basic First Aid scheduled trainings to all staff.

Staff who sign up to attend a training or conference are expected to attend for the entire session. Staff who fail to attend mandatory scheduled in-services and who do not have prior excused absences will be allowed a reasonable time period to secure the needed training and certification at their own initiative and expense. Reasonable time will be determined by the supervisor in conjunction with the Director of Human Resources. Failure to comply will result in disciplinary action; this may be grounds for dismissal, as required certification is a condition of continued employment.

Requests for agency-paid continued educational development should be generally consistent with the individual's performance plan and the needs of the agency as follows:

1. All regular full and part-time employees will be eligible for Individual Continued Educational Development Leave (Administrative Leave) for conference/education attendance, to be used in accordance with the guidelines in this policy.
2. In the case of training required by program or agency needs (e.g., CPI Training and Electronic Health Record Training), the President & CEO, Chief Officer or Director may assign staff to attend specific training opportunities.
3. Staff must notify the supervisor in writing of the request for continuing education development. The supervisor, in consultation with the Director, Chief Officer and/or President & CEO recommends approval or disapproval of the request based upon the relevance of the requested activity to the following criteria: The employee's skill development needs, the availability of funds, the availability of leave time, the needs of the program or agency, benefit to the employee, and benefit to the agency.
4. Approved requests involving reimbursement are channeled to the Business Office for processing. Reimbursement for seminars, workshops, and conferences will normally be made upon receipt of satisfactory completion and documentation showing employee's attendance unless prior payment is required.
5. It is the Supervisor's responsibility to track the number of hours of conference/education leave used per employee per fiscal year and the funds used by each staff member during the course of the fiscal year.
6. Subject to the aforementioned methodology, staff will have funding provided to be used for workshops, conferences or seminars. Full-time staff members are eligible for up to \$500 per fiscal year; part-time staff members, working at least 20 hours per week, are eligible for up to \$250 per fiscal year. However, the Director may identify a required training and apply performance development dollars for employees in a particular program/department to provide this training. Performance development funds are not an earned benefit and are subject to the needs of the agency and availability of funds. Individual staff are not guaranteed all the aforementioned monies to be used at their discretion. Available staff development funds are dependent upon the Director, Chief Officers and/or President & CEO's decision regarding identified training needs specific to the program/position or as appropriate to the employee's specific staff development needs. Educational Leave time may not exceed 40 hours per fiscal year without the approval of the President & CEO.

7. A copy of certificates of attendance for the course or seminar shall be submitted to the Human Resources Department for the purpose of recording staff members' continued educational development activities. If no certificate of attendance is available, a copy of the seminar syllabus should be submitted to the Director of Human Resources.
8. Internal continued educational development activities that do not provide certificates of attendance will be recorded on group signature sheets and forwarded to the Human Resources Department.
9. Any request for exceptions to this policy must be routed through normal supervisory channels and approved by the President & CEO.

Benefit packages may be materially different than stated above based on position, length of employment, and the availability of funds. For specific questions regarding any benefit described in this handbook, please see a member of the Human Resources Department.

GENERAL INFORMATION

Workplace Conduct

Directions for Living maintains specific policies in an attempt to assist employees in adhering to specific standards of conduct. These policies are in place to preserve Directions for Living's reputation and prevent adverse consequences to all parties involved. Directions for Living's Code of Conduct describes the agencies expectations, standards, and requirements in its relationships with clients, employees, stakeholders, vendors, and the communities in which we work. Directions for Living requires all employees to comply with all laws and regulations that govern our operations as a community mental health center, healthcare provider, and child welfare agency.

Federal False Claims Act

The Federal False Claims Act, 31 U.S.C. and similar state laws are some of the most important laws that govern our business. The False Claims Act (FCA) and similar state laws impose liability on persons or companies that make or cause to be made false or fraudulent claims to the government for payment who knowingly make, use or cause to be made or used, a false record or statement to get a false or fraudulent claim paid by the government. These laws apply to Medicare and Medicaid reimbursement and prohibit, among other things:

- Billing Medicare or Medicaid for services not rendered
- Billing Medicare or Medicaid for undocumented services
- Making improper entries on Medicare or Medicaid cost reports

- Billing Medicare or Medicaid for medically unnecessary services
- Assigning incorrect codes to secure higher Medicare or Medicaid reimbursement
- Characterizing non-covered services or costs in a way that secures Medicare or Medicaid reimbursement
- Failing to seek payment from beneficiaries who may have other primary payment sources
- Participating in kickbacks

A violation of the FCA may result in monetary penalties of up to \$11,000 per false claim, plus three times the amount of damages the government sustains, and exclusion from the Medicare and Medicaid programs. Private Citizens, including employees, may file a lawsuit on behalf of the Federal government, and in return, may share a percentage of any monetary recovery or settlement. The FCA prohibits employers from retaliating or discriminating against or harassing employees because of their lawful participation in a Federal FCA investigation, report, claim, or legal proceeding.

Duty to Report

Every employee is responsible for reporting situations when they have a good faith belief that a violation of the Directions for Living's Code of Conduct, the FCA or other healthcare laws or regulations may have been violated. Employees will be asked to provide the name of the employee believed to be involved in a violation of the Code of Conduct, FCA, or other healthcare laws or regulations. It is not acceptable to overlook actual or potential wrongdoing and may result in disciplinary action up to and including termination.

Political Contributions

Directions for Living will not make any contributions to any political party or candidate for political office. Federal law does not allow agency's in the United States to contribute to the political process in any significant amount.

Antitrust Laws

Antitrust laws are relevant to many business decisions, and those who engage in illegal actions against such laws are subject to fines and imprisonment, or both. The Executive Leadership Team shall guide the employee body in abiding by antitrust decrees applicable to the agency. Directions for Living adheres with all U.S. antitrust laws applicable to normal business operations and will hold employees responsible for abiding by these legislations as well.

In compliance with Section I of the Sherman Antitrust Act:

- No employee shall enter into an agreement (expressed or implied; formal or informal; written or oral) with any competitor restricting any of the following conditions or business offering:

- ✓ Prices
 - ✓ Costs
 - ✓ Profits
 - ✓ Offerings of products and services
 - ✓ Terms of sale conditions
 - ✓ Production capacity
 - ✓ Market share
 - ✓ Quote decisions
 - ✓ Customer selection
- ✓ No employee shall enter into an agreement with a purchaser/lessee restricting the right of the purchaser/lessee to determine the price to resell or lease the product in question. Employees may also not enter in such agreements when Directions for Living is the purchaser/lessee in the agreement.
 - ✓ The following situations may be in violation of antitrust laws under certain circumstances. Employees may not enter into these agreements without consulting legal counsel in advance, and obtaining clearance to enter into such agreements.
 - ✓ Agreements with customers or suppliers regarding the sales or purchases of reciprocal purchases or sales by customers and/or suppliers.
 - ✓ Agreements with purchasers or lessees of products of Directions for Living which would restrict customers from using or reselling products as they choose to do so.
 - ✓ Agreements with any party that would restrict all parties involved to manufacture a product or provide a service to a third party.

Exchange of Information with Competitors

Communication with competitors would be an infringement of antitrust laws, specifically if the communication is accompanied by some action. The prohibitions of this policy are intended to avoid antitrust infringements. Under this policy, no employee shall discuss information on any subject with a competitor or another third party acting on behalf of a competitor to remain compliant with Section I of the Sherman Antitrust Act; unless Directions for Living's legal counsel determines that such communication would not violate antitrust laws.

When participating in trade associations and other meetings with competitors, employees shall not attend:

- Unauthorized meetings with competitors.
- Meetings where the communication with competitors are in violation of the paragraph above.

- Meetings for trade associations held to discuss business without adhering to the formal rules established by the trade association for its meetings.

Employees must recognize that participating in development and product certification events impacting competitors or suppliers may initiate antitrust violations. Consult legal counsel before attending any agency which may develop standards or certify products with competitors.

If an employee violates this policy, he/she may be subject to termination or other disciplinary action to prevent future violations. Those who do the following may be subject to disciplinary action or termination:

- Employees are in direct violation of this policy.
- Employees who deliberately withhold information concerning the violation of this policy or fail to report a violation of this policy.
- Management personnel who fail to report violation of this policy by their subordinates.

If an employee is accused of violating antitrust laws, yet did consult legal counsel and acted in good faith, they may not face disciplinary action under this policy. Directions for Living may also assist in the employee's defense, within the confines of the law.

Code of Ethics

Directions for Living upholds the dignity and worth of both clients and employees and thus espouses the integrity of the agency and the quality of its services. In order to accomplish these objectives, Directions for Living has established standards of performance and expectations for employees to ensure that they will discharge their duties in the best interests of the clients, co-workers and the agency.

Directions for Living expects its employees to observe "common sense" rules of honesty, good conduct, general job interest, safe practices, and to adhere to generally accepted customs of comportment and professionalism.

Practices which are not acceptable include, but are not limited to, the following:

1. Falsifying time sheets, personnel records, staff activity forms, clinical records or other agency records;
2. Refusal to carry out assignments relating to the work of Directions for Living;
3. Theft, misappropriation, or concealment of property from co-workers, the agency, or customers of Directions for Living;

4. Deliberate waste of, damage to, or attempted damage to materials, supplies, property or equipment of Directions for Living;
5. Fighting on agency property;
6. Violation of health and safety rules or practices, or refusal to comply with agency safety procedures such as wearing required personal protective safety equipment;
7. Immoral, indecent, or illegal conduct on agency property;
8. Leaving agency premises during working hours without permission from a supervisor or authorized agency representative;
10. Willful acts or gross negligence resulting in actual or risk of serious injury to another employee or resulting in actual or risk of serious damage to agency property;
11. Entering working areas of the agency premises unless on duty and scheduled for work or otherwise on agency business, or refusal to leave the premises when placed on disciplinary suspension and requested to leave by an authorized agency representative;
12. Failure to report a work related accident, injury, or illness;
13. Deliberate misrepresentation of facts to a supervisor or any other agency representative concerning any work-related matters;
14. Unauthorized possession of weapons, ammunition, firearms, firecrackers, or other similar items on agency premises;
15. Insubordination (willful, deliberate refusal to follow direction, order or assignment) or using abusive language to agency supervisors;
16. Sleeping while on duty;
17. Using abusive language or threats to fellow employees or clients;
18. Handling personal affairs or performing personal work during working time without receiving permission from a supervisor;
19. Improper or unsafe operation of a motor vehicle while driving on agency business;

20. Engaging in horseplay;
21. Smoking on any property owned or leased by Directions for Living, or while on duty, or attending any Directions for Living functions, or any functions on behalf of Directions for Living
22. Misuse of agency property;
23. Committing any act that has been brought to the employee's attention by a supervisor as being contrary to the agency standards of conduct;
24. Violation of the agency non-harassment policy;
25. Violation of professional boundaries between staff and clients;
26. Breach of confidentiality, including unauthorized access to or disclosure of protected healthcare or other agency information;
26. Excessive absenteeism or tardiness;
27. Defamatory statements or spreading malicious gossip regarding any employee or client;
28. Willful violation of the standards of the Compliance Manual;
29. Giving gifts, borrowing money, or providing any unauthorized services to clients;
30. Dual relationships with clients or client relatives is prohibited, including but not limited to, business or financial relationships and personal intimacies.

Throughout employment with Directions for Living, staff are required to immediately report to their direct supervisor and Human Resource Department if any complaints or charges are made to any licensing board or any sanctions imposed by such licensing board against the employee; report any the suspension, revocation, probation or conditional status or other limitations of a DEA Registration Certificate; any legal charge, including traffic violations, arrests and/or any conviction that occurs. Staff are required to report any ethical violations; Medicaid/Medicare sanctions; any disciplinary proceedings in process by any professional association or organization (suspension/revocation of hospital privileges, etc.; membership revoked); any malpractice action brought against the employee or settled, or any other adverse action which may impact eligibility to continue employment in the current position. Such incidents will be reviewed and appropriate employment action, up to and including termination if needed shall occur.

Directions for Living acknowledges that its success is dependent upon the hard work and dedication of its employees. In recognition of these contributions, Directions for Living will strive to remain a good place to work and to assure fair and consistent treatment of all staff. All staff are encouraged to obtain clarification on agency rules, policies, and procedures to promote understanding, clear communication, and a positive and productive working relationship between staff and management.

Improper Payments and Gifts

Directions for Living prohibits the solicitation, acceptance, offer or payment to any person or agency of any bribe, kickback or similar consideration of any kind, including money, services or goods or favors (other than goods or favors which are nominal in amount – less than \$25.00 in value - and not prohibited by any federal, state or local law). Do not accept or give gifts, gratuities, entertainment, or favors of such value or significance that their receipt might reasonably be expected to interfere with the exercise of independent and objective judgment in making or participating in the business decisions of Directions for Living or the party with whom Directions for Living is dealing.

Attendance Philosophy

At Directions for Living, attendance is considered a vital part of successful job performance. All staff are expected to maintain a satisfactory attendance record. Employees who develop patterns of absenteeism or tardiness will be counseled. Directions for Living realizes there are legitimate reasons for absences to occur and supports these needs with a paid leave policy. However, if absenteeism is excessive or if an employee exhibits a pattern of tardiness, the employee may be formally counseled through the progressive corrective/disciplinary action process. Family and Medical Leave, Workers Compensation leave, and military leave are excluded from the above and will not reflect negatively on an employee.

Dress Code

Directions for Living encourages our employees to take pride in representing our agency and to take pride in their personal appearance. Directions for Living feels our business image is important and request that employees maintain standards of dress and appearance appropriate to the agency as a whole and your individual position responsibilities and safety concerns. Dress, grooming, personal cleanliness, and professional behavior standards contribute to the professional image we present to our clients and visitors. Therefore, while performing duties for our agency, employees are expected to dress in attire appropriate to the business environment, and free of distraction and to behave in a professional and businesslike manner at all times to best represent our business.

Guidelines:

- Employees must dress according to the requirements of their position; however our beliefs regarding business appropriate dress is that business is always first. This means that employees should keep their day's schedule in mind. It is recognized that different levels of dress may be appropriate for different positions and occasions. As a general rule, when meeting with clients, outside visitors, attending court, or other external meetings, traditional business attire should always be worn except where it doesn't make good business sense.
- Our business appearance and image is important to us. However, we respect individual preference and choice in dress and appearance. We are confident that employees will use their best judgment in following our dress and attire guidelines. We ask that, at all times, employees make certain that their appearance is well groomed and clean, that hair color, jewelry, body art, and tattoos are appropriate for our business setting, and that clothing is appropriate, neat, clean, and well-fitting. While business casual attire is acceptable we want to be sure our environment does not jeopardize professionalism and productivity, and is free of distraction to the clients, funders or other stakeholders that we serve.

Traditional Business and Business Casual attire:

- For men, traditional business attire includes a long or short sleeved button down pressed shirt with or without a tie. Directions for Living logo'd apparel is also acceptable during scheduled work time.
- For women, traditional business attire includes a long or short sleeved button down pressed blouse, along with a skirt or pants. Business type dresses or coordinated ensembles are also considered traditional business attire for women. Directions for Living logo'd apparel is also acceptable during scheduled work time.
- For men, business casual attire includes sport or polo shirts with collars, and tailored slacks, khakis/chinos, dress corduroy slacks, and business shoes including socks. Directions logo'd apparel is also acceptable during scheduled work times.
- For women, business casual attire includes dress shirts, polo shirts, blouses, and sweaters, traditional split skirts, casual dresses, tailored slacks, khakis/chinos, non-athletic leggings with thigh length tunic. Directions logo'd apparel is also acceptable during scheduled work times.
- Traditional Business and Business Casual shoes includes heels, flats including Toms, Van, sneakers, or other casual athletic shoe.

Inappropriate Attire or Appearance Includes:

- Beach type flip flop

- Jeans of any color
- Shorts of any kind
- T-shirts, graphic or logo'd t-shirts, Spaghetti strap sundresses, backless dresses, tank tops, spaghetti strap tops or other sleeveless tops without cover up jacket or sweater, exceptionally short dresses/skirts or crop tops and low necklines.
- Any clothing item displaying an offensive comment or graphic illustration; logo clothing including sport teams, cartoon characters, etc., unless otherwise specified.
- Body art or other objects of personal expression, such as visible face or neck tattoos that are distracting, large, or represents an unprofessional image as determined by Directions for Living.
- Hair color that is extreme and potentially distracting.
- Dirty, ragged, ungroomed, or sexually provocative, revealing, or see through clothing or appearance.
- Any other attire or appearance Directions for Living deems to be inappropriate to the business environment will be immediately addressed by the employee's supervisor or member of the human resources department.

Exceptions to the above are as follows:

- Office workers with major filing responsibilities and little public contact (such as eHIM Coordinators) may wear athletic or rubber-soled shoes at any time, consistent with job requirement.
- Promotional Wednesday "jeans day" staff may wear the DFL approved logo'd polo and jeans in good repair and presentable in a work setting. Employees must dress in accordance with the responsibilities of their position.
- Friday casual day or other "jeans day" promotion, staff may wear jeans in good repair and presentable in a work setting.
- Any type of shoe or footwear approved for health reasons with submission of health care provider documentation.

If an employee is unclear about our dress and appearance guidelines, or an employee is in doubt or has questions about the appropriateness of their attire, facial jewelry, exposed tattoos, hair color, etc., they are required to contact their supervisor or any member of the human resources department.

If an employee reports to work in questionable attire or appearance, a notification and/or discussion will occur with the employee to advise and counsel them regarding the

inappropriateness of the attire. Depending upon the circumstance the employee may be required to cover their tattoos while at work, remove their piercings while at work, or be sent home and directed to return to work in proper attire, appropriate hair color, etc. Any work time lost will be expected to be made up by the employee or require use of paid leave. Absent the accrual of paid time off the leave will be unpaid. Continued or frequent departures from these guidelines will not be permitted and employees who appear for work inappropriately dressed or groomed may be disciplined up to and including termination.

These guidelines are not intended to be all-inclusive and the President & CEO reserves the right to determine appropriateness and safety of attire and to amend this policy at any time.

Compliance Program

It is the policy of Directions for Living to meet the contractual obligations of each payor source, all State and Federal regulatory agencies, such as The Agency for Health Care Administration and the IRS. Directions for Living maintains a compliance program to ensure that internal control procedures and communication channels are sufficient to prevent and detect criminal conduct thereby protecting the organization from commitment of, or any external allegations of, fraudulent practices.

The main purpose of the compliance program is to promote and prompt early detection of any wrongdoing before it becomes too serious and or before it is detected through a regulatory or governmental audit or survey, and to reduce the likelihood of a violation occurring and to promote an atmosphere of trust in which staff can openly communicate any concerns. All staff are required to adhere to the Compliance Program and Directions for Living's Code of Ethics.

Confidentiality

Employees must assume the ethical obligation to keep in confidence all information pertaining to both clients and staff. Directions for Living prohibits the discussion or divulgence of any confidential information within the agency, except in the legitimate performance of duty. Confidential information may not be shared with parties outside the agency without the signed consent from the client, except as required by law. A breach of confidence may warrant disciplinary action, up to and including dismissal. Persons authorized to have access to client records shall include the following: President & CEO, Chief Officers, Directors, professional staff assigned to a particular client, and clerical and administrative staff as necessary to perform office functions.

Consents from clients must be obtained to share information with volunteers, with the exception of volunteers who have been granted adjunct staff status (i.e., interns) after proper consideration by the Director, Chief Officer or President & CEO. Confidential

information includes, but is not limited to, the following, whether written, verbal or electronic:

1. The fact that a person is, has been, or is not a client;
2. Information transmitted in confidence by a client during intake, counseling sessions, treatment, or other privileged conversations;
3. Information regarding a client transmitted in confidence by members of a client's family or by other persons;
4. Any opinions, summaries, or instructions issued by authorized staff in the course of treatment or other services;
5. Any personal data, the release of which could be expected to be detrimental to the best interest of the client;
6. Client Charts or Case Records and any other agency documents marked "CONFIDENTIAL" or deemed confidential by virtue of its nature;
7. Electronic client records.

Employment by Directions for Living assumes an obligation to maintain confidentiality, even after an employee leaves the agency. No one is permitted to remove or make copies, photos or scans of agency records, reports or documents without prior management approval. Because of its seriousness, unauthorized access to or disclosure of confidential healthcare or other agency information will result in disciplinary action, up to and including termination of employment. Employees are not permitted to copy or otherwise transmit Directions for Living's agency records, reports or documents on their personal "thumb drive", "jump drive" or other device intended to make written information transportable. Directions for Living acknowledges that there may be some need to transport data on a one time basis, or that there are some positions that will require the transport of data more frequently. In these instances, Directions for Living will provide the employee with an agency issued "thumb drive". Client identifying information is strictly controlled.

Outside Employment and Independent Practice

It is the policy of Directions for Living to conduct all business of Directions for Living with the highest standards of integrity and to avoid a conflict of interest and poor reflections on the good name of the agency. A conflict of interest can arise when an employee is in a position in which their private interests may have a direct or perceived adverse effect on their motivation or the proper performance of their job.

If an employee intends to work at any other related employment, or engage in independent practice, or employment that may reflect poorly on the good name of the agency, in addition to continued employment with Directions for Living, a notice of intent to the Human Resources Department must be submitted, in writing, five (5) working days prior to engaging in other related employment. A new employee who is already engaging in other employment must submit this notice of intent in writing on the first day of employment.

The following criteria must be addressed in that written statement in order for the employee to engage in outside work:

1. Directions for Living's facilities and equipment may not be utilized;
2. To avoid public misunderstanding or conflict of interest, individuals who have applied to, or have been seen at Directions for Living within the last three (3) months shall not be referred by staff or office personnel to other staff members for independent practice without express written permission of the Directions for Living's supervisor;
3. There shall be no questions as to the legality and professional appropriateness of the activity engaged in, as the individual should not appear to be representing Directions for Living in such an activity;
4. The employment shall not reflect poorly on the good name of the agency. The employment or independent practice shall not be in conflict with the interests of the agency or potentially produce a conflict of interest, and
5. Each employee who engages in independent practice or other employment shall sign a statement agreeing to hold Directions for Living harmless from any liability arising out of said independent practice or other employment.

Any employee who fails to give such timely notice will be subject to disciplinary action and may be subject to termination. Directions for Living reserves the right to immediately separate from employment with any employee who engages in employment that is in conflict with Directions for Living best interest.

Conflict of Interest

All employees have a duty to further Directions for Living's mission and values, and to work on behalf of its best interest. Employees should not place themselves in a position where the employee's actions or personal interests may be in conflict with that of the agency. Employees must report any situation or position to the supervisor which may create a conflict of interest with Directions for Living. A conflict of interest occurs when employees or volunteers, through their position or knowledge of agency activities, obtain improper financial gain for themselves or family members or take an action that adversely affects the

agency's interests. While it is impossible to list all circumstances of conflict of interest, employees and volunteers shall use good business ethics and fair dealing as a guide. The following are types of activities considered to be specific conflicts:

- a. Employees shall not accept cash, gifts or merchandise with a value in excess of \$25 from any individual or entity that has a business relationship with Directions for Living. Individual or entity shall include, but is not limited to: Clients, client's family, vendors, and subcontractors. If an unsolicited gift, such as a box of candies, a fruit basket or another perishable item, is received by an employee, it will be given to the Director/ Officer and will either be used for the consumption by clients or will be shared with other employees by placing the item in the lunchroom or other general office area. Promotional items such as pens, writing pads, and knickknacks that have a company name or logo on it will not be treated as gifts under this policy and may be accepted by an employee without prejudice.
- b. Employees shall not accept payment or other considerations from another provider of services for referring applicants or clients to that provider.
- c. Employees shall not make payment or offer other considerations for a referral of services or clients to the agency.
- d. Professional employees or consultants shall not steer or direct referrals of applicants, clients, or their families to a private practice or business in which they have a financial interest in unless specific written approval of the Director, Officer or President & CEO is provided.
- e. Employees shall not lend money to, borrow money from, or have loans guaranteed by clients, employees, or anyone doing business with the agency. The exception is that any employee may borrow from a financial institution with which the company does business.
- f. Employees, vendors or consultants shall not be given any preferential treatment in the application for or receipt of agency services.
- g. Employees are required to advise their supervisors of any outside work or second job in order to avoid any possible conflict of interest.
- h. Any violation of this policy will be handled under the Progressive Counseling/Disciplinary Action Policy and Procedure outlined in this Handbook and may include immediate termination of employment.
- i. Employees or consultants shall avoid entering into contracts or agreements involving, or appearing to involve, a conflict of interest. Such individuals will

also refrain from using their positions for purposes that are, or give the appearance of being motivated by a desire for private gain for themselves or others, such as those with whom they have family, business, or other ties.

- j. In the event of any uncertainty of the application of this policy to any activities and issues on the management and staff level, the President & CEO will be so advised and will then investigate the matter for determination of necessary action. The President & CEO's ruling will be final.
- k. The sale, gift or loan of agency property without the expressed written permission of the President & CEO.

Any employee, who may have a conflict of interest, or wishes to report a conflict of interest, must contact a member of the Executive Leadership Team or the Compliance Officer.

Each employee or volunteer of Directions for Living is charged with adherence to the respective code of ethics of their own professional association as well as state and federal statutes and regulations.

In the event of any uncertainty of the application of this policy to any activities or issues on the Board level, the President & CEO will be so advised and may then refer the matter to the Chairman's Council for study and recommendation.

Solicitation

Except with the approval of the President & CEO, solicitation for sales, contributions, or distribution of non-professional literature by one employee to another employee is prohibited while working. Directions for Living requests that employees do not use work email or voicemail or other resources as a means to solicit or distribute non-work related materials. Activities that disrupt work hours or operations will not be permitted.

Solicitation, distribution of literature, or trespassing by non-employees on agency premises is prohibited. Individuals found to be soliciting participation or contributions or distributing materials not in accordance with these guidelines will be asked to leave Directions property. Any type of solicitations or distributions of materials is prohibited if it interferes with client care, other employee work activities, or results in littering or safety hazards.

Solicitation of clients is prohibited. Solicitation for the purpose of promoting charities other than Directions for Living or client needs is prohibited except where it does not interfere with normal operations and does not imply coercion of staff, but only as follows:

- a. For participation in the United Way Campaign as required by contract as a United Way sponsored agency.

- b. For purposes of promoting agencies that support mental health initiatives and service partners in the community.

Off duty employees are not to remain on or return to agency premises for reasons other than agency related business.

Employment of Relatives and Employee Fraternization

It is the policy of Directions for Living to ensure fairness in its employment practices and to preserve a working environment that has clear boundaries between personal and professional relationships. This practice is to avoid injustice or preferential treatment in employment of relatives of existing staff or for staff involved in romantic relationships. The agency strongly believes that an environment where employees maintain clear boundaries between employee personal and business interactions is most effective for conducting business. Although this policy does not prevent the development of friendships or romantic relationships between coworkers, it does establish very clear boundaries as to how relationships will progress during working hours and within the working environment. Individuals in supervisory relationships or other influential roles are subject to more stringent requirements under this policy due to their status as role models, access to sensitive information, ability to influence others and potential for employer exposure to liability for harassment claims.

New employees and current employees applying for a promotion or transfer will be selected on the basis of their qualifications for the job. In an effort to hire the best candidate for the position, Directions for Living will not intentionally exclude relatives of employees currently on the payroll or individuals who are romantically involved. However, to avoid preferential treatment or the perception of preferential treatment, immediate family members or individuals who are romantically involved may not be employed in a position which would:

- a. Create a direct or indirect supervisor/subordinate relationship, or
- b. Have the potential for creating an adverse impact on work performance, or
- c. Create either an actual conflict of interest or the appearance of a conflict of interest.

Supervisors, Directors, Chiefs or anyone else in sensitive or influential positions must disclose the existence of any relationship with another coworker that has progressed beyond a platonic friendship to the Director of Human Resources and immediate supervisor. This disclosure will enable the agency to determine whether any conflict of interest exists because of the relative positions of the individuals involved.

Where problems or potential risks are identified, the agency will work with the parties involved to consider options for resolving the conflict. The initial solution will be to make

sure that the parties involved no longer work on matters where one is able to influence the other or take action against the other. Matters such as hiring, firing, promotions, performance management, compensation decisions, and financial transactions, etc. are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage.

In some cases, more extreme measures may be necessary such as transfer to other positions or departments. Refusal of reasonable alternative positions, if available, will be deemed a voluntary resignation. Continued failure to work with the agency to resolve such a situation in a mutually agreeable fashion may ultimately be deemed insubordination; and therefore, serve as cause for immediate termination. The agency's disciplinary policy will be consulted to ensure consistency.

During working time and in working areas employees are expected to keep personal exchanges limited so that others are not distracted or offended by such exchanges and so that productivity is maintained. During non-working time, such as lunches, breaks and before and after work periods, employees are not precluded from having appropriate personal conversations in non-work areas as long as their conversation and behaviors could in no way be perceived as offensive or uncomfortable to a reasonable person.

Employees who allow personal relationships with coworkers to affect the working environment will be subject to the appropriate provisions of the agency's disciplinary policy which may include counseling for a minor problem. Failure to change behavior and maintain expected work responsibilities is viewed as a serious disciplinary matter.

The provisions of this policy apply regardless of the sexual orientations of the parties involved.

For purposes of this policy, "immediate family" includes: the employee's spouse, children, step-children, parents, step-parents, brother, step-brother, sister, step-sister, in-laws, grandparents and grandchildren of the employee and spouse or primary caretaker in childhood. The policy also applies to close personal relatives such as great aunt, great uncle, uncle, aunt, first cousin, nephew, or niece.

The President & CEO has the discretion to make the final hiring/promotion/transfer decision in such circumstances on a case by case basis. The President & CEO also has the discretion to waive or suspend the requirements and restrictions of this policy and procedure for any period of time for which it is deemed to be in the best interest of Directions for Living.

Personnel Records

Directions for Living protects the privacy rights of all employees by ensuring that documents and information regarding employees are relevant, confidential, and safe from

improper disclosure in accordance with federal and state laws regulating personnel record keeping and accessibility practices.

Job related and personal information on each employee, which is deemed relevant by Directions for Living, shall be retained in a confidential, central personnel file located in the agency HR office.

Employee personnel files may include the following: (job application, job description, resume, records of participation in training events, salary history, records of progressive counseling/disciplinary action and documents related to employee performance reviews, coaching, and mentoring). Personnel records are maintained on a current basis. Employees must notify Human Resources immediately of any change of name, address, telephone number, marital, dependent or tax status.

All employee medical records (if any) are confidential and shall be filed separately from the central personnel file and disclosed to any individual or entity only upon written consent of the employee in accordance with the Americans With Disabilities Act of 1990, the Rehabilitation Act of 1973, the Florida Drug Free Workplace law, the Florida Workers Compensation law, the Florida's AIDS Act, or other relevant statutory authorization and the OSHA Bloodborne Pathogen Standard. Managers and supervisors may be informed about necessary restrictions for an employee with a disability and relevant information may be provided on request to government officials investigating Directions for Living's compliance with ADA or any other government regulations or for Workers Compensation claim processing or in response to a subpoena or court order for records as properly processed to authorize release of such records or as necessary for response to a legal action brought against the agency.

Information gleaned from criminal background checks of employees shall have restricted access to Human Resources, Executive Team, and supervisory employees who have the need to know. This information will not be used in making a future employment decision on an employee unless such criminal information is relevant to the employment decision.

Forms and copies of documents verifying compliance with the Immigration Reform and Control Act shall be retained in a file separate from the personnel file and are accessible only to Human Resources and appropriate government bodies to demonstrate compliance with the law.

Employee payroll deductions and records such as garnishments are confidential information and disclosure shall be restricted to the employee, Human Resources, management and administrative personnel, and outside agencies that have a need to know.

An employee's personnel file will be available to the employees' supervisor; however, personal information such as medical information will be disclosed to the employee's supervisor on a need to know basis.

Exceptions to the above restrictions include but are not limited to:

1. Confirmation of "directory information", i.e., verification of current employment or past employment, job title, and possibly salary, and other information as deemed appropriate by the agency or as required by funding sources or for auditing purposes, may be provided without the specific authorization of employee or former employee. Examples of other non-disclosure exceptions are confirmation of an employee's dates of employment or home address to law enforcement officials, compliance with subpoenas, or court orders.
2. Other employers requesting general employee performance information and eligibility for rehire as part of the reference checking process when an employee or former employee applies for work at a different agency.
3. Any other exceptions not mentioned above as provided by Florida's legislative and regulatory actions on records access and confidentiality and as mandated by federal and state laws or as deemed appropriate by the agency for business reasons.

Generally, personnel files are accessible to appropriate Executive Team and supervisory staff for routine personnel management (i.e., promotions, salary adjustments, disciplinary actions, etc.), to funding source representatives, accounting firm for auditing purposes and any other sources deemed necessary and appropriate by the agency for conducting personnel or agency business.

Documentation pertaining to an employee's drug-test result must be kept confidential. All information, interview reports, statements, memoranda, EAP records, and test results, written or otherwise, as a result of a drug testing program are confidential communications (Refer to Drug Free Workplace Policy and Procedure #9111) and may not be accessed by any individual outside the Chief Executive Officer and Human Resources. The employee's supervisor shall be provided this information, if and when the employee's work performance and employment have been affected by a positive result unless release of such information is specifically necessary for response to a legal action brought against the corporation.

Employees shall have access to copies of performance evaluations or progressive counseling/disciplinary information contained in their personnel files and records. Directions for Living, however, reserves the right to restrict access to certain sensitive information, including confidential third party employment references, confidential management documents or plans, and items related to ongoing security or criminal investigations. The personnel files remain the property of Directions for Living.

Recording Devices Prohibited

Directions for Living prohibits the use of any recording device on agency property and/or during working hours unless specifically permitted by Directions for Living and the parties involved. Directions for Living prohibits the use of picture phones or any other camera or device that may capture visual images without Directions for Living and the parties involved prior written permission. The use of picture phones or other recording of visual images is specifically prohibited in restrooms, or any other area where members of the public or coworkers would enjoy a reasonable expectation of privacy and in any areas in which sensitive or closely guarded agency or business materials are used or housed. Any employee found in violation of this policy will be subject to discipline up to, and including, termination of employment and may also be subject to prosecution to the fullest extent permitted under the law.

Personal Property

Directions for Living cannot accept responsibility for employees' personal property. Employees are requested to keep all valuable property under lock and key or in one's own possession. However, if in the course of work with a client, the client causes damage to a staff vehicle due to inappropriate behavior, Directions for Living will consider reimbursement of any hardship expenses to staff that are not covered by the employee's insurance up to a maximum of \$250.

Agency Property, Equipment Use and Use of Agency Letterhead

The continued success of Directions for Living requires the commitment of all employees to the proper allocation, use and care for agency resources including physical property, agency vehicles, time, information, agency equipment, agency letterhead and facility appliances (list not all inclusive). This procedure is intended to provide guidance to employees on the proper use of agency resources. It is not intended to cover every situation that could arise involving the use of company resources or time.

Employees are expected to use good judgment in the use of agency resources. Any personal use of agency resources must not result in significant added costs, disruption of business processes, or any other disadvantage to Directions for Living.

Use of Agency Letterhead

Directions for Living letterhead must only be used by select positions for approved purposes. Employees must receive prior authorization from their supervisor before sending any letters on agency letterhead to an external stakeholder. Using agency letterhead for personal purposes is strictly forbidden. The content of any letter written on agency letterhead must always be consistent with Directions for Living's mission, vision and 5 Promises (values).

Employees can compromise the security and integrity of Directions for Living's information and cause financial harm to the agency through the improper use of agency resources. Employees using agency equipment for personal purposes are accountable for that use and must ensure that no compromise or financial harm results. Misuse of agency resources, equipment, property, and/or time will result in disciplinary action and may include financial responsibility for the replacement or repair of agency equipment or other agency property.

Employees who are assigned agency equipment must ensure that:

1. Proper measures are taken for the storage and safeguarding of agency information and data to prevent unauthorized access, use, or removal by any means and in any form (electrical, optical, magnetic or hardcopy) of such data or information.
2. Proper measures are taken for the storage, safeguarding of agency equipment including, but not limited to, locking a laptop in the trunk of the vehicle; securing a cellphone rather than leaving it on the seat of an unoccupied vehicle, etc.
3. Only agency approved messages, tag lines, etc. on agency equipment such as computers, laptops, cell phones, etc. are used. Personal use of computing equipment does not compromise the security or integrity of agency information or software.
4. Use of agency equipment on site, at home or off site business location must be in Compliance with this policy and procedure and with Policy & Procedure #9009 Computer Usage Guidelines/Email/Internet Access/Security.
5. Agency vehicles may only be driven by specific staff as identified by the Directors, Chief Officers or President & CEO per job description and approved by the agency vehicle insurer carrier. Agency vehicles are to be used for work related purposes only and must be operated in a safe manner. Passengers will only be transported for work related purposes. Damages to an agency vehicle due to negligence are the responsibility for the employee causing the damage, at a minimum, to cover the cost of the agency vehicle insurance deductible. Employees causing damage to an agency vehicle through negligence shall also be subject to disciplinary action up to and including termination.
6. Employees causing damage or loss of equipment shall be responsible for the cost of repair or replacement of the equipment. See Form #9100-112 Agreement to Return and Care for Agency Equipment. In addition, the employee responsible for the damage or loss of agency equipment, premises, etc. shall be subject to disciplinary action up to and including termination.

Use of agency resources for non-agency purposes is appropriate only when specifically authorized by agency policy and procedure or when the user receives express authorization

from a Director or Officer. Directors and Chief Officers are responsible for the resources assigned to their respective departments or the agency and are empowered to resolve issues concerning their proper use.

1. Any personal use of Directions for Living's equipment and resources including, but not limited to telephones, fax machines, voice mail, printers, cell phones, text messaging, internet access, e-mail, is limited and must follow the guidelines identified below:
 - a. The use should be infrequent, appropriate and minimal. Agency issued equipment is subject to inspection and or review without notice. Use can be revoked if determined to be unreasonable, inappropriate or more than minimal.
 - b. There should be no costs to Directions for Living.
 - c. The use is not related to any illegal, illicit, activity and does not conflict with the Code of Ethics, nor is the use related to the pursuance of an outside business (for example, an employee's personal company).
 - d. The use would not cause embarrassment to Directions for Living and its staff and it would not violate, disrupt, or otherwise impact client care, staff, agency standing and business relationships.
 - e. The use does not interfere with the performance of agency business, the employee's assigned duties, or the assigned duties of other employees and does not adversely affect the Agency.
 - f. The equipment should be used on an off-hour basis, such as during lunch or before or after work hours.

Personal phone calls during work hours should be limited even if the calls are made from a personal cell phone. Excessive personal phone calls made on work time will be addressed by the supervisor and may lead to disciplinary action. Voice mail messages from employees must be appropriate, business oriented, and in compliance with agency policies.

Employees must reimburse Directions for Living for personal long distance calls, personal use of agency cell phones, personal text messaging on Directions for Living's agency equipment; downloading music, downloading ring tones, applications or for personal use, on Directions for Living's phones, personal use of Directions for Living's postage meter, fax machine, or other equipment. All agency bills will be reviewed and the employee will be required to reimburse Directions for Living for any costs incurred for personal use. Employees will also be subject to disciplinary action up to and including termination for inappropriate and/or excessive personal use of agency equipment and resources.

Employees are expected to take proper care of all agency property. In the event of damage, need for repair, or loss of equipment, the employee must notify their supervisor immediately. The employee will be responsible for the cost of repair or replacement of the agency property if the agency property is damaged or lost through the negligence or the willful destruction of property by the employee. See Form #9100-112 Agreement to Return and Care for Agency Equipment.

Employees are responsible for any damage to the carpet, walls and/or furniture in the agency offices caused by that individual's negligence or willful destruction.

Employees must request the IT vendor to install appropriate software as needed on agency hardware. Program files downloaded from Internet sites must be processed through the virus checker program. Refer to Policy and Procedure #9009, Computer Usage Guidelines / Email / Internet Access / Security, for additional information on use of computers, software, email, and Internet usage.

Use of any agency property in a manner which violates Directions for Living's Non-Harassment, Computer Usage, Code of Ethics or other agency policies and procedures or state and federal statutes is strictly prohibited. Any violations will be subject to disciplinary action up to and including termination of employment.

Computer Usage Guidelines/Email/Internet Access

Computer usage, email and Internet access are provided as a business tool for appropriate agency activities, not for personal use. Staff may only use these tools for purposes within the guidelines of agency policy. Harassing, discriminatory, offensive, hostile, suggestive, defamatory or otherwise inappropriate language on email communications is prohibited. Directions for Living prohibits the usage of the Internet for the purpose of downloading, browsing, distribution, etc. of any pornographic or non-business related matters. Directions for Living reserves the right to monitor employee emails and other computer usage to ensure compliance with agency policy. Violations of approved usage of electronic/computer functions may result in disciplinary actions up to and including termination. Also, confidential or proprietary information may not be posted on the Internet unless there is management approval. It is understood that on occasion personal use will occur. This will be acceptable if it is not excessive or a disruption of agency business. (Refer to Policy & Procedure #9009-Computer Usage Guidelines/Email/Internet Access/Security and the #9700 Series in the Policies & Procedures Manual.)

Online Social Networking Policy

Directions for Living is committed to maintaining a good relationship with employees and with the outside world. If Directions for Living sustains a positive reputation and excellent image in the public eye, it directly benefits the agency as a whole in addition to putting

employees in an advantageous situation. The way the public views Directions for Living is vital to promoting business, gaining new business, retaining first-class employees, recruiting new employees, and marketing services.

Directions for Living does engage in the use of social media for business related purposes and certain staff designated by the President & CEO or designee are permitted to use and maintain Directions for Living's social media sites for promotion of agency business. Employees whose job duties involve such activities may not be subject to all of the restrictions in this policy when performing their designated work duties. This policy does not apply to those employees personal use of social media.

This policy governs the publication of and commentary on social media by employees of Directions for Living. For the purposes of this policy, social media means any facility or tool for online publication, commentary, posts, dialogue, texts, video, photo, and audio, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Directions for Living employees are free to publish or comment via social media in accordance with this policy. Directions for Living employees are subject to this policy to the extent they identify themselves as a Directions for Living employee (other than as an incidental mention of place of employment in a personal blog on topics unrelated to Directions for Living).

Notwithstanding the previous section, this policy applies to all uses of social media, including personal, by Directions for Living employees who are Directors and members of the Senior Leadership Team and employees that are Chiefs and a member of the Executive Leadership Team, as their position with Directions for Living would be well known within the community.

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary.

All uses of social media must follow the same ethical standards that Directions for Living employees must otherwise follow.

Setting up Social Media

Assistance in setting up social media accounts and their settings can be obtained from Directions for Living Information Technology Department.

Confidentiality

It is perfectly acceptable for an employee to talk about their work and have a dialog with the community, but it is not okay to disclose or publish confidential information. Confidential information includes such things as proprietary information such as details about a current funding application, or project, financial information, or research about Directions for Living, its clients, funders, stakeholders, or other community partners.

Employees are not permitted to disclose a client name or any other identifying information, funder name or other community partner or business, or criticize, nor speak negatively about any of Directions for Living's clients or business partners.

Protect your own privacy

Privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the Directions for Living website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that that is not for public consumption. This policy specifically provides that there is no right of privacy with regard to the agency systems. Employees should not expect that their messages or data viewed, contained on or transmitted through any of Directions for Living's equipment are private or confidential. Information that is published will be around for a long time, employees are encouraged to consider the content carefully and to exercise caution about disclosing personal details. Employees who fail to comply with this policy may be subject to progressive counseling/disciplinary action up to and including termination from employment.

Respect Directions for Living, our clients, community, and coworkers

The public in general, and Directions for Living's employees and clients, reflect a diverse set of customs, values and points of view. Employees should not say anything contradictory or in conflict with the Directions for Living website. Employees are encouraged to be themselves, but must do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Employees are required to use good judgment and must be sure to make it clear that the views and opinions expressed are the opinion of the individual and do not represent the official views of Directions for Living. The employee is required to include the following disclaimer in a prominent place: "The views expressed on this post are mine and do not represent the view of Directions for Living and its leadership team."

Please note the following:

Business work time and equipment, including computers and electronic systems, are not to be used for blogging or social networking, including updating a personal site.

“Friending” of clients on social networking sites is prohibited. Our clients at times will “troll” social networking sites looking for their provider so all employees must ensure their sites have the highest security so clients cannot access any employee private information.

On rare occasions it may be necessary for a member of our staff to “friend” a youth who is “missing” or on runaway status that is being served in our child safety program for purposes of locating the youth. Any and all “friending” of any youth being served by Directions for Living requires the advanced permission of the Director of Marketing and Business Development. The Director of Marketing and Business Development will work with the appropriate Director and staff member with creating a social networking site for this specific purpose.

In the event an employee engages in blogging or networking about work from a non-work location and on their own time, the employee must still abide with Directions for Living’s policies, including policies regarding nondiscrimination and non-harassment. The employee may not make discriminatory, defamatory, libelous or slanderous comments when discussing Directions for Living, its employees, its clients, funders, stakeholders or other community partners. Inappropriate comments include, but are not limited to, comments that are derogatory with respect to race, religion, gender, sexual orientation, color, or disability. Prohibited comments also include those which are sexually suggestive, humiliating, or demeaning.

Employees are personally responsible for postings and commentary and can be held personally liable to another for any commentary considered defamatory, obscene, proprietary, or libelous by any offended party.

Employees may not post anything that may be detrimental to Directions for Living business.

Employees may not improperly access or attempt to access any other employee’s social media sources, nor require as a condition of employment or continued employment, that an employee provide access to log-in or password for another’s personal social media or other private (i.e. members only blog, chat room, or group) interactive social media site.

Employee’s personal Internet postings, including pictures of themselves, may not include Directions for Living’s logo or provide a link to Directions for Living’s website unless instructed to do so as part of job description.

Employees may not post photographs of themselves in any agency location, on a client site, or post photographs of other agency employees without their express approval to do so.

Employees must not use and access social media websites, blogs, or other types of public Internet communication sites on work time using agency equipment unless specifically assigned to do so.

Employees are prohibited from using company email addresses to register any social media source or sites.

Employees are prohibited from posting company logos or trademarks on personal blogs, profiles, or other personal Internet sites.

Anything an employee posts in violation of these policies as described can be used as grounds for disciplinary action – no matter whether written while at work or outside work.

If employment with Directions for Living ends, employees must immediately update any of the online information or postings to remove any references to Directions for Living being their current employer.

If Directions for Living discovers that an employee has acted outside this policy, that individual will be asked to remove the posting that pertains to Directions for Living or its clients, employees, or business partners. If the employee fails to do so, and unless the posting is legally protected, it will be considered in determining whether to continue employment with Directions for Living. Additionally, depending upon the circumstances, Directions for Living may take legal action to seek removal of the posting. Employees who have a complaint or concern about Directions for Living, its employees, agency practices/policies, clients or business partners are urged to address their concerns through the appropriate grievance and compliance processes instead of posting complaints on line.

Facebook® is a registered trademark of Facebook, Inc. Twitter® is a registered trademark of Twitter, Inc. MySpace® is a registered trademark of News Agency. Bebo® is a registered trademark of Bebo.com. LinkedIn® is a registered trademark of LinkedIn Agency. Classmates.com® is a registered trademark of United Online, Inc. Friendster® is a service mark of Friendster, Inc. BlackBerry® is a registered trademark of Research in Motion Limited. iPhone® is a registered trademark of Apple Inc. Windows Mobile® is a registered trademark of Microsoft Agency. Android® is a registered trademark of Google Inc. Linux® is a registered trademark of Linux Online Inc. Palm® is a registered trademark of Palm, Inc.

SAFETY/SECURITY

On-the-Job Injury – Workers Compensation

If an employee is injured while working on Directions for Living's premises or on agency business, the employee must report the details to their supervisor within twenty-four (24) hours of its occurrence. All injuries must be reported, no matter how minor.

Notification will include, in writing, the following information, plus any other details relevant to the circumstances surrounding the incident:

- a. Date and time of incident;
- b. Description of activity engaged in at the time of the incident;
- c. Exact nature and extent of the injuries; and
- d. Any other relevant facts or data, such as the reason for the incident and/or injury.

All staff requiring medical attention other than basic first aid will be directed to contact the Human Resources Department to schedule treatment after reporting the injury to the Workers Compensation carrier, unless the injuries sustained require hospital emergency room treatment.

If an employee needs or receives medical attention other than basic first aid, a Notice of Injury Form must be completed. This form can be generated by the Worker's Compensation carrier by telephone, seven days a week, twenty-four (24) hours a day at (800)316-5994. The Human Resources Department or the supervisor in charge will make the telephone contact on behalf of the employee to schedule appropriate medical treatment, as needed.

Smoke Free and Tobacco Free Campus

It is the policy of Directions for Living to provide a comfortable, healthy and safe work environment for employees and visitors. Thus Directions for Living has designated the agency as a smoke and tobacco free campus.

Smoking and use of tobacco products is strictly prohibited on agency properties by staff. This policy applies to all employees regardless of their primary work location. Signs will be posted as appropriate to indicate that Directions for Living is a Smoke and Tobacco Free Campus.

Smoking and the use of tobacco products will not be permitted in cars parked on agency property. It is also expected that staff will not smoke or use tobacco products when engaged in client interactions, on agency business while on site at other facilities, while transporting clients, or in client homes.

Clients and other visitors are permitted to smoke or use tobacco products in the designated smoking area at each of our facilities at the present time. However, smoking or the use of tobacco products by clients is prohibited while in agency or employee vehicles or in agency facilities.

Respect should be given to our neighbors. Do not loiter or use their space to smoke or use tobacco products. As a smoke free, tobacco free work place staff shall not leave their

respective work spaces for purposes of a smoke break or smoking. Smoking on agency property during lunch breaks is strictly prohibited.

Contagious Conditions and Communicable Diseases

As part of the process of working with the public, as a function of the job responsibilities, employees may be potentially exposed to individuals who may have an infectious disease, lice, scabies or other contagious conditions and communicable diseases. All staff are required to follow Safety precautions and to report incidents of potential exposure to Human Resources and the Supervisor and complete an Incident Report (Refer to Policy & Procedure #9509 Infectious Diseases and Ectoparasitic Infestation and Policy & Procedure #9134 Workers Compensation).

Drug Free Workplace

Directions for Living provides and promotes a safe and drug-free environment and requires all employees to adhere to its Drug Free Workplace Policy. Passing a drug test is a condition of initial and continued employment. Employees are provided with a summary of the policy when hired. It is expected that all employees will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment.

Employees are prohibited from the following when reporting for work, while on the job, on Agency or customer premises or surrounding areas, or in any vehicle used for Agency business:

- The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia;
- The unauthorized use, possession, transportation, manufacture, sale, dispensation or other distribution of alcohol; and
- Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine ("controlled substance" means a drug or other substance as defined in applicable federal laws on drug abuse prevention).

Any employee violating these prohibitions will be subject to disciplinary action up to and including termination.

Any employee convicted under any criminal drug statute for a violation occurring while on the job, on Agency or customer premises, or in any vehicle used for Agency business must notify the Agency no later than five (5) days after such a conviction. A conviction includes any finding of guilt or plea of no contest and/or imposition of a fine, jail sentence, or other penalty.

Drug and alcohol testing, including random testing with or without cause, will be carried out in compliance with any applicable state and federal laws and regulations.

We recognize that employees suffering from alcohol or drug dependence can be treated. We encourage any employee to seek professional care and counseling prior to any violation of this policy.

Search Policy

Directions for Living reserves the right to search agency facilities, office space, and furniture and, Directions for Living issued equipment and containers brought onto Directions for Living's property or used for Directions for Living's business. Directions for Living will conduct a search only if a reasonable suspicion exists that the search will uncover information or evidence of a violation of the agency work rules. All searches under this policy will occur with the utmost discretion and consideration for the employee involved.

During the course of employment with the Agency, employees will be provided and/or will generate correspondence, memoranda, literature, reports, summaries, handbooks, proposals, contracts, customer lists, prospect lists, and other documents and data concerning the business of the agency. Any and all such records and data, whether maintained in hard copy or on a computer disk, computer hard drive, computer tape, or other medium is the property of Directions for Living, regardless of whether it is or contains Confidential Information. Upon termination of employment with Directions for Living, the employee is required to return all such records to Directions for Living and may not retain any copy of any such records or make any notes regarding any such records. We reserve the right to search for such information and property in personal items while on Agency premises such as vehicles, purses, briefcases, etc.

Safety Plan, Emergency Preparedness and Continuity of Operations Plan

Directions for Living's policy is to proactively prepare and maintain an emergency preparedness response and recovery plan for the agency. The purpose of the plan is to ensure that Directions for Living has the capability to continue essential functions across a wide range of potential emergencies, specifically, when any of its facilities are either threatened or inaccessible.

Directions for Living recognizes that our staff drive our business. As our most critical resource, employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through the actions needed to be responsive.

Know important emergency numbers:

- Fire/Police/Ambulance (9) 9-1-1
- Human Resources Ext. 1709, , 1719, 1969
- Codes – See insert in Appendix (last three pages of handbook).

Be aware of the surroundings.

- Know where stairwell exits are located. There are 2 stairwell exits on each floor at the Belcher location.
- In the event of any emergency, do not take elevators, use only stairs.
- Do not hesitate to call/alert others that an emergency is occurring.

USING ONLY THE AGENCY APPROVED CODES

Fire Evacuation:

- Employees are notified of a fire by either the fire alarm system or CODE RED
- Upon hearing the alarm/CODE, immediately evacuate the building using the closest stairwell exit, do **not** use the elevators. Do not delay evacuation to get personal belongings, finish a phone call, or wait for friends.

Safety Team Members/Backups:

- Safety Team Members should be the last persons to leave the area. Safety Team Members should check in conference rooms, lavatories, and offices to be sure all employees have evacuated. All doors should be closed after the Safety Team Members clears an area per established safety protocols.
- Any employee having mobility, visual, hearing, or other conditions that may hinder them from becoming aware of an emergency or evacuation, should disclose their condition to Human Resources at the time of hire so that special assistance can be rendered at time of emergency.
- Upon exiting the building, report to Manager of Facilities or designee for headcount confirmation by the Safety Team Members.
- If any employee or known guest/visitor is missing, immediately report the missing person's name to a Safety Team Member who will in turn report it to the proper Agency and civil authorities.
- All employees who are not members of the Safety Team should stay together in the location, deemed appropriate, so periodic updates on the situation can be communicated. Do not go home, wait in a car, return to the building, or go to another building unless directed by a Safety Team Member to do so.

If a fire is discovered:

- Alert other persons in the immediate hazard area.
- Activate the nearest fire alarm, call 911, call the receptionist, and/or page the appropriate CODE RED.

- If trained to use a fire extinguisher, following these instructions:
 - Pull the safety pin;
 - Aim the nozzle at the base of the fire;
 - Squeeze the operating lever;
 - Sweep side to side, covering the base of the fire.
 - When using a fire extinguisher, always stay between the fire and an exit. Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky, or the situation is otherwise too overwhelming, evacuate immediately.

Medical Emergency:

- Upon discovering a medical emergency, call (9) 9-1-1.
- Call the receptionist or page the appropriate CODE BLUE.
- Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.
- If the injured person is an employee, send one person to alert Human Resources so they can notify family members of the ill/injured person.
- Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Severe Weather:

- In the event severe weather conditions occur at a time when the agency is closed and or the agency has not yet opened for business and employees have not yet reported to work, employees should report to work unless otherwise notified, if able to do so safely. The facilities department will notify staff using the voicemail telephone system when the agency will remain closed due to weather.
- The Facilities Department will monitor a weather alert radio. If a severe weather warning is issued, they will immediately page CODE BLACK, if warranted, or send a Weather Alert email to All Users as an announcement.
- Employees should immediately seek shelter in the main hallways or exit stairways away from all windows.
- The designated First Impression Specialist/Registration Coordinator will take the weather radio with him/her. When the severe weather warning is cancelled, s/he will send the Safety Team to each floor to advise that it is safe to return to office areas. The Facilities Department will also make a general announcement using the agency approved CODE BLACK over the paging system.

Workplace Violence

It is Directions for Living’s policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, Directions for Living will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or

outside of work if it affects the workplace. This policy applies to Directions for Living's employees, clients, customers, guests, vendors, and persons doing business with Directions for Living.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or email).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
- Any other conduct or acts which management believes represents an imminent or potential danger to work place safety/security.

Action Steps to Prevent Violence:

- Any employee who feels that s/he has been threatened must immediately report their concern to their supervisor and Human Resources.
- If an employee observes anyone exhibiting threatening behavior or making threatening statements, the employee shall warn others in the area and immediately notify Human Resources. Stay away from the person exhibiting the threatening behavior.
- Depending upon the level of concern, 9-1-1 may be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.
- If an employee has reason to believe that events in their personal life could result in acts of violence occurring at work, the employee is strongly urged to confidentially discuss the issue with Human Resources so that a safety / prevention plan can be developed.

Anyone with questions or complaints about workplace behaviors which fall under this policy may discuss them with a supervisor or a Human Resources representative. Directions for Living will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, Directions for Living will take action appropriate for the circumstances. Where appropriate and/or necessary, Directions for Living will also take whatever legal actions are available and necessary to stop the conduct and protect Directions for Living's employees and property.

It is imperative that all staff are aware, at the onset of employment, that due to the services Directions for Living provides combined with the fact that many of the clients served will have acute or chronic mental health and/or substance use disorders, or will be experiencing an acute crisis, staff may be exposed to a variety of coping behaviors, maladjusted behaviors, sexually inappropriate behaviors, foul or abusive language, or other unpleasant

behavior by clients. While Directions for Living will make every effort to strongly discourage these behaviors, there may be occasion that the behavior will occur. If any staff feels threatened or concern for their safety, they are required to immediately report the concerns to their supervisor or to Human Resources. All staff will be required to attend agency provided training on non-violent crisis intervention strategies and verbal de-escalation techniques.

Facility Access and Visitors

Directions for Living wants to ensure that everyone and everything is safe and secure at a minimum inconvenience to employees. All entry doors to our office are to remain secured all day with the exception of the main entry door. The main entry to the Clearwater office is open from 8:00 a.m. until 7:00 p.m. Monday through Thursday and 8:00 a.m. until 5:00 p.m. Friday. Employees have access to all floors during working hours. Other facilities (Largo and Starkey Lakes) are only open for the scheduled hours at those locations.

All visitors are to be escorted by authorized personnel to ensure proper client confidentiality. Please do not allow visitors to roam the premises unattended.

During regular working hours, a supervisor or designated staff member is in charge of each facility. This person is responsible for closing the building at the end of the working day. Any staff member staying after normal working hours is designated in charge and is responsible for securing the building prior to leaving.

Good Driving Record and Minimum Automobile Insurance Requirement

It is the policy of Directions for Living to provide transportation to clients when appropriate. Staff may be required to provide transportation to clients with their personal vehicle or the use of the agency owned vehicle. When transporting clients is a requirement of the position the advertisement will clearly state that a good driving record is required and the job description will reflect the driving requirement. Approval to transport clients, drive a company vehicle, or regularly drive on behalf of the agency is contingent upon the recommendations of Directions for Living insurance carrier and the background check with the Department of Motor Vehicles. Drivers will be required to sign the Approved Driver Status Form, the Safe Vehicle Transportation Acknowledgement and to submit proof of motor vehicle insurance with the required policy coverage prior to transporting clients or driving an agency vehicle. Staff will need to provide proof of current insurance coverage. A background driving record check and vehicle inspection will be conducted for employees whose position falls within specific categories. Employees required to use their personal vehicle for agency business may be required to have their vehicle inspected at the agency's expense. Use of personal vehicles for agency business and or driving a company owned vehicle requires the employee complete a mileage log. Employees will be reimbursed for mileage when using their personal vehicle for business related purposes.

Authorization to drive a company vehicle or to transport clients in a personal vehicle will be granted by the Department of Human Resources.

Driving while on Agency Business

Driver inattention is a factor in motor vehicle accidents. Directions for Living is concerned about the safety and well-being of its employees and the clients they transport in addition to the welfare of others who could be put in harms way by inattentive driving.

As a driver, your first responsibility is to pay attention to the road. When driving on agency business, employees must comply with all traffic safety rules and laws. In addition, the use of cell phones while driving is prohibited. Do not accept or place calls while driving. Pull off to the side of the road when you can do so safely or when you reach your destination. This policy also applies to hands-free devices. Texting and sexting while driving on agency business is prohibited. Employees may not have an open laptop on the passenger seat and / or in use while driving. Any electronic equipment must be properly stowed in the vehicle and not available as a distraction.

In the event that you receive a moving traffic violation, you must contact the Human Resource Department as soon as possible. Excessive points on your driver record could impact your employment status. Directions for Living is not responsible for any moving traffic violations, parking tickets, or any other city ordinances or state/federal laws regarding your driving habits and operation/care of your personal motor vehicle. Any tickets issued are the employee's responsibility, even if the ticket is issued while conducting business for Directions for Living. Employees must maintain a current, valid driver's license. Drinking or using controlled substances while driving is prohibited.

Safety/Facilities Rules

Directions for Living wants to ensure that our employees remain safe and injury-free when accidents are preventable. It is expected that employees will refrain from horseplay, careless behavior, and negligent actions. It is Directions for Living's policy to maintain a safe and secure working environment for all employees and clients.

If you are involved in an accident, report the accident to a supervisor or Human Resources. Obtain the necessary medical treatment, if needed and fill out an incident report regardless of the severity of the injury. Incident reports are to be turned in to the Quality Management Department.

While working, employees must observe safety precautions for their safety and the safety of others. All work areas must be kept clean and free from clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a

supervisor. Directions for Living is proud to offer a nice place to work to all of its employees – we ask that you help us keep it that way by following these Guidelines:

Safety, Security, and Facility Guidelines:

- Avoid Tripping hazards - Hallway floors and office floors should be kept clear from obstruction; this includes wires, papers, trashcans, and boxes.
- Airborne or blood borne pathogens and viruses - All staff should use appropriate protection and practices to keep from being infected or spreading any type of pathogen or virus. Use antibacterial soap and refer to the Directions for Living safety plan for a more universal and detailed air and blood pathogen safety overview.
- Keep your workplace clutter free. Excessive papers cluttered, hanging toys or anything from the ceiling is prohibited, a 12 inch clearance from the ceiling must always be clear and free of every thing, anything stacked taller than a person can potentially be dangerous, along with hanging decorations, and holiday lights or decor.
- Keep exits, stairways, storage areas, staff rooms, and kitchens free of debris such as empty boxes and waste paper.
- No hotplates or space heaters are allowed in office space.
- All coffee makers must have an auto shut off.
- Allow air to circulate around heat producing equipment such as photo copier/fax machines, computer terminals, etc.
- Do not overload circuits; the U.P.S. should always be plugged into the outlet and all electronic equipment into the U.P.S.
- Never run electrical cords across doorways or under carpets where they can be stepped on or pinched.
- All wall hangings need to be approved by Facilities Department and can only be 12 inches from ceiling or lower.
- Ask clients to restrain animals and/or secure them in another room.
- It is a fire hazard to hang anything from the ceiling.
- Ensure clients and employees are aware of our smoking policy.
- Know where the closest fire extinguishers are located and how to use them.
- Every employee should know what our plan is in case of a fire: evacuation route, closest exit and where to meet up after we have exited the building
- Follow safe lifting practices when lifting heavy objects.
- Do not hang or tape anything in your office space without assistance and approval from our Facilities Staff.
- Do not move any furniture in your office without assistance and approval from Facilities Staff. Your office is set up to be safe, any modifications may change that.
- Do not put liquids in your trash.
- Do not hang any signage without assistance and approval of our Director of Marketing and Business Development – in charge of all communications. We do not allow signs to be hung without our logo and being laminated.

- Leave common spaces the way you found them, clean and tidy – tuck all chairs in after a meeting, pick up left over food, if you served any.
- Do not park in the front row of any of our buildings – we reserve that for our clients.
- Do not eat or prepare food in carpeted areas. If you travel our hallways with food – ensure it is covered – this applies to drinks as well.
- If you see a spill, contact Facilities Department as soon as possible.
- Keep your vehicle locked.
- Always wear your agency-issued identification, including when you are offsite on business.
- Avoid leaving items visible on the car seats during visits, especially agency issued equipment.
- Know the layout of the site you are visiting. Keep the door in sight during the visit. Identify locations where other people may be present and possible escape routes.
- Have knowledge of the activities of the neighborhood in advance.
- Know the location of the local police or fire department so that driving there for safety is an option.
- Avoid areas with poor visibility by others such as alleys or isolated buildings.
- Report all incidents occurring in the field according to the employer’s policies and procedures.
- Buckle up! Follow all traffic laws and obey the posted speed limit.
- Keep the vehicle clean and maintain basic auto upkeep such as proper tire inflation, oil, transmission fluid, water, etc.
- It is against agency policy to talk or text on your phone while driving.
- Only agency approved employees may drive agency vehicles.

- **In Case Of Fire:**
 - ✓ Do not use any elevators.
 - ✓ Assist clients and other staff, as needed or assigned.
 - ✓ Close doors behind you as you leave (do not lock).
 - ✓ Meet at predetermined assembly point. Have an alternate location identified if for some reason the primary assembly point is either unavailable or unsafe.
 - ✓ Make certain everyone is accounted for (those on vacation, at meetings outside the building, at home, ill, and present).
 - ✓ DO report where any unaccounted for person routinely would have been when the alarm rang to a person with authority, who will tell the responding fire department.
 - ✓ Always refer to the escape routes hanging in every hallway and room of each of our buildings for the evacuation route from where you are.
 - ✓ Do NOT go back into the building until given the clearance from authorities to do so.
 - ✓ **Safety is everyone’s responsibility! The Manager of Facilities and any member of the safety team are available to answer your questions and provide assistance.**

BUSINESS EXPENSES

Education, Conference, or Workshop Reimbursement

Consideration for reimbursement shall be based on the benefit to the employee and the agency. Request for reimbursement must be made prior to enrollment. Reimbursement for seminars, workshops, conferences, education courses will normally be made upon receipt of satisfactory completion of conference, workshop, or seminar, and documentation showing employee's payment. Directions for Living will pay in advance of actual attendance for a seminar, workshop, or conference if there is sufficient time to prepare a check and if the fee is more than \$50.00 for exempt staff, or more than \$25.00 for non-exempt staff.

Lodging

The selection of overnight lodging should be guided by considerations of safety, quality and reasonableness of room rates. Again, the most useful guide to cost effective accommodations is to spend money as if it were your own. When rooms are guaranteed for late arrival and the trip is cancelled or other lodging is secured, the reservation must be cancelled to avoid being billed for a "No Show." Hotels may require either a 24- or 48-hour cancellation notice to avoid these charges. The cost of in-room movies is not reimbursable.

Business Meals

Employees will be reimbursed for reasonable and actual expenses for meals incurred while on business trips away from their normal business hours that require overnight stay. Reimbursement for business meals may be a reimbursable expense in other rare circumstances involving day travel to business related conferences, meetings, or attending special events on behalf of Directions for Living. Employees should seek prior approval regarding business meals eligible for reimbursement. All original receipts must be included with the employee's travel and expense report. Any employee expense report received without the receipts will be returned to the employee. Reasonable meal expenses are outlined below:

- Breakfast \$ 9.00
- Lunch \$12.00
- Dinner \$18.00

Employees may be reimbursed for travel expenses incurred while conducting agency business. All personnel shall use the most economical means of travel for the conduct of official business. The Travel Expense Reimbursement form shall be used for reimbursement. Staff will be reimbursed for expenses in conjunction with the pay period coinciding with submission of their expense log.

Mileage reimbursement will be according to agency policy. To request reimbursement, the employee must complete the Travel Expense Reimbursement form, obtain the appropriate approval signatures, and forward it to the Business Department. (Refer to Policy and Procedure #9210 Travel/Mileage Reimbursement). Employees will be reimbursed based on actual miles driven on agency business times the current established rate. Directions for Living is not responsible for any damage to employee vehicles occurring while on agency business unless as otherwise identified in the section on Personal Property.

Miscellaneous Expenses

With prior approval from the employee's direct supervisor, Director and/or Chief Officer, reimbursement for expenses is allowed when agency business mandates such an expense. Incidental expenses could include taxi, registration fees, tolls, parking, etc.

Submittal of Travel/Mileage Report Forms

It is the employee's responsibility to prepare and submit the travel/mileage report forms to receive reimbursement for business related expenses. Forms should be submitted on at least a monthly basis to insure proper matching of expenses with the appropriate accounting period. (see Policy #9210 Travel.Mileage Reimbursement)

All claimed expenses must have an original receipt. All Travel/Mileage Report forms must be signed by the employee and approved by their supervisor before being submitted to the Business Office for processing.

Agency Credit Card Policy

Directions for Living offers an agency credit card for employees who travel frequently for their duties, purchase large volumes of goods for use by the Agency or incur frequent business expenses that can be paid by credit card.

As a general rule, agency credit cards cannot be used to obtain cash advances, bank checks, traveler's checks or electronic cash transfers for anything other than the expenses incurred by the employee whose name appears on the credit card. The card is also not to be used for personal expenses.

- Misuse of an agency-issued credit card will result in cancellation of the card. If the card is used for personal expenses, Directions for Living has the right to recover these expenses from the cardholder. All employee cardholders will be required to sign an agreement authorizing Directions for Living to recover any amounts that were incurred for personal reasons out of their salaries.
- Credit card expenditures must be submitted with original receipts to the Business Office within in a timely manner.
- If a credit card holder does not comply with this policy, his/her card will be cancelled.

- Lost or stolen Agency-issued credit cards must be reported to the Business Office immediately.

Employee Input & Feedback

Directions for Living is committed to maintaining open lines of communication between leadership and staff to ensure an equitable, positive, efficient and professional working atmosphere. Employees are encouraged to submit ideas, concerns, comments, or questions to supervisors, Directors, Chief Officers and the Human Resources Department. Additionally, Directions for Living maintains a Quality Council. The Quality Council is made up of key leaders within the organization and is chaired by the Director of Quality Management. Directions for Living's goal is to maintain a comfortable working environment for staff by maintaining direct communications with all employees and ensuring that all staff may speak directly and openly with the Directions for Living's Executive Leadership Team.

In an effort to solicit input and feedback from employees on maintaining the highest quality standards of service and a safe and positive working atmosphere, staff are invited to communicate ideas, concerns and suggestions to the leadership in a variety of ways. Directions for Living provides an online suggestion box, a monthly **Soundbites** staff meeting facilitated by the President & CEO, and an employee newsletter. The employee newsletter – **The Right Direction** - is published monthly to provide employees with general information about Directions for Living, the staff, employee benefits, and current updates on topics specific to our agency and / or the industry in which we work. Staff are encouraged to contribute ideas for articles to this publication.

All employees are appreciated and viewed as playing a key role in the provision and delivery of social support, mental health, substance abuse, and safety related services regardless of the position held. It is our sincere desire that employment at Directions for Living will provide all staff with a positive, productive and rewarding experience.

QUALITY OF SERVICES DELIVERED

To be relevant and responsive in a rapidly changing environment, Directions for Living has established a comprehensive strategic planning process. Throughout the year the organization's President & CEO and leadership staff continuously assess and analyze the political, legal, regulatory, economic and social environments. The annual analysis results in the selection of three to five strategic priorities for the coming year that will advance the organization toward the fulfillment of its goals, mission, vision and values. Using several different mediums the President & CEO discusses the identified strategic priorities with stakeholders to solicit the input and feedback of the consumer, employees and community.

The annual strategic plan The President & CEO develops the annual ACHIEVE Excellence plan for implementation during the following fiscal year. The leadership team serves as the change

agents for the organization, and is accountable for communicating the value of the continuous quality improvement change process and is responsible for empowering employees to make the changes necessary to be the Provider of Choice, the Employer of Choice and to be Indispensable to the Community.

Therefore, the ACHIEVE Excellence plan is comprised of the following processes:

- **A**ssess the environment
- **C**ollect data and set strategy
- **H**ear the feedback and input of the consumer and other stakeholders;
- **I**mplement the plan,
- **E**valuate the results,
- **V**alue the change process and
- **E**mpower staff to change.

Code	Definition	Who Calls?	Response	Who Calls "All Clear"?	Who Documents?
Whenever a code is called, the caller must be very specific about the location of the incident. Employees are responsible for clients.					
Red	Fire / Evacuation – Pull Fire Alarm	Anyone can call	ALL Evacuate immediately	Facilities / Operations	Facilities / Operations
Blue	Medical Emergency	Anyone can call – whoever calls stays with situation	All medically trained staff: MDs, ARNPs, LPN & Supervisor of Medical Assistants. All others stay away.	Person who called the code	Person who called the code
Pink	Child / Elderly Missing / Abduction The place where the child/person was last seen should be in the page	Anyone can call	Person who calls is responsible for calling police after <u>5 minutes</u> if person is not found. Safety wardens: Go to entrances / go to parking lots – front and back. Everyone else begins looking	Person who called the code	Person who called the code
Gray	Combative Person / CPI Staff	Anyone can call.	CPI trained staff not currently with a client. Everyone else removes clients from room and blocks entrances	CPI trained staff who took lead	CPI trained staff who took lead
Silver	Weapons / hostage "call where"	Anyone can call	Call police immediately. CPI trained staff. Everyone else stays away and closes office doors. Remove clients from situation. Do not intervene physically.	Operations	Operations

Code	Definition	Who Calls?	Response	Who Calls "All Clear"?	Who Documents?
Orange	Lockdown	Operations Department	Everyone reads email for information and stays inside.	The person who called the code.	The person who called the code.
Black	Severe Weather Warning (A watch will be sent via email/ VM)	Operations Department	Everyone stays inside and away from windows	Operations Department	Operations Department
Brown	Hazardous Material, chemical, biological (fecal) clean up	Anyone can call	Person who calls the code blocks off the area. Facilities responds. Everyone else stays away. If facilities is not in the building, call Supervisor of Facilities.	Facilities	Facilities
Yellow	Bomb Threat Verbally called. DO NOT PAGE.	Anyone can call.	Contact police. Evacuate building. No cell phones, pagers, or other electronic devices.	Operations Department	Operations Department
Purple	Other incident (power outages, etc)	Operations	Notification / instructions may be via email, voice mail, voice shot or page, depending on situation.	Operations	Operations
All Clear	When calling All Clear, repeat it twice. "Code Whatever- All Clear. Repeat: All Clear."				