

Up to



Around The Clock Support Services, LLC

EMPLOYEE HANDBOOK



A Word about This Handbook

The Staff employee Handbook contains information about the employment policies and practices of the company. We expect each staff employee to read this handbook carefully, as it is a valuable reference for understanding your job and the company. The policies outlined in this Staff Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the staff employees and the company, as a whole. This Staff Employee Handbook supersedes and replaces any and all prior Staff Employee Handbooks and any inconsistent verbal or written policy statements.

Except for the policy of at-will employment, which can only be changed by the Executive Director, or Executive Director's designee, of the company in a signed written contract, the company reserves the right to revise, delete and add to the provisions of this Staff Employee Handbook at any time without further notice. All such revisions, deletions, or additions to the Staff Employee Handbook must be in writing and must be signed by the director of the company. No oral statements or representations can change the provisions of this Staff Employee Handbook.

The provisions of this Staff Employee Handbook are not intended to create contractual obligations with respect to any matters it covers, nor is this Staff Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time. Nothing in this Staff Employee Handbook is intended to unlawfully restrict a staff employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Staff Employee Handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce staff employees in the exercise of Section 7 rights.

OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS STAFF EMPLOYEE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS STAFF EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, STAFF EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY STAFF EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE DIRECTOR OF THE COMPANY.

This Staff Employee Handbook refers to current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Staff Employee Handbook, the written contract is controlling.

Mission Statement

Around The Clock Support Services, LLC provides continuous care and services to individuals with intellectual/developmental disabilities in a home environment designed to enhance an individual's quality of life.

Our mission is to develop cooperative relationships between the provider, the client, staff employees, guardians, and services coordinators to encourage and promote the client's independence, dignity, choice, and decision-making, that enables the client to function at the highest level of independence possible.

Equal Employment Opportunity

Our company is committed to equal employment opportunity. We will not discriminate against staff employees or applicants for employment on any legally recognized basis ["protected class"] including, but not limited to: veteran status, uniform service employee status or any other protected class under federal, state, or local law.

In Oregon, the following are a protected class:

- race;
- religion;
- color;
- sex;
- pregnancy
- childbirth and related medical conditions or occurrences;
- national origin;
- marital status;
- domestic partnership status;
- age [18 or older];
- sexual orientation;
- uniformed service;
- credit check or credit history;
- genetic information;
- off duty tobacco usage; and
- declining to attend a meeting or participate in communication about religious or political matters that are not required by law

You may discuss equal employment opportunity related questions with your supervisor, manager, or Director.

A Word about our Staff Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all staff employees. Our practice is to treat each staff employee as an individual. We seek to develop a spirit of teamwork where individuals work together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual staff employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Non-Harassment

We prohibit harassment of one staff employee by another staff employee, supervisor, or third party for any reason based on a “protected class” including, but not limited to the following:

- veteran status;
- uniform service employee status;
- or any other protected class under federal, state, or local law

In Oregon, the following are a protected class: race; religion; color; sex; pregnancy, childbirth, and related medical conditions or occurrences; national origin; marital status; domestic partnership status; age [18 or older]; sexual orientation; uniformed service; credit check or credit history; genetic information; off duty tobacco usage; and declining to attend a meeting or participate in communication about religious or political matters that are not required by law.

The purpose of this policy is not to regulate the personal morality of staff employees. It is to ensure that in the workplace, no staff employee harasses another for any reason or in any manner. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

While it is not easy to define precisely what harassment is, it includes, but is not limited to the following:

- slurs;

- epithets;
- threats;
- derogatory comments or visual depictions;
- unwelcome jokes; and
- teasing

Any staff employee who believes that (s) he has been harassed should report the situation immediately to the following employee of management who has been designated to receive such complaints: The Agency Director of Around The Clock Support Services.

If a staff employee makes a report to this employee of management and the manager either does not respond or does not respond in a manner the staff employee deems unsatisfactory or consistent with this policy, the staff employee is required to report the situation to any other employee of management.

The company will investigate all such reports as confidentially as possible. Adverse action will not be taken against a staff employee because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted, and may result in disciplinary action, up to and including, discharge.

Sexual Harassment

Any type of sexual harassment is against company policy and may be unlawful.

We firmly prohibit sexual harassment of any staff employee by another staff employee, supervisor, or third party. Harassment of third parties by our staff employees is also prohibited. The purpose of this policy is not to regulate the morality of staff employees. It is to ensure that in the workplace, no staff employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include, but is not limited to the following:

- unwelcome sexual advances;
- requests for sexual favors;
- and/or verbal or physical conduct of a sexual nature including, but not limited to:
 - sexually-related drawings;
 - pictures;
 - jokes;
 - teasing;
 - e-mails;
 - text messages;
 - uninvited touching;
 - or other sexually-related comments

The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words or gestures.

Sexual harassment of a staff employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including discharge. There will be no adverse action taken against staff employees who report violations of this policy in good faith or participate in the investigation of such violations.

Any staff employee who believes that (s) he is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

Any staff employee who believes that (s) he is a victim of sexual harassment or has been retaliated against for complaining of sexual harassment, should report the situation immediately to the following employee of management who has been designated to receive such complaints: The Agency Director of Around The Clock Support Services.

- If a staff employee makes a report to this employee of management and the manager either does not respond or does not respond in a manner the staff employee deems satisfactory or consistent with this policy, the staff employee is required to report the situation to any other employee of management.
- The company will investigate every reported incident immediately. Any staff employee, supervisor, or agent of the company who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge.
- The company will conduct all investigations in a discreet manner. The company recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all staff employees will continue to act responsibly.
- The reporting staff employee and any staff employee participating in any investigation under this policy have the company's assurance that no reprisals will be taken because of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

Categories of Employment

- **INTRODUCTORY PERIOD:** All full-time and part-time staff employees are on an introductory period during their first 90 days of employment. This includes existing employees who experience a change in position (i.e. promotion, demotion, transfer, or any other change in job title)
 - During this time, you will be able to determine if your new job is suitable for you and your supervisor will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not

guarantee employment for any period since you are an at-will staff employee both during and after your introductory period.

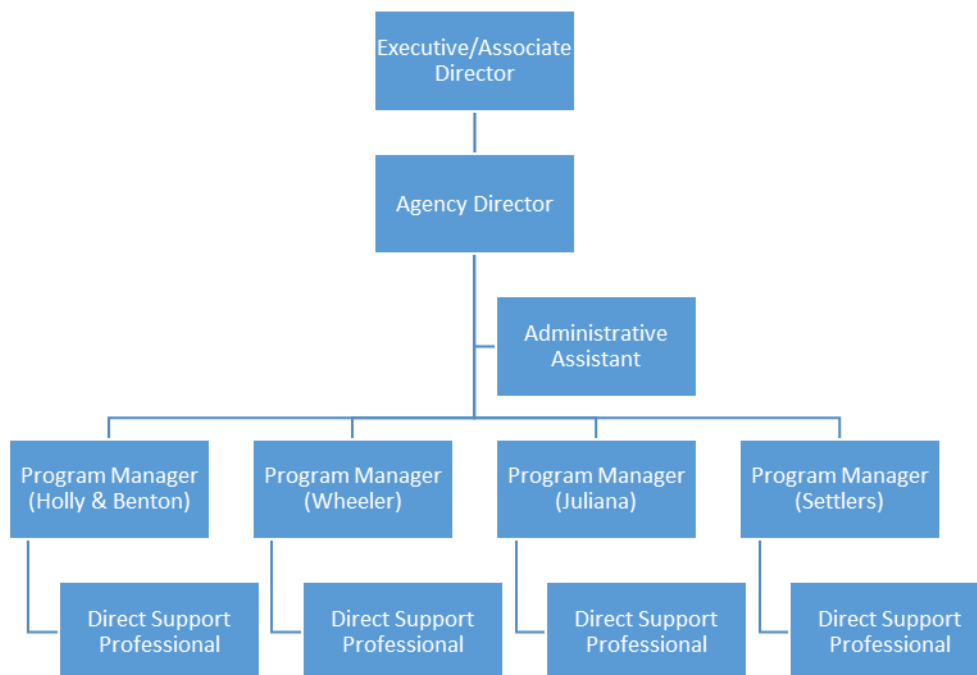
- FULL-TIME STAFF EMPLOYEES regularly work at least a 30-hour workweek.
- PART-TIME STAFF EMPLOYEES work less than a 30-hour workweek.

In addition to the preceding categories, staff employees are also categorized as "exempt" or "non-exempt."

- NON-EXEMPT STAFF EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.
- EXEMPT STAFF EMPLOYEES are not entitled to overtime pay and may be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, we will notify you of your employment classification by your immediate supervisor or another member of management.

Management Organizational Structure & Hierarchy



Employee Requirements

It is the policy of Around The Clock Support Services, LLC that any staff member providing direct assistance to individuals or accessing confidential individual information meeting the following criteria upon hiring:

- Be at least 18 years of age;
- Have approval to work based on current Department policy and procedures for background checks in OAR 407-007-0200 to 407-007-0370 and OAR 411-323-0050(6) of this rule;
- Have documented at least two positive work references;
- If hired on or after July 28, 2009, not have been convicted of any of the disqualifying crimes listed in OAR 407-007-0275;
- Be literate and capable of understanding written and oral orders;
- Be able to communicate with individuals, physicians, services coordinators, and appropriate others;
- Be able to respond to emergency situations at all times;
- Have clear job responsibilities as described in a current signed and dated job description; and
- If transporting individuals, have a valid Oregon driver's license and proof of insurance;
- Be certified in First Aid/CPR by a First Aid/CPR certified Instructor; and
- Be certified in OIS by an OIS Certified Instructor

Drivers License/Driving Record Policy

- Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license.
- All employees will need to go to the Oregon Department of Motor Vehicles to have a copy of their driving record released to Around The Clock Support Services, LLC upon hire, annually, or as needed.
- Changes in an employees driving record must be reported to the employee's supervisor immediately.
- Violations of this policy may result in immediate termination of employment.

Bonding Requirement Policy

Certain positions in the company require staff employees to be bonded. It is the responsibility of the staff employee to ensure (s) he is bondable and to maintain bondable status. The company will pay the full cost of bonding. Violations of this policy may result in immediate termination of your employment.

Certification, Licensing and Other Requirements Policy

You will be informed by your supervisor, manager, or Director(s), if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

Life Threatening Illness Policy

Staff Employees occasionally develop serious or life threatening illnesses. Our company is committed to supporting such staff employees' efforts to continue their normal pursuits, including working. When necessary and where required by law, the company will provide reasonable accommodations to otherwise qualified individuals with disabilities, including staff employees with serious or life threatening illnesses. All staff employees, including staff employees with serious or life threatening illnesses, must maintain acceptable performance standards.

The company will not seek genetic information in connection with requests for accommodation. A staff employee's medical information is confidential. Disclosure of staff employee medical information is restricted to limited situations where a manager or supervisor has a job-related reason to know it. Staff Employees who disclose staff employee medical information without proper authorization will be subject to disciplinary action, up to and including discharge.

Staff Employees with questions or concerns about life threatening illnesses are encouraged to contact the director for information and referral to appropriate services and resources.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our company is committed to employing only individuals who are authorized to work in the United States.

Each new staff employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If a staff employee is authorized to work in this country for a limited time, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the company

New Staff Employee Orientation

Upon joining our company, you were given a copy of our Staff Employee Handbook. After reading this Staff Employee Handbook, please sign the receipt page and return it to your supervisor, manager, or Director(s). You will be asked to complete all other personnel forms at this time as well.

If you lose your Staff Employee Handbook, or if it becomes damaged in any way, please notify your supervisor, manager, or Director(s) as soon as possible to obtain a replacement copy.

Suggestions and Ideas

We are always interested in your constructive ideas and suggestions for improving our operations. Your suggestions should be submitted in writing for review by the Agency Director, and/or designee, if applicable. A suggestion box is in place at each program for employee comments, concerns, suggestions, or ideas. Suggestions can be signed by the employee or placed anonymously.

We strongly encourage all employees to use this forum, as your voice is important to the agency. The Agency Director will investigate all suggestions put into the suggestion box. As suggestions or ideas are able to be implemented, the program will be notified of any/all changes that occur within our practice.

We believe that suggestions indicate initiative. With your approval, we will place the written suggestions into your personnel file and consider it at the time of your performance review.

Talk to Us

We encourage you to bring your questions, suggestions, and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your supervisor or manager that the problem can be settled by examination and discussion of the facts. We hope that your supervisor or manager is able to satisfactorily resolve most matters.

If you still have questions after meeting with your supervisor or manager, or if you would like further clarification on the matter, request a meeting with the Agency Director. (S)he will review the issues and meet with you to discuss possible solutions.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or manager, or the next level of management, discuss your concern with any other employee of management with whom you feel comfortable.

Recording Your Time

All staff are responsible for using Track Smart Scheduling in order to clock-in and clock-out for their shifts immediately prior and immediately after each shift worked. You can do this by downloading the Track Smart app on your phone, if possible. You can also do this by logging in using the home's computer.

All shift exchanges and vacation requests, must be done via Track Smart as well. Should you neglect to clock-in or clock-out as required, an exception report must be filled out and turned into your immediate supervisor for review.

If any employee submits more than 3 exception reports, they will be subject to disciplinary action.

Every employee is expected to work until the end of his or her scheduled shift. If at any time, you need to leave early during the week (Monday-Friday), you must contact your supervisor or manager for permission prior to leaving the program.

If, at any time, you need to leave early during a weekend shift (Saturday-Sunday), you must contact the on-call manager for permission prior to leaving the program. Because we care for a vulnerable population, leaving your shift without the proper support in place could place the client at risk and be considered neglect.

All staff employees subject to this policy are required to accurately record all time worked.

Salaried employees are not required to record their time on a timesheet, due to the flexibility of job tasks and wide range of job assignments, unless otherwise specified by the Executive Director.

- You are expected to arrive on time to your shift and clock in at the start of your shift, not prior to the start of your scheduled shift.
- You are expected to work until the end of your shift, and clock out at the end of your shift. You are not to work past your scheduled shift time without prior approved authorization from your supervisor.
- All staff employees subject to this policy are required to accurately record all time worked.

The workweek starts on Sunday at 12:00am and ends on Saturday at 11:59pm.

Pay Days

Each pay period is exactly two weeks (14 days). Payday occurs every other Friday

Occasionally, there may be complications with our paychecks system, and paychecks are processed later than expected. However, we try to limit this from happening as much as possible.

Please review your paycheck for errors. If you find a mistake, report it to your manager or supervisor immediately. Your manager or supervisor will assist you in taking the steps necessary to correct the error.

Paycheck Deductions

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage, and Tax Statement.

It is the policy of the company that exempt staff employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable. However, the company may make deductions from staff employees' salaries in a way that is permitted under federal and state wage and hour rules. Staff employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Pay Policy & Wage Progression

The starting wage for non-exempt employees at Around The Clock Support Services is \$12.00 per hour. Potential employee candidates with experience may start out at a higher pay rate based on their level of experience. This is up to the discretion of management.

After the 90-day probationary period, an employee who receives a passing job performance review will receive a \$0.50 raise to \$12.50 per hour. The wage progression scale will continue at a rate of \$0.50 per hour annually upon each passing performance review. The wage cap is currently fixed at \$16.00 per hour for non-exempt employees.

Time of Employment	Wage
Upon Hire	\$12.00 per hour
After 90 Day Probationary Period	\$12.50 per hour
After 1 year	\$13.00 per hour
After 2 years	\$13.50 per hour
After 3 years	\$14.00 per hour
After 4 years	\$14.50 per hour
After 5 years	\$15.00 per hour

After 6 years	\$15.50 per hour
After 7 years	\$16.00 per hour

The starting wage and wage progression for all exempt employees is negotiable and ultimately up to the discretion with the Executive Director, depending on the nature of the salaries position and the experience of potential job candidates.

Paid Trainings

All trainings required by Around The Clock Support Services, LLC are mandatory. The Oregon Administrative Rule sets strict guidelines about training requirements. These requirements are enforced by the Around The Clock Support Services, LLC. Trainings will be scheduled by your supervisor or manager. Your supervisor or manager will attempt to accommodate your schedule as much as possible, however, it is the employee's responsibility to attend all trainings as scheduled.

All staff members who attend trainings as scheduled by your supervisor, will be paid for their time during training. All paid training hours will be paid at the minimum wage requirement. Should a staff employee be unable to attend a paid training, your supervisor or manager should be notified as soon as possible. If, after receiving the appropriate training, an employee requires subsequent trainings due to unsatisfactory work knowledge/performance, the employee will be responsible for paying for the additional training. Around The Clock Support Services, LLC would not be paying employee training hours should this occur. Anytime an employee requires additional training after initial training has been provided, it may occur at the employee's expense. If you have any questions about this rule, please discuss the issue with your Agency Director.

Garnishment/Child Support

When a staff employee's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the staff employee's paycheck. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of a staff employee's income from being subject to garnishment.

Performance Reviews

Your performance is important to our company. New employees will receive a performance review with their immediate supervisor within 90 days of employment, at the end of their probationary period. Our performance review program provides the basis for better understanding between you and your supervisor, as well as with those in upper management positions, with respect to your job performance, potential, and development within the company.

Once each year, within 30 days of your annual hire date, your supervisor will review your job progress, which will be reflected in a performance review. This will assist with determining employee pay raises, as well as helping you set new job performance plans and goals.

A passing performance review score is required in order for a staff employee to get their full raise. The requirements for a passing review is written on the performance review specifically. If you have any issues with your performance review, you may take the issue up with the Agency Director.

Job Descriptions

The company maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see your supervisor, manager, or director(s).

Pay Advances

Pay advances will not be granted to employees.

Overtime

There may be times when you will need to work overtime so that we may meet the needs of our clients. Should this occur, your immediate supervisor will assign overtime shifts to staff employees based on the number of hours worked by employees for that workweek and employee availability. There may be times in which you will be mandated to work overtime to meet the agency's needs in order to care for the clients we serve.

Non-exempt staff employees must have all overtime approved in advance by their immediate supervisor, with approval from the Executive Director.

Non-exempt staff employees will be paid at a rate of time and one-half their regular hourly rate for hours worked in excess of 40 hours in a workweek, unless state law provides a greater benefit in which case, we will comply with the state law.

Only actual hours worked count toward computing weekly overtime.

If you have any questions concerning overtime pay, check with the Executive Director.

On Call

It may be necessary for individuals in certain positions to be available by telephone after hours during the week or on the weekend. Staff employees who are required to be on call will be compensated in accordance with applicable state and federal wage and hour laws.

Reporting Time Pay

The company will make every effort to notify staff employees in advance when it is not necessary to report to work. These circumstances may include inclement weather, fire, flood, power outage, lack of work, etc. In the event you report for work without being notified in advance that your services are not needed, you will be compensated in accordance with applicable state and federal wage and hour laws.

It is the sole responsibility of the employee to accurately record their time on the designated time sheet. If a staff member forgets to include a date that they worked, on their time sheet, they will have to wait until the following pay period to receive their pay for that date.

Employee Referral Program

Around The Clock Support Services, LLC is excited to implement an employee referral program, whereby employees who recommend qualified friends, relatives, or colleagues for open positions within the agency can receive additional rewards and benefits.

Around The Clock Support Services, LLC is always looking for competent employees, and you can help. Research has shown, and our own experience supports, that new hires who come into a company through employee referrals are excellent contributors, stay with the company longer, and are a more cost effective recruit.

If you know someone who would be a good addition to Around The Clock Support Services, LLC, and they meet the qualifications for an existing open requisition, you may be awarded cash bonuses if you refer them for employment and they are hired.

Refer candidates who meet the qualifications to the Agency Director using the attached Candidate Referral Form. If your candidate is hired, you will be awarded \$250.00 after the employee finishes their probationary period. If your referral remains active within the company for one year, you will be awarded an additional \$250.00 at the referred employee's one-year anniversary.

At the end of each quarter, we will hold a drawing for a valuable prize. For every referral you make, your name will be entered into the drawing. For each hired candidate you refer, you will have five entries in your name!

Program Rules:

1. All Around The Clock Support Services, LLC employees, are eligible to refer candidates.
2. The hiring of a referred employee must occur within 180 days (6 months) of the initial referral date.
3. The referral must represent the candidate's first contact with Around The Clock Support Services, LLC.
4. To be eligible for an award, the referrals must first be submitted to the Agency Director and include a Candidate Referral Form and a resume or employment application.
5. The referring employee must agree to have his/her name used for introduction.
6. The first referring employee to refer a candidate will be the only referring employee eligible for payment.
7. Only candidates who meet the essential qualifications for the position will be considered.
8. All candidates will be evaluated for employment consistent with the agency's policies and procedures.
9. All information regarding the hiring decision will remain strictly confidential.
10. The referring employee must still be employed by Around The Clock Support Services, LLC during the end of the hired candidate's probationary period and one-year anniversary in order to receive payment.
11. Any disputes or interpretations of the program will be handed through one of the agency's directors.
12. All referral bonus payments will be paid within 30 days after the employee's probationary period has ended with Around The Clock Support Services and within 30 days of the referred employee's one-year anniversary with the agency.

If you have any questions and/or concerns, please direct them to your immediate supervisor for support and/or clarification.

TIME AWAY FROM WORK AND OTHER BENEFITS 3

Staff Employee Benefits

Our company has developed a comprehensive set of staff employee benefit programs to supplement our staff employees' regular wages. Our benefits represent a hidden value of additional income to our staff employees.

This Staff Employee Handbook describes the current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

The company reserves the right to modify its benefits at any time. We will keep you informed of any changes.

Vacation

Around The Clock Support Services, LLC is open 24 hours a day, 7 days per week. Therefore, staff must be available to work during the busy holiday and summer seasons. We strongly encourage staff to make arrangements to have another staff cover their scheduled shift using the employee shift change form, and submitting it to their Supervisor for approval at least 7 days in advance of the proposed time off.

Paid All-Purpose Leave

- Paid all-purpose leave (APL) provides all full and part-time staff members with paid time away from work that can be used for vacation, personal time, personal illness, or time off to care for dependents. All-purpose leave takes the place of sick leave, personal time, and vacation time.
 - A request for APL time should be made in writing on the agency provided form and submitted to the employee's supervisor two weeks prior to the anticipated use date(s).
 - Vacations during the summer must be spread out to ensure appropriate respite coverage; therefore, time-off dates may need to be negotiated.
 - There may be times when a staff employee needs an occasional day-off. Should this occur, the staff employee is encouraged to make arrangements to have another staff cover their scheduled shift in advance on the shift change form.
 - Staff are encouraged to communicate with one another to negotiate days off, keeping the scheduling needs of residents in mind.
 - APL time can also be used for the following purposes:

- For an employee's or family member's mental or physical illness, injury or health condition or need for medical diagnosis of these conditions or need for preventative medical care.
- To care for an infant or newly adopted child under 18, or for a newly placed foster child under 18, or for a child over 18 if the child is incapable of self-care because of mental or physical ability
- To care for a family member with a serious health condition
- To recover from or seek treatment for a serious health condition that renders the employee unable to perform at least one of the essential functions of the employee's job
- To care for a child of the employee who is suffering from a non-serious illness, injury, or condition
- To deal with the death of a family member by attending the funeral or alternative, making arrangements necessitated by the death of a family member, or grieving the death of a family member
- To seek medical treatment, legal or law enforcement assistance, remedies to ensure the health and safety, or to obtain other services related to domestic violence, sexual assault, harassment or stalking incidents to the employee or employee's minor child or dependent.
- All Around The Clock Support Services employees begin accruing paid all-purpose leave on the first day of employment. Paid all-purpose leave will accrue at a rate of 1 hour for every 30 hours worked, or 0.033 hours of paid APL for every 30 hours worked. Employees may use accrued all-purpose leave on the 91st calendar day of employment and may use all-purpose leave as it is accrued thereafter.
- Employees may carry over up to 40 hours of unused paid APL time from one year to the next; however, the maximum number of hours accrued will not exceed 80 hours of paid all-purpose leave. Any APL in excess of 40 by January 1st will be forfeited.
- Employees may also not use more than 40 hours of paid all-purpose leave within the year without prior authorization and approval from their immediate supervisor.

Spring Break, Thanksgiving break, and Christmas break

- Staff are encouraged to communicate with one another to negotiate days off, keeping the scheduling needs of residents in mind.

Time-Off Approval

- Requests should be submitted with as much advanced notice as possible. When using all-purpose leave for vacation purposes, it is expected that employees provide at least two weeks notice.
- Approval is based on the number of staff who has requested time off, the number of staff needed at Around The Clock Support Services, LLC, prior requests for time off, as well as availability of other staff who are willing or able to cover the open shifts.
- Staff must not make travel arrangements until they have received confirmation that their request has been approved.

- Staff may make arrangements to have another staff cover their scheduled shift. Shift changes must be approved by administration.
- When paid APL is used for instances of illness of the employee or their family member, providing as much notice as possible is appreciated, and will never be denied, so long as the time does not exceed 40 hours within the calendar year.
- Exempt employees in upper management positions are entrusted to act as professionals and utilize time off in a manner, which is professional and discreet due to the substantial workloads of these specific employees.

Work Week Schedules

Around The Clock Support Services, LLC is committed to providing its employees with a stable and predictable working environment. It is our intention to assign each employee to a “shift” which would be the same schedule each week. However, there may be times when Around The Clock Support Services, LLC is not able to accommodate all employees. There may be times when schedules or shifts change, based on the agency’s needs. There may also be times where overtime is mandatory, based on the agency’s needs.

Holidays

Around The Clock Support Services provides 24-hour support to the individuals we serve, therefore we do not close for holidays. In fact, our residents require extra care and attention around the holidays.

The following holidays will be paid at double the rate for the all non-exempt employees:

- Thanksgiving
- Christmas Day
- Easter

For exempt employees who work the following holidays, they will be paid an additional flat rate of \$200.00 in addition to their standard salary:

- Thanksgiving
- Christmas Day
- Easter

The following holidays will be paid at a rate of one and one half time rate for all non-exempt employees for the following holidays:

- New Year's Eve
- New Year's Day
- Fourth of July
- Memorial Day
- Labor day
- Christmas Eve

For exempt employees who work the following holidays, they will be paid an additional flat rate of \$150.00 in addition to their standard salary:

- New Year's Eve
- New Year's Day
- Fourth of July
- Memorial Day
- Labor day
- Christmas Eve

If you are scheduled to work one of the above-mentioned holidays, and you would like to have the day off, you are more than welcome to request switching your scheduled shift with one of your co-workers. If you are unable to switch shifts, or find coverage for your shift, you will be required to work the holiday, unless you have received prior approval and authorization from your immediate supervisor.

Calling in sick on a holiday is strongly discouraged, and could result in disciplinary action, including and up to termination.

Attendance

Timely and regular attendance is an expectation of performance for all Around The Clock Support Services employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from their supervisor in advance of any requested schedule changes. This approval includes requests for personal leave, as well as late arrivals to or early departures from work. Departments have discretion to evaluate extraordinary circumstances of a tardy or absence and determine whether to count the incident as an occurrence.

Unscheduled APL/Employee Absences

Unscheduled absences may gravely affect clients, their families, and other employees. Unscheduled absences from work shall be kept at an absolute minimum.

In the event that you are unable to come to work, it is expected that you provide at least 8 hours in advance notice so that arrangements for other help can be made to find coverage for your shift.

The person on shift will call other staff, and attempt to find coverage for the shift.

- Excused Absences:
 - Employees may be granted excused absences for sickness/illness when the appropriate person is notified at least 8 hours prior to the start of their shift.

- Pre-scheduled medical appointments or other compelling reasons, with prior supervisory approval, may also be considered as excused absences.
- Unexcused Absences:
 - Frequent call-ins (3 or more call-ins within a 6-month period) could be subject to disciplinary action at the discretion of the employee's immediate supervisor.
 - Absence from a scheduled working day, without notifying the appropriate person, will be regarded as a "no call/no show", which is considered voluntary termination. In this event, you will be removed from payroll.

Punctuality

An employee is deemed to be tardy when he/she:

- Fails to report at the assigned/scheduled work time
- Leaves work prior to the end of assigned/scheduled work time without prior supervisory approval
- Takes an extended meal or break period without approval
- Arrives to work past his/her scheduled start time

If an employee is tardy to work, they must immediately notify their supervisor, and could be subject to disciplinary action.

Extenuating circumstances will be considered at the discretion of the employee's supervisor.

Inclement Weather

The facility must continue to operate during periods of bad weather. Thus, the need for employees to be on the job during such emergencies is of paramount importance. You are expected to make every effort to report for work. If you do not report for work when scheduled during a weather emergency, you will be considered absent.

Employees are expected to follow departmental notification procedures if they will be late for work, will not be at work, or are requesting planned time away from work. Employees must request, in advance, to their supervisor or designee and in accordance with departmental procedure if they wish to arrive early/late or leave early/late from an assigned shift.

At the time of notification/call, the employee must notify their supervisor when an absence is due to a documented approved leave of absence (e.g. Military Leave, FMLA) in order to ensure appropriate tracking of leave utilization and absenteeism.

An employee, who fails to call in and report to work as scheduled, will be viewed as having abandoned their position and employment will be terminated

Jury Duty

Staff employees summoned for jury duty are granted an unpaid leave in order to serve.

Exempt staff employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

We reserve the right to request proof of jury service issued by the Court upon return.

Make arrangements with the director as soon as you receive your summons.

We expect you to return to your job if you are excused from jury duty during your regular working hours.

Military Leave

Staff employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Exempt staff employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued vacation and/APL may be used for this leave if the staff employee chooses. Military orders should be presented to the director and arrangements for leave made as early as possible before departure. Staff employees are required to give advance notice of their service obligations to the company unless military necessity makes this impossible. You must notify the director of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from the director.

Disaster and Emergency Services Leave

The company will grant an unpaid leave of absence upon request of a staff employee who is a search and rescue volunteer accepted to participate in search and rescue activities by the sheriff. Such leave will continue until release from the search and rescue activities permits the staff employee to resume the duties of employment.

Staff employees taking leave under this policy are not subject to removal or discharge from their position as a consequence of the leave of absence.

Upon the conclusion of a leave of absence under this policy, the company will restore you to the same position or an equivalent position without loss of seniority, vacation credits, sick leave credits, service credits under a pension plan or any other staff employee benefit or right that had been earned at the time of the leave of absence.

For more information regarding this leave, please see the director

Witness Leave

Staff employees are given the necessary time off without pay to attend, participate or prepare for a court proceeding. We ask that you notify the director of the need to take witness leave as far in advance as is possible.

Exempt staff employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Juvenile Court Attendance Leave

Staff employees are given the necessary time off without pay to attend juvenile court proceedings involving their child or a child for whom they are the legal guardian. We ask that you notify the director of the need to take leave as far in advance as is possible.

Exempt staff employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Bone Marrow Donation Leave

Staff employees who work an average of 20 or more hours per week and have accrued unused paid time off may use up to 40 hours of this time to donate bone marrow or to be screened as a possible donor.

Please provide the director with written physician verification of the purpose and length of each leave.

For more information regarding this leave, please see the director.

Bereavement Leave

Full-time and part-time staff employees who have completed their introductory period are eligible for three unpaid days for the death of an immediate family employee. Employees of the immediate family include spouses, domestic partners, parents, brothers, sisters, and children, children of domestic partners, grandchildren, grandparents, parents-in-law, and parents of domestic partners.

Full-time and part-time staff employees who have completed their introductory period are eligible for three unpaid days to attend the funeral of aunts, uncles, nieces, and nephews.

Requests for bereavement leave should be made to the director as soon as possible. Our company reserves the right to request written verification of a staff employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement leave.

Education Leave

All full-time and part-time staff employees who have completed their introductory period are eligible for an unpaid education leave of absence to attend college or vocational school full-time. Education leaves may not exceed one year during which time no benefits will accrue.

Your application for an education leave of absence must be made and approved by the director prior to registration.

We will make reasonable efforts to return you to the same or similar position you held prior to the leave, unless business conditions dictate otherwise. For more information about an education leave of absence, please ask the director.

Disability Leave

Full-time staff employees are eligible for an unpaid disability leave after completing their introductory period. Disability leave due to non-occupational illness, injury, or pregnancy-related disability is not to exceed eight weeks.

Staff employees requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work. The company will not seek genetic information in connection with requests for disability leave. All medical information received by the company in connection with a request for leave under this policy will be treated as confidential.

When you are able to return to work, give us at least one week's advance written notice. Include a doctor's certificate stating that you are medically able to return to your normal

duties. We reserve the right to require a physical examination by a physician of our own choosing prior to your resumption of duties, as allowed by state law.

We will return you to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work beyond your disability (as determined by your physician) will be deemed a voluntary discharge of your employment.

This leave may run concurrently with any other leave where permitted by state and federal law.

Social Security

During your employment, you and the company both contribute funds to the federal government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from the director.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to the director. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to a staff employee accident.

Confidentiality of Client Matters

Our professional ethics require that each staff employee maintain the highest degree of confidentiality when handling client matters.

To maintain this professional confidence, no staff employee shall disclose client information to other clients, friends, or employees of one's own family.

Questions concerning client confidentiality may be addressed with your supervisor, manager, or director(s).

Confidentiality of Company Matters

Our professional ethics require that each staff employee maintain the highest degree of confidentiality and discretion regarding Company matters.

To maintain this professional confidence, no staff employee shall disclose company information to other clients, relatives of clients, and friends. When discussing company matters with other staff members, each staff member is to maintain proper discretion in discussing confidential or sensitive matters away from clients or other individuals who do not work directly for Around The Clock Support Services, LLC. Employees who violate this confidentiality agreement may be subject to immediate termination.

Questions concerning company confidentiality may be addressed with your supervisor, manager, or director(s).

Care of Client Records

The impression that clients have of our company is based, in part, on the way we care for their records. If we are careless with their files and records, clients may conclude that we have the same attitude toward our technical work. As professionals, we must respect the confidence in which we are entrusted and ensure that client files are handled with care.

When possible, obtain all material from client files and then return the material back to the files. Material should be returned in the same condition or better than when it was received.

Under no circumstances will outside requests for client material be fulfilled unless prior written permission is received from your supervisor, manager, or director(s).

Social Security Number Privacy and Protection of Personal Information

To ensure to the extent practicable the confidentiality of our staff employees' and applicants' Social Security Numbers (SSNs) and confidential personal information, no staff employee may acquire, disclose, transfer, or unlawfully use the SSN or personal information of any staff employee except in accordance with company policy. The release of staff employee SSNs, driver's license numbers, or financial account numbers to external parties is prohibited except where required by law. Internal access to staff employee SSNs, driver's license numbers, or financial account numbers is restricted to staff employees with a legitimate business need for the information.

Staff employee SSNs and personal information may be collected in the ordinary course of business for the purpose of identity verification or to administer benefits and in accordance with state and federal laws. Records that include Social Security numbers and personal information will be maintained in accordance with federal and state laws.

Any documents that include staff employee SSNs or personal information which are to be discarded must be destroyed by shredding paper documents and running a data scrubbing program before disposing of electronic storage media.

Any violation of this policy will result in disciplinary action up to and including discharge.

Where this company policy and operating procedures may conflict with state law, the state law shall supersede this policy.

For more information about this policy and the company's operating procedures, please contact your supervisor, manager, or director(s).

Contact with the Company

The company should know your location at all times during business hours. Your immediate supervisor or manager will keep a record of your assignments, and (s) he should be notified of your whereabouts outside the company during working hour.

Standards of Conduct

Each staff employee has an obligation to observe and follow the company's policies and to maintain proper standards of conduct at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. The company does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge:

- violation of the company's policies or safety rules;
- insubordination;
- unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours while engaged in company activities or in company vehicles;
- unauthorized possession, use or sale of weapons, firearms or explosives on work premises;
- theft or dishonesty;
- physical harassment;
- sexual harassment;
- disrespect toward fellow staff employees, visitors or other employees of the public;
- performing outside work or use of company property, equipment or facilities in connection with outside work while on company time;
- poor attendance; or
- poor performance

These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to modify our employment-at-will policy.

Employee Conduct Expectations

It is the expectation of Around The Clock Support Services, LLC that every employee act in a professional, responsible, and courteous manner at all times. When employees conduct themselves in this manner, it fosters a positive and productive working environment. Conversely, inappropriate and unprofessional behavior is disruptive and unproductive, and undermines the overall goal and mission of the agency as a whole. There will be zero tolerance for any employee who violates the Employee Conduct Policy. Employees who violate this policy will therefore be subject to immediate termination.

No employee of Around The Clock Support Services, LLC shall:

- Display rude behavior, where "rude" is defined as confrontational, offensive, and disruptive to the workplace environment;
- Exhibit demeaning speech or actions;
- Use foul or abrasive language;
- Engage in name calling or verbal put-downs;
- Refuse to speak politely and with respect to others;
- Ignore attempts by management or peers to talk and work in a civil manner;
- Make disrespectful, humiliating, insulting, or degrading comments to or about others;

- Making negative comments or statements about the agency as a whole, about the owners and operators of the agency, members of management, supervisors, or co-workers at any time;
- Make others the subject of practical jokes, pranks, gags, or ridicule; or
- Engage in any behavior that is disruptive to the orderly operations.

The foregoing list is by no means an all-inclusive list. Employees are not to engage in such behavior when dealing or interacting with any individual person, including but not limited to the following:

- Co-workers
- Supervisors
- Clients
- Consultants;
- Guardians;
- Affiliated agencies, such as CDDP's and DHS;
- Contractors;
- Medical Professionals;
- Community Members; or
- Any other citizen who does not fall under a previously mentioned category

Anytime an employee violates this policy, or it is reported that an employee has violated this policy, the incident will be immediately investigated and addressed by the employee's immediate supervisor. When addressing and responding to inappropriate behavior or allegations of inappropriate behavior, management will take into consideration the subjective nature of such offenses. The behavior will be evaluated based upon what would be considered offensive to a reasonable prudent person.

Access to Personnel Files

Staff employees will be allowed a reasonable opportunity to inspect their personnel records that are used to determine their qualifications for employment, promotion, wage increases, or records used to discipline or terminate the staff employee.

Staff employees may request a certified copy of their record and the company may charge a reasonable service charge. A request to inspect or a copy of a personnel file will be granted within 45 days of the request.

For more information, contact your immediate supervisor, manager, or director(s).

Computer Software Licensing

The company purchases or licenses the use of various computer software programs. Neither the company nor any of the company's staff employees have the right to duplicate this computer software or its related documentation. Unauthorized duplication of computer software is a federal offense, punishable by up to a \$250,000 fine and up to five years in jail.

The company does not condone the illegal duplication of software. You must use the software in accordance with the license agreement. This policy applies not only to individual desktop computers and laptops but to local area networks as well.

Staff employees learning of any misuse of software or related documentation within the company shall notify an employee of management. Staff employees who reproduce, acquire, or use-unauthorized copies of computer software will be subject to discipline, up to and including discharge.

Client and Public Relations

Our company's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every staff employee.

The opinions and attitudes that clients have toward our company may be determined for a long period of time by the actions of one staff employee. It is sometimes easy to take a client for granted, but if we do, we run the risk of losing not only that client, but his or her Agencies, friends or family who may also be clients or prospective clients.

Each staff employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Solicitation and Distribution

In the interest of maintaining productivity and a proper business environment, staff employees may not distribute literature or other materials of any kind or solicit for any cause during the working time of any staff employee involved.

Staff employees may not distribute literature or other materials of any kind in working areas at any time, whether or not the staff employees are on working time for any staff employee involved.

Non-working time includes, but is not limited to, a lunch or break.

Non-staff employees are prohibited from soliciting or distributing materials on company premises at any time.

Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to your supervisor or manager promptly.

Care of Equipment

You are expected to demonstrate proper care when using the company's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break, or damage any property, report it to your supervisor, manager, or director(s).

Personal Property

The company is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur. Should theft occur, you will not be reimbursed by the agency. Please keep valuable items at home or locked in your car.

Agency and Personal Vehicle Usage

Around The Clock Support Services provides its employees with safe, dependable transportation, so that staff and residents are able to integrate and utilize the community and community resources. With this, you are entrusted to use good judgment and have a complete understanding of the responsibilities involved, both of which are necessary to continue to drive a company-provided vehicle on a company basis.

Any driver of a company vehicle (or driving on company business in any matter) must meet the following requirements:

- Possess a valid driver's license
- Maintain an acceptable driving record per company policy
- Follow the guidelines stated in this policy at all times

Use of Company Vehicle

A vehicle is provided to assist you in your job. Its use is strictly limited to business purposes. It may not be used for personal reasons.

Prior to using a company vehicle, the employee/driver must check for the following:

- Ensure that proof of auto insurance is available in the glove box
- Ensure that the vehicle's registration is readily available within the vehicle
- Check the vehicle fuel level to ensure there is adequate fuel for your trip
- Provide a quick, routine inspection of the vehicle to ensure the following are in working condition:
 - blinkers;
 - tail lights
 - brake lights; and
 - headlights
- If you are ticketed for any of these reasons (listed above), including speeding, you will be responsible for paying off any tickets and/or fines, and could be subjected to disciplinary action, including but not limited to, termination.
- Document on the company vehicle mileage log prior to leaving the program and immediately upon returning home from the program

Use of Personal Vehicle

There may be times in which the company vehicle is unavailable, and you will have to use your personal vehicle for work purposes.

Anytime an employee needs to use their personal vehicle for work purposes, it must be approved by the employee's immediate supervisor prior to use. The employee is required to document this usage on an Employee Mileage Log and Reimbursement Form. This form must be submitted to the employee's supervisor with the time sheets for that pay period.

Mileage will be reimbursed at the rate of 0.575 cents per mile. Mileage reimbursement checks will be issued separately from the employee's paycheck.

Vehicle Care

All company provided vehicles be designed as "non-smoking" areas. You are expected to keep the vehicle clean and well-maintained at all times.

Maintenance will be maintained on the vehicle maintenance log.

Accidents

A valid insurance card and vehicle registration shall be carried in the vehicle at all times. In the event that you are involved in an accident, please follow these instructions:

1. When in an accident with another vehicle, obtain the following:
 - Driver's name (and the owner's name if different than the driver)
 - Address
 - Telephone number
 - Name of insurance company and policy number

- VIN, vehicle year, make, and model
 - Vehicle license plate number
- 2. If possible, obtain names, addresses, and telephone numbers of any witnesses.
- 3. Identify yourself and show your driver's license and insurance verification card. Do not discuss insurance policy. Do not assume the blame for the accident and, above all, do not agree to any settlement.
- 4. Cooperate with investigating law enforcement officers. Answer their questions factually and avoid commentary beyond that. Do not insist that a citation be issued to the other operator. Despite your opinion, the officer may be trying to decide responsibility for the accident and an overly aggressive attitude on your part may result in a decision against you. In a given situation, the officer might ask if you want a citation issued to the operator. If so, answer affirmative and explain that this is your company's preference.
- 5. Note if there are any injuries reported by anyone involved in the accident.
- 6. It is your responsibility to notify the state and/or local agency (police, etc.) of the accident and to file the appropriate written report as required by state law, in addition to notifying your immediate supervisor.
- 7. If an adjuster or any other representative from the other driver's insurance company contacts you for a statement (either written or recorded), refer that person to your immediate supervisor.
- 8. If it is determined that you were at fault for the accident, you will be responsible for the first \$500.00 in physical damage.
- 9. If you are found to be under the influence of drugs or alcohol at the time of the accident, regardless of whether you are found at fault or not, your employment will be terminated.
- 10. When an accident occurs, an immediate drug & alcohol test must be completed within two hours. This will be arranged by your supervisor, manager, or director(s).

Traffic and Parking Violations

Three minor violations within a 12-month period or five minor violations during a three year period could result in disciplinary action, including and up to termination.

Minor violations include, but are not limited to the following:

- Speeding less than 25 mph over the speed limit
- Failure to wear a seatbelt
- Failure to stop at a stop sign or light
- Cell phone use (distracted driving)

If you receive a major violation conviction, it could result in disciplinary action, including employment termination.

Major Violations include but are not limited to the following:

- Driving under a suspended or revoked license
- Hit and run or leaving the scene of an accident

- Vehicle theft due to negligence (including failure to park the vehicle in a secure, well-lit area or parking garage, failure to lock doors, leaving keys in plain view, or leaving the vehicle unattended while running)
- Vehicular manslaughter, homicide, or assault arising out of the operation of a motor vehicle
- Use of false motor vehicle documents, such as license or registration
- Failure to obey school crossing guard or any school bus violation
- Passing on the wrong side, on a hill, or where otherwise prohibited
- Reckless, careless, or negligent driving
- Driving on the wrong side of a divided highway
- Participating in a racing or speeding contest
- Driving while under the influence of alcohol, even if under the legal limit; driving while intoxicated at the legal limit or above; and driving while under the influence of drugs, whether prescription drugs or any controlled/illegal substances
- Implied consent or refusing the test
- Speeding more than 25 mph over the limit
- eluding a police office
- Failure to keep an acceptable motor vehicle record

Motor Vehicle Record Check

Continued eligibility to drive company vehicle(s), or driving on company business in any manner, requires each driver to maintain a safe and clean driving record. This means that Around The Clock Support Services reserves the right to review driving records at least once every year.

By signing below, you are acknowledging that you have read this policy thoroughly, and that all questions regarding this policy have been answered to your satisfaction.

Severe Weather

Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Except in cases of severe storms, we are all expected to work our regular hours. Time taken off due to poor weather conditions while the business remains open will be unpaid.

Exempt staff employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by your supervisor, manager, or director(s).

Natural Disasters

Natural disasters, including earthquakes, hurricanes, mudslides, floods, and fires are to be expected from time to time. Although driving may be difficult in some areas due to damaged freeways and streets, when caution is exercised the roads are normally passable or alternate routes are available. Except in severe cases, we are all expected to work our regular hours. Time taken off due to natural disasters while the business remains open is unpaid.

Exempt staff employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

If extreme weather conditions require closing of the building, you will be notified by your supervisor, manager, or director(s).

Personal Telephone Calls

It is important to keep our telephone lines free for client calls. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Acceptable Use of Electronic Communications

This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using company communication systems or equipment and staff employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic Communications" include, among other things, the following:

- messages, images, data or any other information used in e-mail;
- instant messages;
- voice mail;
- fax machines;
- computers;
- personal digital assistants (including Blackberry, iPhone or similar devices);
- text messages;
- pagers;
- telephones, cellular and mobile phones including those with cameras, internet, back-up storage, information on a memory; or
- flash key or card, jump or zip drive or any other type of internal or external removable storage drives

In the remainder of this policy, all of these communication devices are collectively referred to as "Systems."

Staff employees may use our Systems to communicate internally with co-workers or externally with clients, suppliers, vendors, advisors, and other business acquaintances for business purposes.

All Electronic Communications contained in company Systems are company records and/or property. Although a staff employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to the company. The Systems and Electronic Communications are accessible to the company at all times including periodic unannounced inspections. Our Systems and Electronic Communications are subject to use, access, monitoring, review, recording, and disclosure without further notice. Our Systems and Electronic Communications are not confidential or private. The company's right to use, access, monitor, record and disclose Electronic Communications without further notice applies equally to staff employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Although incidental and occasional personal use of our Systems that does not interfere or conflict with productivity or the company's business or violate policy is permitted, personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by the company at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, staff employees should not use our Systems for communication or information that staff employees would not want revealed to third parties.

Staff employees may not use our Systems in a manner that violates our policies including but not limited to Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Confidentiality of Client Matters, Care of Client Records, Protecting Company Information, and Solicitation and Distribution. Staff employees may not use our Systems in any way that may be seen as insulting, disruptive, obscene, offensive, or harmful to morale. Examples of prohibited uses include, but are not limited to, sexually-explicit drawings, messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs, threats, or derogatory comments; or any other message or image that may be in violation of company policies. In addition, staff employees may **not** use our Systems:

- To download, save, send or access any discriminatory or obscene material;
- To download, save, send or access any music, audio or video file;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Systems Supervisor;
- To download, save, send or access any site or content that the company might deem “adult entertainment;”
- To access any “blog” or otherwise post a personal opinion on the Internet;
- To solicit staff employees or others;
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the company or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights; and
- In connection with the violation or attempted violation of any law.

A staff employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using Electronic Communications; make changes to Electronic Communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Staff employees must always respect intellectual property rights such as copyrights and trademarks. Staff employees must not copy, use, or transfer proprietary materials of the company or others without appropriate authorization.

All Systems passwords and encryption keys must be available and known to the company. Staff employees may not install password or encryption programs without the written permission from their immediate supervisor or manager. Staff employees may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to Electronic Communications. The company will comply with applicable laws. Staff employees also must comply with applicable laws and should recognize that a staff employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Nothing contained herein shall preclude a staff employee from engaging in conduct protected by Section 7 of the National Labor Relations Act.

Violations of this policy may result in disciplinary action up to and including discharge as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our Systems or the content of Electronic Communications, ask your supervisor, manager, or director(s) for advance clarification.

Social Media

The company has in place policies that govern use of its own electronic communication systems, equipment, and resources, which staff employees must follow. The company may also have an interest in your electronic communications with co-workers, clients, vendors, suppliers, competitors, and the general public on your own time. Inappropriate communications, even if made on your own time using your own resources, may be grounds for discipline up to and including immediate termination. We encourage you to use good judgment when communicating via blogs, online chat rooms, networking internet sites, social internet sites, and other electronic and non-electronic forums (collectively “social media”). The following is a general and non-exhaustive list of guidelines you should keep in mind:

1. Make it clear that the views expressed in social media are yours alone. Do not purport to represent the views of the company in any fashion.
2. Do not disclose confidential or proprietary information regarding the company, your co-workers or the company's vendors and suppliers. Use of copyrighted or trademarked company information, trade secrets, or other sensitive information may subject you to legal action. If you have any doubt about whether it is proper to disclose information, please discuss it with the director.
3. Do not use company logos, trademarks, web addresses, email addresses, or other symbols in social media. You may not use the company name or other identifying information to endorse, promote, denigrate, or otherwise comment on any product, opinion, cause, or person.
4. Be respectful of the privacy and dignity of your co-workers. Do not use or post photos of co-workers without their express consent.
5. Harassing or discriminatory comments, particularly if made based on gender, race, religion, age, national origin, or other protected characteristic, may be deemed inappropriate even if the company name is not mentioned. If social media communications in any way may adversely affect your relationships at work or violate company policy, you may be subject to discipline up to and including immediate termination under various company policies.
6. Ensure that engaging in social media does not interfere with your work commitments.
7. Social media and similar communications have the potential to reflect on both you and the company. We hope that you will show respect for our staff employees, clients, affiliates, and competitors.

Nothing contained herein shall preclude a staff employee from engaging in conduct protected by Section 7 of the National Labor Relations Act.

Laptop Security

Each staff employee provided with a laptop is responsible for the physical security of the laptop. All laptops acquired for or on behalf of the company are company property. The Laptop must be locked up and stored in a secure location when it is not in the immediate possession of the authorized user. In addition, the user must return the laptop immediately upon request of the company. A laptop user must notify their supervisor, manager, or director(s) immediately if the laptop is lost, stolen, misplaced, or damaged. All work created or performed on the laptop is company property. The laptop is subject to inspection by the company at any time without further advance notice. The laptop must be used in a manner that complies with all company policies including the Acceptable Use of Electronic Communications, Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Confidentiality of Client Matters, Care of Client Records, Protecting Company Information, and Solicitation and Distribution.

Violations of this policy may be grounds for disciplinary action up to and including discharge.

Employee Dress Policy

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

Our client's satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct client contact, you represent the organization with your appearance as well as your actions. The properly attired individual helps to create a favorable image for the organization, to the public and fellow employees.

The organization maintains a business casual environment. All employees should use discretion in wearing attire that is appropriate for the office and client interaction.

Personal Hygiene Policy

Maintaining a professional, business-like appearance is very important to the success of our organization. Part of the impression you make on others depends on your choice of dress, personal hygiene, and courteous behavior. A daily regime of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately, and well groomed.

Protecting Company Information

Protecting our company's information is the responsibility of every staff employee, and we all share a common interest in making sure information is not improperly or accidentally disclosed. Do not discuss the company's confidential business or proprietary business matters, or share confidential, personal employee information with anyone who does not work for us such as friends, family employees, employees of the media, or other business entities. You may be required to sign a non-compete and/or a nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

All telephone calls regarding a current or former staff employee's position/compensation with our company must be forwarded to the supervisor, manager, or director(s).

The company's address shall not be used for the receipt of personal mail.

Document Retention

The company maintains a formal document retention policy and procedure. Your supervisor, manager, or director(s) will explain how that policy applies to you and the work that you perform. You must retain all work products in the manner required and for the time period required by our policy. Never destroy or delete any work product until the retention periods specified by the company's policy have been satisfied. Failure to comply with the company document retention policy and procedure may result in discipline up to and including discharge.

Conflict of Interest/Code of Ethics

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other staff employees. Therefore, staff employees must never use their positions with the company, or any of its clients, for private gain, to advance personal interests or to obtain favors or benefits for themselves, employees of their families or any other individuals, corporations or business entities.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each staff employee is of utmost importance.

Staff employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

Outside Employment

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you must notify your supervisor or manager in writing.

Outside employment must not conflict in any way with your responsibilities within our company. You may not work for competitors nor may you take an ownership position with a competitor.

Staff employees may not conduct outside work or use company property, equipment, or facilities in connection with outside work while on company time.

Contact with the Media

All media inquiries regarding the company and its operations must be referred to a member of management. Only the Executive Director is authorized to make or approve public statements on behalf of the company. No staff employees, unless specifically designated by the Executive Director is authorized to make statements on behalf of or as a representative of the company.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that you provide your supervisor or manager with at least two weeks' advance notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Staff employees, who are rehired following a break in service in excess of three months, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such staff employees are considered new staff employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Our company does not provide a "letter of reference" to former staff employees. Generally, we will confirm upon request our staff employees' dates of employment, salary history, and job title.

All company property, including this Staff Employee Handbook, must be returned upon discharge. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

Each Staff Employee's Responsibility

Safety can only be achieved through teamwork at our company. Each staff employee, supervisor, and manager must practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your supervisor, manager, or director(s) of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor or manager immediately.
2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the company's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, do not guess; just ask your supervisor or manager for instruction and clarification.
6. Know the locations, contents, and use of first aid and firefighting equipment.
7. Wear personal protective equipment in accordance with the job you are performing.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Fire Drills

Fire drills are scheduled once each quarter, including one drill during sleeping hours. These drills are an important aspect in staff employee safety. We expect your complete cooperation during these drills. If you have any questions concerning evacuation procedures, ask your supervisor or manager.

Good Housekeeping

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and materials in good order at all times. Report anything that needs repair or replacement to your supervisor or manager as quickly as possible.

Blood Borne Pathogens Exposure Control

To protect staff employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our company has instituted a Blood Borne Pathogens Exposure Control Program.

Briefly, our program includes a staff employee exposure determination, information and training about blood borne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included. These matters are discussed in our written Infection Control Plan, which is available to you in accordance with the plan.

Further information about our Blood Borne Pathogens Exposure Control Program will be provided to affected staff employees and may be obtained from your supervisor or manager.

Workplace Violence

Violence by a staff employee or anyone else against a staff employee, supervisor, or employee of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to staff employees at work and to reduce the possibility of damage to company property in the event someone, for whatever reason, may be unhappy with a company decision or action by a staff employee or employee of management.

If you receive or overhear any threatening communications from a staff employee or outside third party, report it to your supervisor, manager, or director(s). Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to a staff employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Staff employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the company's investigation, may result in disciplinary action, up to and including discharge.

Workplace Searches

To protect and to ensure the safety of all staff employees, clients, and the company, the company reserves the right to conduct personal searches consistent with the state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes, or any other possessions or articles carried to and from the company's property.

In addition, the company reserves the right to search any staff employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of staff employees only during their employment. Inspection may be conducted at any time at the discretion of the company.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Staff employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as staff employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the company's security procedures or any other company rules and regulations.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating company machinery, equipment or vehicles for work-related purposes or while engaged in company business off premises is forbidden except where expressly authorized by the company and permitted by state and local laws. This policy applies to all staff employees, including but not limited to, those who have a valid permit to carry a firearm.

Staff employees who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to your supervisor, manager, or director(s) immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

In An Emergency

Your supervisor or manager should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If your supervisor or manager is unavailable, contact one of the company's directors. If either the Agency or Executive Director is unavailable, contact the nearest company official.

Should an emergency result in the need to communicate information to staff employees outside of business hours, your supervisor, manager, or director(s) will contact you. Therefore, it is important that staff employees keep their personal emergency contact information up to date. Notify your supervisor or manager when this information changes.

When events warrant an evacuation of the building, you should follow the instructions of your supervisor, manager, or director(s). You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by your supervisor, manager, or director(s) to await further instructions or information.

Please direct any questions you may have about the company's emergency procedures to your supervisor, manager, or director(s).

Substance Abuse

The company has vital interests in ensuring a safe, healthy, and efficient working environment for our staff employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established, as a condition of employment and continued employment with the company, the following substance abuse policy.

The company has implemented a drug-testing program in compliance with local, state, and federal laws. Staff employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Staff employees are prohibited from reporting to work or working when the staff employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the staff employee that the substance does not adversely affect the staff employee's ability to safely perform his or her job duties.

In addition, staff employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles, or while engaged in company activities. Our staff employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Staff employees are further prohibited from consuming alcohol during working hours, including meal and break periods.

Your employment or continued employment with the company is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any staff employee who violates this policy who is subject to discharge, may be permitted in lieu of discharge, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage staff employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The company will attempt to assist its staff employees through referrals to rehabilitation, appropriate leaves of absence, and other measures consistent with the company's policies and applicable federal, state, or local laws.

The company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of company issued lockers, desks or other suspected areas of concealment, as well as a staff employee's personal property when the company has reasonable suspicion to believe that the staff employee has violated this substance abuse policy.

Although the State has legalized marijuana for medicinal purposes, the company is not required to allow the medicinal use of marijuana in the workplace. Use is strictly prohibited on company property and may result in discipline, up to and including discharge.

This policy represents management guidelines. For more information, please speak to your supervisor, manager, or director(s).

Receipt of Staff Employee Handbook and Employment-At-Will Statement

This is to acknowledge that I have received a copy of the Around The Clock Support Services, LLC Staff Employee Handbook and I understand that it contains information about the employment policies and practices of the company. I agree to read and comply with this Staff Employee Handbook. I understand that the policies outlined in this Staff Employee Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the staff employees and the company. I understand that this Staff Employee Handbook supersedes and replaces any, and all, prior Staff Employee Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, which can only be changed by the director of the company in a signed written contract, the company reserves the right to revise, delete and add to the provisions of this Staff Employee Handbook at any time without further notice. All such revisions, deletions, or additions to the Staff Employee Handbook will be in writing and will be signed by the director of the company. I understand that no oral statements or representations can change the provisions of this Staff Employee Handbook.

I understand that this Staff Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Staff Employee Handbook does not create a contract guaranteeing that I will be employed for any specific time.

THIS COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS STAFF EMPLOYEE HANDBOOK, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS STAFF EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, STAFF EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO AN AGREEMENT—EXPRESS OR IMPLIED—WITH ME OR ANY STAFF EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE DIRECTOR OF THE COMPANY.

I understand that this Staff Employee Handbook refers to current benefit plans maintained by the company, that I must refer to the actual plan documents, and summary plan descriptions as these documents are controlling.

I have read and understand the All-Purpose Leave and Vacation Policies..

Initials _____ Date _____

I also understand that if a written contract is inconsistent with the Staff Employee Handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Staff Employee Handbook, I will ask my supervisor, manager, or director(s).

Employee Name: _____

Employee Signature: _____ Date: _____