



Employee Handbook

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Welcome to the Changing Lives Center!

Welcome and thank you for joining the Changing Lives Center! You are now an integral part of one of the fastest growing companies providing intellectual and developmental disabilities, housing and home health care services in the country.

The Changing Lives Center is committed to conducting business in an honest and ethical manner, consistent with our core values referenced in this handbook. Policies have been established to further our focus on quality and integrity. Additional information about the Changing Lives Center's dedication to these values can be found in the Code of Conduct policy provided by your supervisor or located on the Changing Lives Center Intranet.

This handbook is a reference manual containing important information about hours, wages, benefits, and conditions of your employment. The Changing Lives Center has established policies that must be followed by all employees and agents who work for the company. I encourage you to read the handbook carefully. If you have any questions, please discuss them with your supervisor or contact Human Resources at 215-909-9257.

Best wishes for a long and successful career at the Changing Lives Center.

A handwritten signature in black ink that reads "Yahya Rahman".

Yahya Rahman
Chief Executive Officer



Employee Handbook

The Changing Lives Center is a non-profit organization dedicated, directly or indirectly, to the provision of education and health and human services for adults. Our parent corporation, affiliates, subsidiaries, divisions, successors, employees, officers, directors, trustees, and agents thereof, provide the overall strategic planning and direction for the many services that our individuals receive and benefits available to employees. The delivery of services is provided through our affiliates and by an operational management structure.

The Changing Lives Center's Vision Statement

To be recognized as a provider of the highest quality of care and continuously improve the lives of individuals through person-centered core values to achieve their goals.

The Changing Lives Center's Mission Statement

To support individuals with their dreams of achieving personal independence through choice and opportunity.

The Changing Lives Center's Core Values

Our Values

Our Values are individually driven to ensure that Individuality, Safety, Choice, Stability and Progress are reached every day.

Purpose of this Handbook

The language in this handbook and the rules and policies stated are not intended to create, nor do they constitute a contract between the Changing Lives Center, its divisions and affiliated corporations, and any of its employees. These rules and policies are subject to change at any time within the sole discretion of the Chief Executive Officer (CEO) of the company. Any changes made to the rules and policies after the print date will supersede information in this booklet.

Throughout the handbook, references are made to various Changing Lives Center Policies and Standards which govern and apply to job performance. You are responsible to review and understand the policies. A complete list of the Changing Lives Center Policies is available on the Changing Lives Center Intranet or you may obtain them from your supervisor.

This handbook provides information related to hours, wages, benefits, and conditions of employment, and provides a reference manual for employees. The policies have been established to provide clearly defined expectations for employment and working conditions.

This handbook is not intended to, nor does it create a contract of employment, a promise, or a guarantee of benefits or policies stated herein. Employment with the Changing Lives Center is at-will at all times, which means that either the employee or the employer can terminate employment at any time and for any reason. Written or verbal statements made by or for the Changing Lives Center do not constitute a contract unless written, labeled a contract or agreement, and signed by a company corporate officer and the employee.

As the Changing Lives Center considers it appropriate, changes or exceptions may be made to the provisions of this handbook at any time, with or without prior notice. The Changing Lives Center remains the final authority for variations in the interpretation and application by management in individual circumstances, and for interpretation and application of the provisions of the handbook. Deviation from its provisions by management may be authorized or subsequently ratified by the Changing Lives Center as deemed appropriate.

Nothing in this handbook is intended or should be construed to restrict or impinge upon employees' rights under Section 7 of the National Labor Relations Act to engage in concerted, protected activity or any other rights protected by federal or state constitution, statute or regulation.

Where applicable throughout the handbook, collective bargaining agreements will take precedence.

When you have completed reviewing the handbook, please sign the acknowledgment form at the end and return the signed form to your supervisor.

If you have any questions about this handbook, you may contact **Human Resources at 215-909-9257.**



The **employeePortal** is a suite of self service solutions that employees have access to at their work location, or at home on a personal computer. This portal gives employees the opportunity to update personal information, check timekeeper (eTime), connect to iPay, access direct deposit, update taxes and deductions, access forms and policies, and access the company directory. If employees have questions about the employeePortal, they can contact their supervisor or the ESC.

Equal Employment Policy

The Changing Lives Center provides equal employment opportunity to all employees and applicants regardless of a person's race, religion, color, sex (including sexual orientation, pregnancy and gender identity), national origin, age, disability, family medical history, veteran status, genetic information, or other legally protected status.

This policy applies to all conditions of employment, including, but not limited to, recruitment, selection, placement, transfer, promotion, training, compensation, benefits and termination. All decisions regarding conditions of employment must be based on the individual's overall qualifications and their ability to meet the requirements of the position.

Employees with disabilities shall be provided with reasonable accommodations except where such accommodations would cause the Changing Lives Center undue hardship. Per the Reasonable Accommodations/Americans with Disabilities Policy, employees with disabilities that require reasonable accommodations should inform Human Resources of their need for such reasonable accommodation. The Changing Lives Center will use discretion in keeping this information confidential.

Code of Conduct and Integrity Program

The Changing Lives Center maintains a corporate-wide Code of Conduct and Integrity Program to ensure compliance with all applicable laws, regulations, contracts, government and payer requirements, and to foster the highest ethical standards in business and service delivery practices. The Changing Lives Center has integrated regulatory and core value initiatives into the Code of Conduct and Integrity Program to create better opportunities for preventing compliance violations by establishing best practices throughout the organization. Additional information about this program can be found in the Code of Conduct and Integrity Program Handbook located on the the Changing Lives Center Intranet, from your supervisor, or from the Quality and Compliance Organization (QCO).

Standards of Professional Behavior

Per the Standards of Professional Behavior Policy, employees and agents of the Changing Lives Center are expected to conduct business in accordance with high moral, ethical, professional, and legal standards.

I. Employee and Service Provider Classifications

A. Employee Classifications

Employees are considered full-time, part-time, or temporary depending on the position for which the employee is hired.

1. Full-Time Employee

A full-time employee works a regular schedule of at least thirty-seven and a half (37.5) hours per week based on position and program needs.

2. Part-Time Employee

A part-time employee works a regular schedule of less than thirty-seven and a half (37.5) hours per week. A part-time employee who works a regular schedule thirty (30) hours or more per week is eligible for all fringe benefits on a pro-rata basis. A part-time employee who works a regular schedule of twenty-four (24) hours or more per week but less than thirty (30) hours per week is eligible for vacation and sick leave benefits on a pro-rata basis. A part-time employee who works a regular schedule of less than 24 hours per week is not eligible for fringe benefits.

3. Temporary Employee

A temporary employee is hired to work full-time, part-time or on-call hours on a time-limited basis, generally not to exceed three (3) months. Temporary employees are not eligible for fringe benefits.

B. Service Providers

1. Fee for Service (FFS) Provider

A Fee for Service (FFS) Provider is a service provider who is designated as such by the Changing Lives Center and:

- a) is paid only for services provided
- b) whose time is recorded on service vouchers or other time recording devices
- c) whose compensation is based solely on the authorized piece of work they associated with an individual receiving services
- d) whose compensation will vary based on the number of individuals receiving services/sessions involved in a certain period
- e) who may or may not have a regular schedule and/or may be on an "on call" status
- f) whose compensation is not based on the number of hours they spend "on-site"

2. Per Required Need (PRN) / Hourly Service Provider

A Per Required Need (PRN) / Hourly Service Provider is a service provider who is designated as such by the Changing Lives Center and:

- a) is not guaranteed a specific number of hours per day, week or pay period
- b) who is "on call or hourly"
- c) who works as needed and as available
- d) agrees to work or not when called/asked no matter how many hours are actually worked and/or its regularity
- e) may work more than thirty (30) hours per week for limited or extended periods and will not be considered full-time or part-time unless designated as such by the Changing Lives Center.

Service providers are not eligible for fringe benefits except those mandated by the Employee Retirement Income Security Act of 1974 (ERISA), or the Patient Protection and Affordable Care Act (PPACA) and all of its subsequent amendments, and all other applicable federal, state and local laws and regulations, or unless authorized by program.

There is no guarantee of employment in these employee and service provider classifications. Service providers are outside of bargaining units.

II. Hours of Work

Employee work schedules will be established, as deemed appropriate, based on staffing ratios, programmatic, site, consumer, job classification requirements and department need. Many services operate during evening, overnight, and weekend hours, with schedules developed accordingly. Changes to an employee's regular schedule may be made as needed.

Employees are expected to arrive on-time and be prepared to begin work at their scheduled time.

Per the Occurrences of Absence, Lateness, or Early Departure Policy, employees are required to call their supervisor in accordance with specific program guidelines regarding absence or lateness. Guidelines will be communicated to staff at the site in which they work. If guidelines are not made clear to the employee, it is the employee's responsibility to follow up with the supervisor.

In most cases, employees are required to complete a timecard/record daily that reflects hours worked, per the e-Time User Requirements Policy.

Timecards/records must reflect actual hours worked. Timecards/records submitted by employees representing inaccurate and/or fraudulent hours worked, for unlawful gain, shall be grounds for termination.

Tracking of hours for exempt staff is for accrual calculations only.

Employees are not permitted access to the interior of any Changing Lives Center facility or other work areas during their off-duty hours without authorization.

III. Payroll

Depending on the employee's work location and employment classification, there are fifty-two (52) pay periods per year, with paychecks processed weekly. All checks must be cashed within one hundred and eighty (180) days from the date of issue. Discrepancies in the amount received should be communicated by the employee to the supervisor immediately. The supervisor is responsible to submit the proper paperwork for any corrections to be made. Direct Deposit or Paycard is required for all new employees, except where prohibited by law. Direct Deposit and Paycard forms are provided as part of new hire paperwork. Questions regarding these methods of payment should be directed to the Hiring Manager or the ESC.

A. Salary Basis-Exempt Positions

Section 13 (a) (1) of the Fair Labor Standards Act (FLSA) provides an exemption from both minimum wage and overtime pay for employees who are employed in a bona fide executive, administrative, or professional position. Additionally, certain computer (IT) employees are exempt professionals under Section 13 (a) (1) or exempt under section 13(a) (17) of the FLSA.

Positions at the Changing Lives Center that meet the aforementioned exemption requirements are paid on a salary basis. Under the FLSA there are seven (7) permitted salary deductions for exempt positions:

1. Absence from work for one or more full days for personal reasons, other than sickness or disability
2. Absence from work for one or more full days due to sickness or disability if deductions are made under a bona fide plan, policy or practice of providing wage replacement benefits for these types of absences
3. To offset any amounts received as payment for jury fees, witness fees, or military pay
4. Penalties imposed in good faith for violating safety rules of "major significance"
5. Unpaid disciplinary suspension of one or more full days imposed in good faith for violations of workplace conduct rules
6. Proportionate part of an employee's full salary may be paid for time actually worked in the first and last weeks of employment
7. Unpaid leave taken pursuant to the Family and Medical Leave Act

The Changing Lives Center mandates strict compliance with the seven (7) FLSA permitted salary deductions. The Changing Lives Center intends to pay its exempt employees on a salary basis and will not make deductions from salaries that are prohibited under the FLSA, unless previously authorized in writing by the employee.

Employees that work in an exempt position at the Changing Lives Center and believe that an improper deduction was applied to their salary should contact their supervisor or the ESC. If an improper deduction is identified, payroll will resolve and correct reimbursement shall be applied.

B. Complying with Different State and Federal Wage and Hour Laws

Many states have their own Wage and Hour Laws, which may differ from the Federal Fair Labor Standards Act (FLSA). In states that the Changing Lives Center conducts business, if there is a difference in the federal and state Wage and Hour Law, the most stringent standard, whether that is the state or the federal standard, shall be applied.

C. Overtime

Overtime may be required on certain projects or during certain peak operating periods. All non-exempt employees will be paid overtime at the rate of one and a half (1½) times their hourly rate and overtime pay will begin after forty (40) actual work hours in any given work week, excluding leave time.

The U.S. Department of Labor allows for special overtime provisions for hospitalization and residential care facilities. In the Changing Lives Center programs approved for the special overtime provisions, a fourteen (14) day period for completing overtime is established, pursuant to an agreement between the Changing Lives Center and the employee before performance of the work. For purposes of the special overtime provision, overtime is computed in any work day in excess of eight (8) hours and in excess of eighty (80) hours in a fourteen (14) day period, at a rate not less than one and a half (1½) times the regular rate of pay.

Prior supervisory approval is required for scheduling overtime. Employees working unauthorized overtime shall be subject to disciplinary action.

D. Stipend Incentives

Per the Stipend Policy, compensation by payment of a stipend for exempt staff has been introduced as part of various Recruitment and Retention programs. Stipends may be used to compensate staff for conducting mandated training.

IV. Illness or Injury on Duty

Per the Workers' Compensation and Transitional Duty Policy, illness or injury that occurs during normal work hours must be immediately reported to the supervisor. If necessary for an employee to leave work because of illness or injury, approval must be obtained from the supervisor who is responsible to ensure that coverage is in place.

V. Extreme Weather Conditions and Emergency Situations

The Changing Lives Center is concerned for the welfare of staff and individuals receiving services during extreme weather conditions and emergencies. Decisions regarding emergency closings shall be made at the discretion of the CEO, or designee.

In the event of extreme weather conditions or emergency situations, each site and program shall follow the emergency procedures outlined for the site or program. The emergency procedures will vary depending on the needs and requirements of the program and individuals receiving services. Emergency procedures for the site should be made known to employees during orientation at the site or program. If these emergency procedures are not communicated to the employee, it is the employee's responsibility to follow up with the supervisor.

A. Emergency Closings

If an office or program is unable to open because of weather or other conditions, employees will be notified through an emergency contact system communicated by the office or program, per the Inclement Weather Policy. Sites or specific programs may be open without offering services to individuals. Residential and other twenty-four (24) hour programs are never closed. Employees responsible for direct care in these programs are required to report to work and/or may be required to remain at work until relief is available and within limitations imposed by law or regulation.

Absence Due to Emergency Situations

If a program/facility is open during inclement weather, and an employee is absent for an entire day on the basis of weather, they may use vacation or personal time, if available. If early closing of the program/facility occurs, the time charged will be for that portion of the day that the site was open. Leave without pay shall be applied depending on leave time availability, employment status and classification. Appropriate call-off procedures must be followed.

Weather Related Late Opening or Early Dismissal

In case of extreme or unusual weather conditions, it may be determined that late opening or early dismissal of some or all employees is necessary. In such instances, employees will be paid for the time the employee reported to work plus the duration of scheduled time before the late opening and/or the time after early dismissal.

VI. Confidential and Proprietary Information, Limitations on Relationships with Individuals Receiving Services, and Social Media

Nothing in this handbook is intended or should be construed to restrict or impinge upon employees' rights under Section 7 of the National Labor Relations Act to engage in concerted protected activity or any other rights protected by federal or state constitution, statute or regulation.

A. Confidential Information

Per the Confidential Information and Client Privacy, Code of Conduct, Protected Health Information, and Standards of Professional Behavior Policy, information regarding the identity, diagnosis, treatment, billing, and related healthcare and education services of the individual receiving services at the Changing Lives Center is confidential and must remain confidential unless the use and disclosure of the information is authorized by the individual. All employees are required to complete training in confidentiality and the requirements of the Health Insurance Portability and Accountability Act of 1996, commonly known as HIPAA/HITECH. Employees are required to sign acknowledgments of the legal duty to maintain confidentiality of the individual receiving services.

The Changing Lives Center shall maintain the confidentiality of employee information. The use and disclosure of such confidential information shall be restricted to facilitate employment and benefits decisions on behalf of its employees for purposes specifically authorized by the employee or where required by law. The Changing Lives Center reserves the right to conduct internal audits and investigations which may involve employee information for purposes of detecting fraud or maintaining the Changing Lives Center's compliance with law.

B. Proprietary Information

Any and all projects, processes, or procedures worked on or developed by employees during their employment with the Changing Lives Center remain the sole property of the organization. Access to confidential company information and projects may be granted to certain employees during the term of their employment, but shall remain proprietary in nature. Further, information applicable or related to the Changing Lives Center's present or future business shall not be used for individual benefit. Access to confidential

information imposes an obligation upon the Changing Lives Center employee to keep such information confidential and use it solely in the interest of the Changing Lives Center. Except if specifically authorized as part of an employee's duties, employees shall not, either during their employment with the Changing Lives Center, or at any time thereafter, copy for their own or another's use or otherwise disclose to any person or entity, any company confidential information. All documents, information, files, correspondence, memorandums, or processes in any form (paper, electronic, disc, or otherwise) shall not be removed from the Changing Lives Center properties without authorization.

C. Limits on Relationships with Individuals Receiving Services

Unless authorized to do so, the Changing Lives Center employees shall not have physical or intimate relationships, reside with, employ or be employed by, provide housing, room or board within the confines of their home to any individual receiving services, awaiting or receiving evaluation and/or treatment, or to any individual receiving services discharged from service. Such authorization shall be in writing and from the Changing Lives Center Executive Management. Information relating to employee acceptance of money, tips or gifts from individuals receiving services or their families, may be found in the Changing Lives Center's Gift and Business Courtesies Policy.

D. Social Media

Per the Social Media Policy, employees are responsible to use social media in an ethical, compliant and lawful manner, consistent with the Changing Lives Center mission, core values, and the Changing Lives Center Policies and Standards. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated.

VII. Fringe Benefits

A. Paid Time Off

1. Vacation

Per the Vacation Policy, the Changing Lives Center provides vacation pay to regular full-time and part-time employees who are scheduled to work at least 24 hours per week.

2. Holidays

Offices will be closed on the following holidays, unless otherwise indicated by program:

**New Year's Day
Martin Luther King, Jr. Day
Memorial Day
Independence Day
Juneteenth**

**Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day**

A full-time employee will receive holiday pay equal to the pay for the normal workday, not to exceed eight hours. Non-exempt employees will not receive pay for a holiday if they fail to report for work the day before or the day after a holiday unless on a pre-approved day off. Part-time, non-exempt employees working a regular schedule of at least twenty-four (24) hours per week will receive holiday pay on a pro-rata basis if the holiday falls on the day they are scheduled to work.

When a holiday occurs during a scheduled vacation, the holiday will not be counted as a paid vacation day, but as a holiday.

When a holiday falls on a Saturday or Sunday, it will be observed on the preceding Friday or succeeding Monday as determined by the CEO, or designee.

If the demands of a particular program require an eligible employee to work on an approved holiday, the employee may choose to receive an alternate day off as arranged by the supervisor. The approved alternate day off shall be taken within thirty (30) days after the holiday. In the event that the scheduling needs of the program will not permit an alternate day off within thirty (30) days after the holiday, the employee is eligible for payment in lieu of the holiday, with the approval of the executive/county/state director.

3. Personal Days

Per the Personal Days Policy, the Changing Lives Center provides personal leave with pay to full-time and part-time employees who work at least thirty (30) hours per week.

4. Sick Leave

Application of sick leave shall be granted per the Sick Leave Policy. The Changing Lives Center reserves the right to question and independently verify medical or physician statements. These statements will be kept in the employee's medical file.

5. Jury Duty

A full-time or part-time employee working a regular schedule of at least twenty-four (24) hours per week who has been summoned to appear for jury selection or duty shall be given time off while performing this service. At the completion of jury service, the employee must report the amount of juror's fees received for the number of days served as juror and the employee will receive the difference between the regular pay that would have been earned by working, minus the juror's fees received. All non full-time and part-time employees are eligible to take time off for jury duty. However, they may not be reimbursed for time off work.

6. Death in Family

An allowance of up to three (3) days leave with pay shall be granted upon request in the event of a death in the immediate family of a full-time or part-time employee working a regular schedule of at least twenty-four (24) hours per

week. Immediate family is defined as husband, wife, mother, father, grandparent, child, brother, sister, father-in-law, mother-in-law, brother-in-law, sister-in-law, daughter-in-law, son-in-law, grandchild, or any member of the employee's actual household. Paid funeral leave may be granted up to one (1) day following the death of a non-immediate family member.

B. Paid Time Off Programs

Paid Time Off programs (PTO) have been introduced in some programs for budgeting and scheduling considerations. These programs are not available to all employees. Additionally, to assist in recruitment and retention, some critical positions, identified by executive management, are granted paid time off hours after the completion of a targeted amount of work hours or employment tenure. Usage and payout parameters are set by each individual program.

The Changing Lives Center will continue to evaluate the effectiveness of these Paid Time Off programs for further consideration.

VIII. Additional Benefits

A. Workers' Compensation

Per the Workers' Compensation and Transitional Duty Policy, employees are entitled to Workers' Compensation benefits for injury or disease associated with their work. The law provides for wage loss compensation and payment of medical expenses incurred in the treatment of an injury. In cases that involve no lost time, medical expenses will be paid as provided under the law. The Workers' Compensation Claims Manager is available to guide employees in the process and to assist in problem solving and processing claims.

All injuries sustained on the job, no matter how slight, must be immediately reported to the supervisor and the Worker's Compensation Claims Manager, and documented on an incident report.

The Changing Lives Center, under provisions of the law, requires an employee injured on the job to be seen by one (1) of six (6) or more licensed practitioners of the healing arts selected by the Changing Lives Center for the first ninety (90) days of treatment. A list of these practitioners is posted in various work sites throughout the Changing Lives Center, or may be obtained by contacting the Workers' Compensation Claims Manager. Payments may be denied for medical services rendered for the first ninety (90) days of treatment by medical providers other than those designated by the Changing Lives Center. After the first ninety (90) days of treatment, an employee must notify the Workers' Compensation Manager within five days of the first visit to their own medical provider.

Per policy, employees cannot receive any other pay in the form of regular or sick time when on Workers' Compensation benefits.

B. Unemployment Compensation

By law, Changing Lives Center employees, whose employment is terminated, including those who are subject to a layoff due to a reduction in the work force, may be entitled to Unemployment Compensation benefits. Employees who resign or are terminated for cause will likely not qualify for Unemployment Compensation.

C. Insurance Benefits

The Changing Lives Center provides employees with benefit options designed to provide employees and their family's security and protection at reasonable costs. Employees should study the benefits carefully, including eligibility requirements and coverage. If employees have questions regarding the options, the Employee Service Center may be contacted. Specifics of coverage for the various programs are detailed in the benefits section in your employeePortal. Employees will receive email notification to their work email address for any changes/actions needed for benefits. Employees must monitor their work email for any important benefits updates. Employees must complete their benefit enrollment online in their employeePortal before their eligibility date has occurred. Employees can check their benefit status at any time in their electronic benefit record.

The Changing Lives Center will follow all aspects of the **Patient Protection and Affordable Care Act (PPACA)**.

The contents of the benefit plans are subject to change at any time. The contents of the handbook do not constitute a guarantee of any benefit or policy and in the event of any discrepancies between the handbook and policy or plan document, the terms of the plan or policy will govern.

Hours worked in FFS, PRN, temporary positions or regular part-time employees in budgeted positions less than 30 hours per week do not qualify an employee for eligibility in the Changing Lives Center's benefit plans except as defined by ERISA or through the Patient Protection and Affordable Care Act (PPACA).

1. Health Plan

After ninety (90) days of eligible employment*, full-time and part-time employees budgeted to work at least thirty (30) hours per week (and their legal dependents), are eligible to participate in one of the Changing Lives Center's health plans. Each health insurance plan's Summary of Benefits and Coverage (SBC) is available in the employee's electronic benefit record located in their employeePortal. Legal requirements of the plans are provided through a Wrap Document (summary plan description) available in the Benefits Department.

2. Dental Plan

After ninety (90) days of eligible employment*, full-time and part-time regular employees budgeted to work at least thirty (30) hours per week (and their legal dependents), are eligible to participate in the Changing Lives Center's dental plan. Plan details are available in the employee's electronic benefit record located in their employeePortal. Specific requirements of the plans are provided through a Wrap Document (summary plan description) available in the Benefits Department.

3. Vision Plan

After ninety (90) days of eligible employment*, full-time and part-time regular employees budgeted to work at least thirty (30) hours per week (and their legal dependents), are eligible to participate in the Changing Lives Center's vision plan. Plan details are available in the employee's electronic benefit record located in their employeePortal. Specific eligibility requirements of the vision plan offered by the Changing Lives Center are provided through a Wrap Document (summary plan description) available in the Benefits Department.

4. Group Term Life Insurance

After ninety (90) days of eligible employment*, full-time and part-time regular employees budgeted to work at least thirty (30) hours per week are entitled to Group Term Life Insurance. Plan details are available in the employee's electronic benefit record located in their employeePortal. Specific eligibility requirements of the Group Term Life Insurance Plan offered by the Changing Lives Center are provided through a Wrap Document (summary plan description) available in the Benefits Department.

5. Group Disability Insurance

After ninety (90) days of eligible employment*, eligible full-time and part-time regular employees budgeted to work at least thirty (30) hours per week are entitled to Group Short Term Disability Insurance and Group Long Term Disability Insurance. Plan details are available in the employee's electronic benefit record located in their employeePortal. Specific eligibility requirements of the Group Disability Insurance Plan offered by the Changing Lives Center are provided through a Wrap Document (summary plan description) available in the Benefits Department. Employees on short term disability may supplement disability benefits with accrued time, not to exceed 100% of pre-disability income.

6. All benefits may not be offered to all full-time and part-time staff. Eligibility is based on each program location.

IX. Expense Reimbursement

Per the Business Expense Reimbursement Policy, the Changing Lives Center will reimburse employees for all reasonable and necessary expenses incurred in the performance of official business. Official business is defined as those activities authorized by the supervisor and/or executive management that can be reasonably interpreted as fostering the goals of the Changing Lives Center.

The reimbursement process can be accessed on the Purchasing/AP page on the Changing Lives Center Intranet. Receipts, vouchers, and invoices must be submitted with the expense form before reimbursement can be made. The following expenses are reimbursable:

A. Travel

Reimbursement for automobile expenses can be made only when a vehicle is required for official business, excluding commuting to and from work. Mileage may be charged at the approved rate, which can be obtained by your supervisor or the ESC. Reimbursement for parking or tolls can be made only when receipts accompany the expense voucher.

Reimbursement for the cost of travel on official business via public transportation, excluding commuting to and from work, will be paid in accordance with prevailing fares.

B. Conferences & Seminars

Attendance at conferences or seminars, local or otherwise, must have supervisory approval in advance. Unless otherwise authorized, only one employee may attend a particular conference with the requirement that the employee will brief colleagues and associates about the conference or seminar.

X. Employment Process

A. Initial Performance Evaluation Period

Every new employee and employees transferring into new positions will serve a one hundred and eighty (180) day initial performance evaluation period. The initial performance evaluation period may be extended for an additional three (3) months at the discretion of the director in consultation with the HR Business Partner. During the initial performance evaluation period, employees may be given additional guidance or closer supervision.

During the initial performance evaluation period, employees are not entitled to use the Problem Resolution Procedure or the Appeal Process. Employees are not eligible to receive promotions, transfers, or salary increases, except if approved by executive management.

B. Job Performance Evaluations

Per the Initial and Annual Evaluation Period policy, job performance evaluations should be completed for employees at regular intervals. Regular intervals are defined as:

1. At the completion of the one hundred and eighty (180) day initial performance evaluation period
2. At the completion of an extended performance evaluation period
3. On the employee's anniversary date in their current position
4. At other times as deemed appropriate by the department supervisor and Human Resources

Decisions concerning continued employment may be based on results of such evaluations.

C. Termination of Employment

1. Voluntary Terminations (Resignations)

If a non-supervisory employee voluntarily chooses to terminate employment, a minimum of two (2) weeks' notice in writing to the respective supervisor is expected. Professional, supervisory, and managerial employees are expected

to give four (4) weeks' notice, in writing. Employees must generally work through the notice period. Vacation, sick, and/or personal time cannot be used during the required notice period without prior approval of executive management, unless otherwise subject to restrictions established by federal, state or local law. Employees do not get paid out for sick or personal time. For voluntary resignations, payment shall not exceed the maximum amount of vacation pay accruable for one year.

2. Involuntary Terminations (Terminations for Cause)

The following is a list of some unacceptable conduct for which an employee may be subject to discipline including unpaid suspension and up to and including immediate termination from employment. This list is not all inclusive, exhaustive, or representative:

- a) Unacceptable work performance
- b) Working under the influence of alcohol or possession or use of nonprescription and/or illegal drugs
- c) Gambling on company property
- d) Soliciting or accepting gratuities
- e) Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors
- f) Theft
- g) Being insubordinate, threatening, intimidating, or assaulting a manager/supervisor, co-worker, or consumer
- h) Falsifying information on job application, time card, or on other official company records
- i) Illegal or unauthorized possession of a dangerous weapon
- j) Abusing and/or neglecting any individual receiving services
- k) Sleeping on duty
- l) Excessive absenteeism or lateness
- m) Abandonment of duties
- n) Misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside Merakey
- o) Unauthorized use of corporate vehicles
- p) Allowing unauthorized visitors in work areas
- q) Sexual harassment or other type of illegal harassment
- r) If driving is a requirement of the position, conviction of any traffic offenses, suspension or revocation of driving privileges, or failure to report the same to Merakey
- s) Violation of Merakey Policies, Standards and Procedures
- t) Discrimination based upon a person's race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, age, disability, family medical history, veteran status, genetic information, or other legally protected status
- u) Violation of legal and/or regulatory requirements governing any aspect of Merakey business or any violations of Merakey's code of conduct

For involuntary terminations, payment shall not exceed the maximum amount of vacation pay accruable for one year.

3. Procedure Prior to Separation

Employees severing their relationship with the Changing Lives Center for any reason should report to their supervisors and/or their HR Business Partner for an exit interview, to complete the applicable forms, and to return all property that belongs to the Changing Lives Center. Final paychecks will be sent to the employee in accordance with applicable laws. Direct deposit will no longer continue and a final live paycheck will be issued. Final paychecks may be adjusted or withheld as an offset against any financial obligation that the employee may have to the Changing Lives Center, or its subsidiaries.

4. Termination of Benefits

If enrolled, all benefits end on the last day of employment or the last day of eligibility with the Changing Lives Center unless otherwise stipulated in a written agreement. COBRA information for medical, dental and vision coverage will be sent directly to the last home address on record by a third party administrator. If applicable, the terminated employee may apply for a conversion policy for the company-sponsored life insurance plan. To apply for conversion coverage, you must submit an application and pay the required premium. Information regarding life insurance conversion is not automatically sent and must be requested by contacting the ESC.

XI. Problem Resolution and Appeal Procedure

Per the Problem Resolution and Appeal Process Policy, the process of resolving employee problems with respect to corporate policies or procedures involves going through the appropriate chain of command.

Employees have the right to consult with their HR Business Partner for guidance on the process. Problem Resolution and Appeal forms may be obtained through Human Resources or on the Intranet.

XII. Other Employment

The Changing Lives Center wants to ensure that employees are able to provide the highest quality of care while working in their position, and they are able to work in a safe and healthy environment. The Changing Lives Center is concerned with employees maintaining other employment either within the company or outside of the company, or other business activities. If an employee engages in secondary employment or an outside business activity, or they are thinking about taking a second job that might interfere with their employment at the Changing Lives Center, the employee should notify their supervisor immediately.

If the other employment or business activity does not interfere with the ability to perform or to meet company requirements, then permission may be granted to engage in a second job or business interest. However, some employment or business activities may not be acceptable based on quality of care and business needs.

If an employee becomes aware of a potential business opportunity for the Changing Lives Center, they must inform their supervisor and not pursue the opportunity independently.

XIII. Opportunities for Advancement

The Changing Lives Center believes in the development of its employees and will make all reasonable efforts to provide for job advancement within the Changing Lives Center's network of affiliates. Employees interested in advancement opportunities should review job postings on the Intranet, discuss with their supervisor, or discuss with Human Resources.

XIV. Referral Bonus Program

The Changing Lives Center promotes the recruitment of qualified applicants by providing a financial incentive to active employees who refer qualified candidates that are hired for employment at the Changing Lives Center. Additional information on the referral bonus process can be obtained from the appropriate HR Business Partner.

XV. Employment of Relatives

Relatives of employees may be hired by the Changing Lives Center. However, an employee may not directly supervise a family member or significant other.

XVI. Leaves of Absence

A. Family and Medical Leave

Eligible employees are entitled to unpaid leaves of absence as provided by the Family and Medical Leave Act (FMLA) of 1993. Eligible employees are those who have been employed by Merakey for at least twelve (12) months (during the past seven years) and have worked at least one thousand and two hundred and fifty (1,250) hours for Merakey during the twelve (12) month period immediately preceding the commencement of leave. Eligible employees are entitled to a total of twelve (12) weeks of job protected unpaid leave in a twelve (12) month period for any one or more of the reasons stated in the FMLA. The FMLA permits employees to take leave on an intermittent basis or to work a reduced schedule under certain circumstances. A rolling twelve (12) month period is used to calculate eligible leave time.

All requests for leave must be certified by a licensed health care practitioner. Leave runs concurrently with Workers' Compensation. When there is a conflict between state and federal leave provisions, the statute which offers the employee the greater benefit will prevail.

The approved reasons for an FMLA leave are:

1. To care for the employee's child after birth, placement for adoption or foster care
2. To care for the employee's same sex or opposite sex spouse, son or daughter, or parent who has a serious health condition
3. For the employee's own serious health condition that makes the employee unable to perform their job
4. Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty.

Spouse: Spouse means a husband or wife as defined or recognized under state law for purposes of marriage in the state where the employee resides, including "common law" marriage and same-sex marriage.

Parent: Parent means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when the employee was a child. This term does not include parents "in law."

Son or daughter: Son or daughter means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and "incapable of self-care because of a mental or physical disability" at the time that FMLA leave is to commence.

In Loco Parentis: The FMLA regulations define in loco parentis as including those with day-to-day responsibilities to care for or financially support a child. Employees who have no biological or legal relationship with a child may, nonetheless, stand in loco parentis to the child and be entitled to FMLA leave. Similarly, an employee may take leave to care for someone who, although having no legal or biological relationship to the employee when the employee was a child, stood in loco parentis to the employee when the employee was a child, even if they have no legal or biological relationship.

An eligible employee may also take up to **26 work weeks** of FMLA leave in a single 12-month period to care for a covered service member with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the service member (military caregiver leave).

To apply for a leave, the employee must contact Leave Administration through the ESC for the appropriate paperwork. The employee may be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met. The employee should provide thirty (30) days advance notice when the leave is foreseeable. The Changing Lives Center may require medical certification to support a

request for leave because of a serious health condition, and may require second or third opinions (at the expense of the Changing Lives Center) and documentation confirming ability to return to work. The Changing Lives Center does require a return to work certification for leaves taken for the employee's own serious medical condition.

Employees are required to use accrued vacation and/or sick time as appropriate for the medical or family leave except for disability covered by Workers' Compensation or disability insurance. Employees are not required to use personal time accruals. Employees who take Family Medical Leave are entitled, on return from leave, to their position of employment or an equivalent position with equivalent pay and benefits subject to all terms and conditions of the law. Employees are prohibited from having any outside employment during a leave period, unless prior written approval is obtained from executive management.

The use of FMLA does not result in the loss of any employment benefit that accrued prior to the start of leave. During medical or family leave, no holiday pay, vacation or sick leave, or personal days shall accrue. Health and life insurance benefits will continue during the leave. Health insurance premium contributions remain the employee's responsibility while on leave.

For a complete explanation of Leaves of Absence, refer to the Leave of Absence Policy.

For additional information on FMLA, call 1-866-4USWAGE (1-866-487-9243) or visit the Department of Labor website:
<https://www.dol.gov/general/topic/benefits-leave/fmla>

B. Unpaid Leave of Absence

Benefits and job protection rights will not continue while on unpaid leave of absence unless additional leave is deemed a reasonable accommodation by the Changing Lives Center. For a complete explanation of Leaves of Absence, refer to the Leave of Absence Policy.

C. Military Leave

Eligible employees are entitled to unpaid military leaves of absence in accordance with federal law, for a period not to exceed five (5) years. The Changing Lives Center requests that a two (2) week notice, whenever possible, should be given for a military leave of absence. While an employee is on military leave of absence, the Changing Lives Center's contributions to the Retirement Plan (if applicable) will cease. Upon reemployment, as provided in this policy, the Changing Lives Center will reinstate the employee in the plan retroactive to the starting date of the military leave (if he or she was then a member of the plan) or to the date of eligibility for membership in the plan – whichever is later.

Reservists in any branch of the Armed Forces or National Guard will be granted time off for military training. The department supervisor and Human Resources must be notified of the training schedule as far in advance as possible.

For a complete explanation of Leaves of Absence, refer to the Leave of Absence Policy.

XVII. Harassment Free Environment Policy

Per the Harassment Free Environment Policy, the goal is to maintain a work environment where everyone is treated with respect and dignity. All work place relationships should be professional and free from harassment, unlawful bias, and other offensive conduct. The Changing Lives Center will not tolerate unlawful discrimination, including harassment based on race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, age, disability, family medical history, veteran status, genetic information, or other legally protected status. The Changing Lives Center will not tolerate offensive or otherwise unprofessional behavior which it determines is inappropriate in the workplace, even if it does not amount to unlawful harassment. Every employee is expected to act in a professional, responsible, and courteous manner at all times. Clearly, such behavior fosters a positive and productive working environment. Conversely, inappropriate or unprofessional behavior is disruptive and unproductive. Moreover, inappropriate conduct is cause for discipline, up to and including immediate termination.

Of course, in the context of this handbook, it is impossible for the company to identify all standards of conduct that are unacceptable. Again, the company demands that employees act in a professional and courteous manner. We expect that employees will use common sense and good judgment in achieving this goal. However, the company's judgment, and not that of any individual employee, is the benchmark for what is acceptable and what is not. An employee's conduct is not made acceptable solely because the employee believes it to be. Nor may an employee excuse his or her conduct because this manual does not specifically prohibit the objectionable conduct. The company expects that employees recognize that inappropriate conduct, from rudeness to theft, is unacceptable. The decision as to what is inappropriate is left in the company's hands and sole discretion. The Changing Lives Center prohibits harassing conduct even if it is not sufficiently severe or pervasive to meet the legal definition of a hostile environment.

All employees and applicants are protected by this policy. This policy prohibits harassment not only by or towards employees, but also by or toward vendors, contractors, suppliers, visitors, individuals receiving services, trades people, and other non-employees of the Changing Lives Center.

A. Harassing Conduct-General

The following are examples of harassing conduct generally, by way of illustration and not limitation, as it is not intended to set forth all types of prohibited conduct:

Harassment may consist of verbal, physical, or visual conduct that relates to race, religion, color, sex (including sexual orientation, pregnancy and gender identity), national origin, age, disability, family medical history, veteran status, genetic information, other legally protected status, or any other conduct which has the purpose of affecting or interfering with work performance or creating an intimidating, hostile or offensive work environment.

Examples include, but are not limited to:

1. Epithets, slurs, or threatening, intimidating or hostile acts that relate to race, religion, color, sex (including sexual orientation, pregnancy and gender identity), national origin, age, disability, family medical history, veteran status, genetic information, or other legally protected status
2. Written or graphic material on the premises of the Changing Lives Center that reflects hostility or aversion towards an individual or group because of race, religion, color, sex (including sexual orientation, pregnancy and gender identity), national origin, age, disability, family medical history, veteran status, genetic information, or other legally protected status

B. Sexual Harassment

Per the Harassment Free Environment Policy, it is illegal for any employee to sexually harass another individual in the workplace or at an off-duty employer sponsored event. Sexual harassment conduct includes, by way of illustration and not limitation, but is not limited to the following:

1. Making unwelcome sexual advances or requests for sexual favors
2. Making submission to or rejection of such conduct the basis for employment decisions affecting the employee
3. Creating an uncomfortable, intimidating, hostile, or offensive work environment by verbal, visual, or physical conduct of a sexual nature
4. Examples of conduct which would violate this policy include, but are not limited to:
 - a) repeated flirtations
 - b) sexual advances or propositions
 - c) pressure for sexual favors
 - d) jokes, stories, comments or derogatory words used to describe or refer to a person
 - e) leering, whistling or sexually suggestive conduct

- f) display in the workplace or while on the Changing Lives Center business of sexually explicit or suggestive objects
- g) inquiries into or descriptions of one's sexual experience or activities

The Changing Lives Center prohibits employees from explicitly or implicitly linking any term or condition of employment to sexual or romantic conduct, even if the conduct is consensual.

Supervisors are responsible to take all reasonable steps to stop any actions which they consider harassing or are used to create a hostile environment, and further, to report the same to Human Resources.

XVII. Substance Abuse

The Changing Lives Center is committed to providing a safe work environment and to foster the well-being and health of its employees and those whom we provide services. Per the Drug Free Workplace Policy, that commitment is jeopardized when any employee illegally uses drugs or uses alcohol on the job, comes to work under the influence, or possesses, distributes, or sells drugs in the workplace.

The goal of this policy is to balance respect for individuals with the need to maintain a safe, productive, and drug and alcohol-free environment in the workplace.

XVIII. No Solicitation - No Distribution - No Access

1. Non-employees: Non-employees are prohibited from making unauthorized visits, solicitations, or distributions of any kind of materials on the Changing Lives Center premises or to employees during their work time when they are not on the Changing Lives Center premises.
2. Employees: Without authorization, employees are prohibited from engaging in solicitations, distributing any kind of material, selling merchandise, or collecting monies during their work time, and during the work time of other employees. Employees are not permitted access to the interior of any the Changing Lives Center facility or other work areas during their off-duty hours without authorization.
3. Bulletin Boards: Bulletin Boards are for official use only as defined by Administration and may not be used for solicitations of any kind.

XIX. Change of Status

Change of status such as address, telephone number, marital status, number of dependents, licensure, certifications, and educational degrees may be done within the employeePortal. The ESC can also assist employees to update this information within their employeePortal.

XX. Dress and Appearance

Per the Dress and Appearance Policy, all employees are required to dress and groom in a manner that is professional, appropriate, and safe. Standards for professionalism entail cleanliness and neatness and a general appearance which indicates respect for self and others, as well as readiness to perform job tasks competently.

Modification in any employee's dress, grooming, or appearance may be required based on the standards outlined in the policy.

XXI. Smoking

Per the Control of Tobacco Use Policy, wherein smoking is permitted, it shall be limited to designated smoking areas only. Some buildings, however, may be designated as entirely smoke-free.

XXII. Identification

Employees at certain locations will be issued a photo identification badge. The badge must be worn or carried by the employee at all times. The badge is the property of the Changing Lives Center and must be returned to the supervisor upon termination of employment. Lost badges may be replaced at the employee's expense.

XXIII. Keys and Other Means of Access

Lost keys, Sonitrol cards, or other means of access will be replaced by the Changing Lives Center at the employee's expense. Keys, Sonitrol cards, or other means of access, may not be duplicated. These items must be returned to the supervisor if the employee is terminated.

XXIV. Communications Systems

Personal phone calls and texting must be kept at a minimum. Calls other than local must be recorded for employee payment responsibility and reimbursement.

Employees will be expected to pay for long distance personal calls.

Cellular or portable phones that the Changing Lives Center has provided to employees must be used for business purposes only.

Per the, Email Usage Policy, Internet Use Policy, and Mobile Device Management Policy, all communication systems are maintained to conduct the business of the organization and may be monitored.

XXV. Personal Property

The Changing Lives Center cannot be held responsible for lost, damaged, or stolen personal property belonging to employees. If loss occurs, however, notice should be given to the Changing Lives Center. Articles found on corporate property should be turned in to the supervisor.

The Changing Lives Center, through its authorized representative, has the right to inspect all areas of the Changing Lives Center facilities, including those areas used by employees to store personal property. Furthermore, the Changing Lives Center has the right to inspect all property of employees while the employee is on duty or on the Changing Lives Center premises. Authorized representatives are designated by executive management.

XXVI. Professional Personal Liability Insurance

All physicians employed or contracted with the Changing Lives Center are required to carry their own professional liability (malpractice) insurance.

All other employees of the Changing Lives Center are covered under the Changing Lives Center's general liability policy while engaged in approved activities on behalf of the Changing Lives Center. However, coverage for approved activities on behalf of the Changing Lives Center requires that the employee perform such approved activities in compliance with all relevant state and federal regulations, including the confidentiality provision of the **Health Insurance Portability and Accountability Act of 1996**, commonly known as HIPAA/ HITECH. An employee's failure to comply with the HIPAA/HITECH Standards may subject the employee to personal liability and sanctions under HIPAA/HITECH that are not covered under the Changing Lives Center's general liability policy.