



EMPLOYEE HANDBOOK

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WELCOME

Welcome to the Easterseals PORT Health family!

You are joining a group of talented people who make an authentic difference in the lives of our neighbors each and every day. Our ideal team players are humble, hungry and smart. And together, we are building an IDEAL (Inclusive, Diverse, Equitable, Authentic & Learning) organization.

Every year, our 2600 employees provide 10.2 million hours of disability, mental health and substance use services to 40,200 people in 11,000 home and community locations across NC & VA. We do what we do because of what we believe - That children & adults with disabilities, mental illness & substance use disorders can be engaged and contributing members of their family and community if they have the right support.

The work you will do matters. Your voice matters. **You matter.**

Together we will face each new challenge with courage, compassion & care – for our clients & for each other.

Welcome aboard,



Luanne Welch
CEO/President

INTRODUCTION

Whenever people work closely together toward common goals, it is important to maintain working relationships and policies that are understood by everyone. We count on you to represent Easterseals PORT Health (referred to herein as “Easterseals PORT Health” or “ESPH”) in a way that creates a favorable impression of the work we do. We value the individuals supported, their families, the community and our employees, thru our core values, respect, dignity.

The practices, policies and procedures outlined in this Handbook have been carefully formulated to give you a broad summary of what you can expect from Easterseals PORT Health and what we expect of you.

The information presented in this Handbook is designed to acquaint you with the organization and familiarize you with general information that pertains to all employees in their work environments. Certain jobs require specific practices and procedures that will be explained by your supervisor. Please ask your supervisor for assistance whenever you need additional information or clarification of procedures. Please read this information thoroughly and keep it for future reference.

The material in this Handbook is presented for information purposes only and is subject to all applicable state, federal, and local laws. It is not a contract of employment or guarantee of continued employment. Employment with Easterseals PORT Health is “at will”—that is, just as you may leave at any time and for any reason, Easterseals PORT Health may terminate your employment at any time and for any reason with or without notice. Statements of policy, procedures, practices, and benefits are subject to change from time to time. You will receive notice of subsequent changes from your supervisor and by updates issued from Human Resources. If you have any questions about any of the policies in this Handbook, you are encouraged to contact Human Resources. No oral statements or representations can change the provisions of this Handbook.

We hope this Handbook will assist you and help make your career at Easterseals PORT Health a rewarding one. You can find a copy of the Handbook on *SharePoint - Human Resources* homepage.

CODE OF ETHICS

Preamble

This Code of Ethics is intended to provide standards for employees, contractors, volunteers, interns, officers, and agents (hereinafter referred to as “covered persons” in the plural, and “covered person” in the singular) of Easterseals PORT Health. The purpose of the Code of Ethics is to protect the welfare of the persons supported by ESPH, to create and maintain firm and therapeutic boundaries while providing services and to create and maintain an ethical workplace. The code of ethics applies to all employees, contractors, volunteers, interns, officers, and agents, and to all policies and/or practices, either formal or informal, of ESPH.

All covered persons of ESPH are expected to conduct themselves in a manner consistent with the ESPH Code of Ethics—ethics referring to proper conduct or the correct standards of practice. Failure to include a specific issue does not necessarily mean it is permissible. In addition, ESPH requires all professional covered persons to familiarize themselves with and abide by the codes of ethics of their respective professions.

All covered persons of ESPH are expected to be knowledgeable about and to adhere to all policies and procedures adopted by ESPH.

Where covered persons have knowledge of violations of this Code of Ethics, they are expected to report that information either to another covered person or supervisor, or through the anonymous ethics reporting line or website. Behavior that constitutes a violation of the ESPH Code of Ethics and/or the ethical code of associated professions, as well as willful failure to report such violations, may result in disciplinary action, up to and including dismissal or termination of engagement.

I. General Guidelines

- A. All covered persons will conduct themselves in a professional manner at all times while providing services for ESPH.
- B. The needs of persons supported and professional responsibilities of the covered person will always take precedence over the personal interests of the covered person. When conflicts arise related to care and/or treatment decisions, priority will always be given to the needs and rights of persons supported.
- C. ESPH covered persons will provide ready assistance to persons supported in following ESPH’s grievance and complaint procedures.
- D. Every covered person will place service before material gain and strive at all times to provide services consistent with the need for quality health care and treatment.

II. Ethical Behavior with Persons Supported

- A. No covered person shall discriminate against any person served or applicant for services based on race, gender, color, creed, national origin, age, sexual orientation, gender identity, gender expression, disability or any other characteristic protected by applicable federal, state, or local laws and ordinances.
- B. All covered persons shall accord respect to the fundamental rights, dignity and worth of all people. The rights of each individual to privacy, confidentiality, self-determination, autonomy, and freedom of choice will be upheld. All persons supported will be involved in the decisions concerning their services, care, treatment, and providers of treatment, with available choices for each being discussed and explored.
- C. All covered persons shall accord respect to the cultural, religious, and social backgrounds of all persons supported. Covered persons must refrain from influencing persons supported in the areas of the covered person's own personal beliefs and preferences.
- D. The rights to privacy and confidentiality relating to each person supported by ESPH, as defined by State and Federal law, will be protected.
- E. In the course of all service provision, human rights for each person supported as defined by State and Federal law will be protected.
- F. All persons supported have the right to refuse to participate in clinical studies or other research without the fear of negative consequences. No clinical studies or research will be conducted without the knowledge and consent of persons supported.
- G. All services will be provided in a manner that promotes the integrity of decisions made about service or care based solely on the diagnostic and treatment needs of each person served.
- H. Any conduct that puts a person supported at significant risk of physical or psychological harm may result in disciplinary action up to and including dismissal or termination of engagement.

III. Covered Persons/Persons Supported Relationships

- A. Professional relationships between covered persons and persons supported will be maintained at all times. Each covered person must recognize the vulnerability of persons supported and recognize their ability to influence or coerce them positively or negatively. Therefore, it is necessary to maintain objectivity and neutrality between covered person and persons supported.
- B. The boundaries of the therapeutic relationship will be maintained and respected at all times. If a covered person is to be involved in the provision of direct services with a person supported with whom he or she has a conflicting or dual relationship, this must be discussed with the covered person's Supervisor/contact. The Supervisor/contact, with the Program Director's approval, will determine whether or not the relationship presents a conflict of interest, or appearance thereof, or a boundary violation. If either exists, arrangements will be made for that person supported to receive services

elsewhere, as appropriate, be it from another covered person, location, or provider. If it is determined that the dual relationship does not present a conflict of interest or a boundary violation, the supervisor/contact will document these circumstances, develop a plan for addressing any potential problems, and immediately forward documentation of such Human Resources for inclusion in the covered person's personnel/contractor file. Examples of dual relationships include, but are not limited to: covered person's family members, friends, people with whom the covered person has a business, community, dating or intimate relationship (either currently or in the past), and guardianships.

- C. Covered persons must maintain boundaries concerning self-disclosure with persons supported. If there is any question about boundary issues, covered person shall obtain supervision/guidance.
- D. It is recognized that covered persons will at times have family members, friends, and acquaintances who may receive services from ESPH. However, covered persons will not initiate or develop personal relationships with persons supported, or with parents or close family members of persons supported to whom they provide direct services through the agency. This applies to clinical, administrative, and support services. Additionally, they will not take advantage of agency contacts to develop personal relationships. Personal relationships include, but are not limited to, any sexual contact or activity, dating, personal phone calls, e-mails, or visits between covered person and persons supported homes or any involvement in each other's personal lives, unless specifically part of the person's supported treatment plan to participate in activities of daily living. Prohibitions against engaging in personal relationships apply to behavior during work/service hours and on ESPH premises as well as after work/service hours and off premises. These prohibitions against personal relationships described above include persons supported to whom covered person may have provided services, or with whom covered person may have had contact through employment prior to ESPH. Prohibitions against personal relationships continue for at least two years after discontinuation of services, and longer if required by the ethical code of one's own profession.
- E. All interactions with persons supported will be characterized by respect. To that end, any remarks of a sexual nature, or any remarks that would be considered by most reasonable people to be derogatory, sarcastic, or inappropriate are prohibited.
- F. Under no circumstances is covered person to use alcoholic beverages, drugs, engage in gambling or view pornographic materials with persons supported. Prohibitions against such actions apply to behavior during work/service hours, both on and off agency premises, as well as any illegal activities after work/service hours, both on and off premises.
- G. Covered person will not access confidential information unnecessary to fulfilling their official duties, or take advantage of any confidential information accessible in the workplace.
- H. Interactions with persons supported should not result in personal gain for covered person. Covered person must not use any professional relationship or any information

gained from persons served for their own financial gains or for enhancement of their own social or professional statuses. Covered person must not buy or sell goods or services from persons supported, unless the person supported is the owner or covered person of an established business. Covered person must not accept gifts from clients, nor will they borrow or lend money or goods to them. The acceptance of token gifts or gifts of minimal monetary value given by persons served may be permissible as a culturally acceptable way of recognizing professional relationships, but covered person should even use care in accepting gifts of token value. Covered person should be aware that some gifts may be designed to influence the relationship or shape the behavior of the covered person member. Such gifts should be refused.

- I. In cases where covered persons serve as guardians or representative payees of persons served, full disclosure of such relationships is required, and records of all financial activity will be maintained.

IV. Agency Ethics

- A. Every covered person will represent truthfully their professional credentials, education or experience.
- B. Each covered person will be aware of and conscientiously discharge their duties and responsibilities as an agent of ESPH.
- C. Every covered person will take steps to acquire continuing education in their field (including ESPH-sponsored trainings) and apply current advancements in carrying out their responsibilities.
- D. Each covered person will seek additional guidance or support from fellow professionals within the organization, a supervisor/contact and/or co-covered person, if additional supports, guidance or expertise is needed.
- E. All covered persons must be truthful in documenting expenses and number of hours worked, and bill for compensation only in accordance with services actually performed.
- F. Any use of agency property in an illegal or unsafe manner that puts the agency at risk for liability, or could be detrimental to the agency's services and/or operations may result in disciplinary action up to and including dismissal or termination of engagement. This applies particularly to the unsafe use of agency vehicles, even if persons supported are not being transported at the time.
- G. Covered persons must refrain from utilizing any property of ESPH for personal benefit. Conducting private practice on ESPH's premises is prohibited. Taking money or property from the agency is prohibited, even if it is the covered person's intention to return it after use.
- H. In order to provide a positive work/service environment, courtesy and respect shall characterize relationships with co-covered persons. Covered person must refrain from any expressions of a sexual nature, of violence, hostility, derogatory remarks, overt or implied threats, destructive criticism, personal attacks or innuendoes to or about co-workers. Workplace harassment shall not be tolerated; i.e., any sexual harassment or

harassment based on race, gender, color, creed, national origin, age, sexual orientation, disability or any other characteristic protected by applicable federal, state, or local laws and ordinances.

- I. Because covered persons come from a wide variety of diverse backgrounds, all covered persons must behave in a manner that is sensitive to and respectful of this diversity in the areas of humor, language, and other areas of potential sensitivity to others.
- J. It is recognized that personal relationships will exist between covered person members of ESPH. Covered persons must take care to ensure that those relationships remain inside the boundaries of ethical and professional conduct and are characterized by mutual benefit. This applies particularly in the case of the supervisor/contact and subordinate relationship, which is characterized by inequality of power and influence. Covered persons are prohibited from directly supervising a family member, potential family member, or someone with whom they are involved romantically.
- K. The relationship between supervisor and supervisee must be one of mutual respect. The supervisor shall not take advantage of that relationship for personal gain, gratification, or inappropriate discharge of duties. It is inappropriate for money to be borrowed or loaned between the supervisor and subordinate.
- L. Supervisors are expected to abstain from engaging in dating and/or intimate relationships with their supervisees.
- M. It is acknowledged that circumstances may exist or develop that could affect the professional nature of the supervisor/supervisee relationship and either party's objectivity. These circumstances may include, but are not limited to: the development of an intimate or dating relationship, familial relationships, or irresolvable conflicts. In such circumstances, the individuals involved and/or the unit directors must notify Human Resources for review of the situation and development of a plan of action. Dating and intimate relationships between supervisors and residents or interns are prohibited.
- N. Each covered person shall refuse to participate in or to conceal unethical practices or procedures. All covered persons have the obligation to refrain from commenting disparagingly about the professional work of other covered persons; however, if there is just cause to believe that a fellow covered person is engaging in unethical behavior, or any behavior which may be jeopardizing the quality of care expected by the agency, covered persons are duty-bound to report this to the fellow covered person's immediate supervisor/contact, and to Human Resources. All covered persons must report any situation in which there is a question of breach of ethics to their supervisor, contact person or Human Resources. Failure to do so may result in disciplinary action, up to and including dismissal or termination of engagement. Easterseals PORT Health depends on its employees to safeguard our organization's reputation and protect us from financial and legal harm. Two methods for reporting a concern are available through a 3rd party reporting program. Every report is treated confidentially and can be made anonymously. A caller does have the option to leave contact information. Call: 1.866.730.0038 On line: www.integrity-helpline.com/ESPHNC.jsp

- O. Any covered person who has a duality of interest will hold ESPH first in their priority and avoid situations which involve a conflict of interest. Examples of duality of interest include guardianships, outside consultation services, committee appointments, elected office, business enterprises, private practice, and the like. No employee of ESPH shall engage in the same or a similar line of business or research as that carried on by ESPH. An employee shall not have a financial interest in a company which is a competitor of or supplier to ESPH.
- P. Persons supported have the right to choose their service providers. ESPH supports persons supported and applicants in exercising this right by providing them with information on available private providers in the area and by assisting them with referrals if the persons supported and applicants so wish.
- Q. ESPH prohibits the practice of steering or directing referrals of its applicants or persons supported to a private provider with which its professional personnel, consultants, or the immediate families of its personnel and consultants may be engaged. Information about these particular private providers may only be given as part of a general list including other available options.
- R. Recruitment or transfer of persons supported to a covered person's private business when he or she terminates the ESPH relationship is also prohibited.
- S. Covered persons separating from ESPH to join another provider shall not solicit, pressure, or in any way cause persons supported to believe that they should and/or need to transition also. If a former ESPH covered person solicits or recruits current ESPH persons supported to transfer to another provider, this constitutes a breach of confidentiality and will be reported to applicable licensing boards and authorities.
- T. Both ESPH and its covered persons are prohibited from accepting payment or other considerations for making referrals to or for contracting with other providers. It is prohibited for ESPH or its covered persons to pay for or grant other considerations for referrals made to or for contracting with the association.
- U. In addition to ESPH's Code of Ethics, all professionals will be knowledgeable of and abide by the codes of ethics subscribed to by their disciplines. In the case of conflicting requirements between the ESPH Code of Ethics and the codes of ethics governing other professional disciplines, Human Resources shall determine which code supersedes.

Violation of any of the above procedures may result in disciplinary action, up to and including dismissal.

EMPLOYMENT AT WILL

Employment at Easterseals PORT Health is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the president of Easterseals PORT Health.

This means that either you or Easterseals PORT Health may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee Handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this or any other document provided to you is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no Easterseals PORT Health representative is authorized to modify this policy for you or to enter into any agreement, oral or written, that changes the at-will relationship.

EQUAL EMPLOYMENT OPPORTUNITY

Easterseals PORT Health provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, veteran status, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Opportunities may be provided based on qualifications and job requirements. If you believe that you are being, or have been, unlawfully discriminated against, you must immediately report the incident to your supervisor or Human Resources. Retaliation against any employee who makes a good faith report of discrimination or who participates in investigations as a witness or in other capacities is also prohibited and must be reported as set forth above. If you are found to have unlawfully discriminated or retaliated against any other employee, appropriate disciplinary action up to and including termination will be taken.

AMERICANS WITH DISABILITIES

Easterseals PORT Health is committed to the fair and equal employment of individuals with disabilities under the Americans with Disabilities Act ("ADA") and any other applicable law, ordinance, or regulation. Easterseals PORT Health will reasonably accommodate the known disabilities of qualified individuals to enable them to perform the essential functions of their

jobs or to enjoy the equal benefits and privileges of employment, unless doing so would cause an undue hardship to Easterseals PORT Health or a direct threat to workplace safety. If you are unable to perform an essential function of your job because of a disability, you may request an accommodation from Human Resources and engage in a formal, interactive process to identify possible effective accommodations. Easterseals PORT Health may ask you: (1) to provide specified documentation (to the extent permitted by law) outlining the functional limitations requiring reasonable accommodation; or (2) if such documentation is necessary and is not available, to visit an appropriate health care professional of Easterseals PORT Health's choice to substantiate the existence of a disability and the need for reasonable accommodation. All information obtained concerning medical condition or history will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

Easterseals PORT Health prohibits harassment or discrimination based on disability or because an employee has requested a reasonable accommodation. Easterseals PORT Health prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws, ordinances, or regulations. Employees should use the procedures described in the harassment and complaint policy & procedure to report any harassment, discrimination, or retaliation they have experienced or witnessed.

COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

Easterseals PORT Health is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.

Our employees are the most valuable assets we have. Easterseals PORT Health believes that the collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents an invaluable part of our company's culture and success.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

It is Easterseals PORT Health's goal to foster the ongoing development of a work environment that encourages and enforces:

- Respectful communication and cooperation among all employees.
- Teamwork and employee participation that includes representatives of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.

All employees of Easterseals PORT Health have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other Easterseals PORT Health-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any conduct or behavior against others that is inappropriate for the workplace may be subject to disciplinary action.

If you believe you have been subjected to or witnessed any kind of conduct that conflicts with Easterseals PORT Health's diversity policy and initiatives, you should notify a supervisor or Human Resources.

NON-DISCRIMINATION AND HARASSMENT

Easterseals PORT Health ensures equal employment opportunity without discrimination or harassment on the basis of race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, veteran status, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Easterseals PORT Health does not and will not tolerate discriminatory practices, including harassment in any form or manner.

Easterseals PORT Health is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that prohibits discriminatory practices, including harassment.

The following is a non-inclusive list of behaviors that are prohibited under this policy. These are just examples because it is impossible to list every type of behavior that Easterseals PORT Health would consider a violation of this policy:

(1) Verbal: Comments which are unwelcome and/or derogatory regarding a person's protected characteristic, epithets, slurs, negative stereotyping or any other characteristic protected by applicable federal, state, or local laws and ordinances.

(2) Non-verbal: Distribution, display, or discussion of any written or graphic material that ridicules, denigrates, insults, belittles, or shows hostility or aversion toward an individual, or group because of national origin, race color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, marital or other protected status

Easterseals PORT Health policies also prohibit sexual harassment. This can occur between individuals of the opposite gender or between individuals of the same gender. The subject or the harasser may be of any gender or gender identity. The complainant does not have to be the person harassed; anyone affected by the offensive conduct can be a victim. Harassment or sexual harassment is not permitted by Easterseals PORT Health even if the conduct appears to be welcome by the recipient(s). It is important to keep in mind that, in some cases, individuals may find the conduct offensive but, for various reasons, may be afraid to notify the harasser.

Examples of conduct that may constitute sexual harassment include but are not limited to:

(1) Verbal: Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks, threats. Requests for any type of sexual favor (this includes repeated, unwelcome requests for dates). Verbal abuse or "kidding" which is oriented towards a prohibited form of harassment, including that which is sex oriented and considered unwelcome.

(2) Non-verbal: The distribution, display, or discussion of any written or graphic material, including calendars, posters, and/or cartoons that are sexually suggestive, or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, e-mail, that is sexual in nature.

(3) Physical: Unwelcome, unwanted physical contact, including but not limited to, touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling; forced sexual intercourse or assault.

Unwelcomed conduct by our customers, vendors, suppliers, or independent contractors (or any of their employees) towards our employees is also strictly prohibited. Easterseals PORT Health will take reasonable steps to prevent and address the unwelcomed conduct of its employees towards non-employees of which it is aware.

As an employee of Easterseals PORT Health, you are responsible for helping to enforce this policy against harassment. Any employee who has been the victim of harassment or who has witnessed harassment should immediately report the harassment to a supervisor or Human Resources. If the Chief People Officer and/or the CEO/President's conduct is in question, the Chairman of the Easterseals PORT Health Board of Directors should be advised.

Employees who are supervisors or management must report harassment and retaliation immediately after they become aware of possible harassment, either by personal observation or by receiving a report of harassment or retaliation from an employee or third party. Failure to do so will result in appropriate disciplinary action up to and including termination.

Easterseals PORT Health will not tolerate or permit retaliation by management, employees, co-workers, or third parties against anyone for reporting harassment in good faith or for

participating in good faith in an investigation or proceeding relating to a harassment complaint. Such retaliation is a violation of this policy and will result in appropriate discipline, up to and including termination of employment. Retaliation occurs when an individual suffers an adverse action or treatment because of the protected activity identified above. For purposes of reporting retaliation, examples of retaliation include discharge, demotion, salary reduction, denial of a promotion, job transfer, exclusion from meetings, and sabotage of work. Employees should report any actions that they believe are retaliatory.

All complaints of harassment or retaliation that are reported to Easterseals PORT Health will be thoroughly and promptly investigated and Easterseals PORT Health will take appropriate corrective action when warranted. All complaints of unlawful harassment and retaliation that are reported to management or Human Resources will be treated with as much sensitivity as possible, consistent with the need to conduct an adequate investigation and impose corrective action if necessary. However, in order to conduct a thorough investigation, Easterseals PORT Health cannot guarantee complete confidentiality. In the event that a report of discrimination, retaliation or harassment is determined to have been made in bad faith, appropriate disciplinary action will be taken, up to and including termination.

Nothing in this policy may prevent the complainant or the respondent from pursuing formal legal remedies or resolution through local, state or federal agencies or the courts.

CONFLICT OF INTEREST

Every employee is responsible for conducting business within the guidelines established by Easterseals PORT Health to avoid actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative of the employee as a result of Easterseals PORT Health's business dealings. Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Easterseals PORT Health does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Easterseals PORT Health.

You may not:

1. Consult with other organizations in direct competition with ESPH without prior written consent from your immediate Supervisor or Human Resources.
2. Provide services that would in any way infringe upon your responsibilities to the individuals or families supported.
3. Enter into private practice with ESPH individuals or families.
4. Solicit ESPH individuals or families for private employment or practice.
5. Solicit individuals or families or donors for personal gain.
6. Engage in unauthorized use of the organization's facilities or resources for personal gain.

7. Accept fees for services using organization-obtained knowledge or materials without written consent of your immediate Supervisor or Human Resources.
8. Benefit financially or otherwise, from any of ESPH grants or contracts other than as an ESPH employee.
9. Recruit current ESPH employees for employment with other employers.

Professional Consulting/Contracting:

1. If you independently consult with other entities, you must identify in writing to your immediate supervisor any of the entities who may be in direct competition with ESPH. You must receive approval from ESPH management before entering into any consultative relationship with an outside entity. Under no circumstance may you privately contract with an existing ESPH client.
2. If any of your supported individual(s) or family members are found to be in direct competition with the organization, the consulting employee must discuss the client and types of activities performed with their Supervisor or Human Resources. In some cases, the conflict of interest may be deemed too great to continue both employment and consulting relationship, in which case, a decision will be reached with the support of Supervisor or Human Resources. You must discuss with your Supervisor or Human Resources any such relationships immediately upon realization of a potential conflict.
3. Written permission must be provided by their Supervisor or Human Resources prior to contracting with any direct competitors of ESPH.

Fees, Honoraria and Other Payments:

1. If you represent the organization to outside institutions, agencies, or groups and conduct activities on organization time, the organization will receive full fee.
2. If you, as a professional employee, represent their profession outside the organization but on organization time, the organization will receive one-half the fee, and you will receive one-half the fee.
3. If you represent your profession and not the organization on personal time, you will receive full fee for consultant services.

SOLICITATION AND DISTRIBUTION

In order to maintain an open work environment and respect the privacy of each employee, Easterseals PORT Health does not allow anyone outside Easterseals PORT Health to sell products, solicit contributions, or distribute print or electronic literature on Easterseals PORT Health's premises, unless directly related to Easterseals PORT Health-sponsored activities. Likewise, in keeping with our Conflict of Interest policy, employees are not permitted to solicit

money, gifts, or favors from our customers. Employees may only solicit fellow employees during non-working time and distribute print or electronic literature to fellow employees in non-working areas during non-working time. "Non-Working Time" is hereby defined as all time when employees are not required to be performing their jobs, including break time, meal time, and before and after work. All such solicitations are voluntary, and employees should not feel pressured to participate in any co-worker or Easterseals PORT Health-sponsored solicitation.

Nothing in this policy is intended to interfere with employees' rights under the National Labor Relations Act to engage in concerted activity related to terms and conditions of employment.

EMPLOYMENT OF RELATIVES

In order to ensure that working conditions are free of conflict and to avoid any appearance of favoritism, Easterseals PORT Health shall not employ relatives in a position where one could exercise supervision over the other or where the closeness of the relationship would suggest that problems might be created. Relatives include: spouse, child, parent, step-parent, sibling, step-sibling, grandparent, grandchild, parent-in-law, brother or sister-in-law, son or daughter-in-law, aunt, uncle, legal dependent or domestic partner. It might also include others living within the same household or where otherwise identified with each other so as to create an actual or perceived conflict of interest.

If, while employed, your relationship status changes, creating a relationship that would then fall into this category, you are required to report the new relationship to your supervisor or Human Resources as soon as possible.

If the family relationship creates discord in the workplace such that it creates a hostile work environment, or generates an actual or the appearance of a conflict of interest or favoritism, one of the family members may be transferred, reassigned, or separated from employment. This decision will be made upon direction of the department supervisor and Human Resources.

CONFIDENTIAL INFORMATION

You may have access to certain confidential information in the normal course of performing your job responsibilities. You are required to keep any such information in the strictest confidence. In this regard, you will sign a Confidentiality Statement during the onboarding process. Information concerning the condition and treatment of any supported individual is HIGHLY CONFIDENTIAL and may not be discussed with anyone who is not responsible for the immediate care of the individual. Failure to observe these policies is in violation of Federal HIPAA law and may result in disciplinary action up to and including termination of employment.

Administrative information which includes such matters as correspondence between Easterseals PORT Health offices and members of the Board of Directors, Easterseals and UCP

national offices and others, as well as intra-office matters, such as personnel information (salary, benefits, time and leave records, etc.) is confidential and should not be discussed with anyone other than those who have a work-related need for the information.

Nothing in this policy is intended to interfere with employees' rights under the National Labor Relations Act to engage in concerted activity related to terms and conditions of employment.

EMPLOYMENT RELATIONSHIP

CONDITIONS OF EMPLOYMENT

Each employee of Easterseals PORT Health must meet several conditions of employment that may vary depending on the position and department. Examples of these conditions include but are not limited to:

1. A minimum of three satisfactory reference checks.
3. A satisfactory motor vehicle report (MVR).
4. A satisfactory criminal records check.
5. Annual TB test/equivalent, if required for your position.
6. Appropriate position licensure/certification.
7. Other requirements may apply depending upon department and/or contract standards and regulatory requirements. (Example: Finger printing in all licensed facilities in NC and all employees in VA.)

Please note: Easterseals PORT Health participates at all times in a Constant Monitoring Service that provides information of charges brought against any current employee, such as motor vehicle violations and criminal activity.

OPEN COMMUNICATION

Easterseals PORT Health open communication practice reflects our commitment to foster flexible communication and transparency between supervisor and employee. We want to ensure that your ideas and feedback are welcomed and valued. You are encouraged to open up to your managers about your ideas, perspectives, or feedback. In return, the managers are expected to not only make themselves available, but also to create an environment where your

ideas are welcomed and your issues resolved quickly. Both parties are expected to foster an environment of trust and mutual respect to enhance individual performance, team collaboration, and success. You are always welcome to reach out to Quality Management, Human Resources, and up-line Leadership. You should contact Human Resources, at humanresources@eastersealsucp.com, if you have any further questions concerning the open communication practice.

PERSONNEL RECORDS

Easterseals PORT Health will establish, maintain and manage personnel records for all employees. Each record will be maintained in such a manner that there will be a complete and accurate personnel record for each employee.

You may access your personnel records through Human Resources Information System (HRIS). Upon your termination from employment, all personnel records remain the property of Easterseals PORT Health. If you are inactive or terminated, you may not access your personnel records. Any changes in legal name, address, telephone, emergency contact or other type of contact information can be updated by you in the Self-Service section of the current HRIS. Personnel files may not be removed from Company premises.

Medical records, workers' compensation claims, disability claims, and Forms I-9 are kept in a separate file. The Company keeps files for all terminated employees for such period as may be required by law.

The Company will further comply with any state statute that allows for additional or conflicting rights regarding access to personnel files.

EMPLOYEE CATEGORIES AND JOB CLASSIFICATION

EMPLOYEE CATEGORIES

In addition to exempt/non-exempt status, you will be assigned to a particular employment category as full-time, part-time, periodic or temporary:

- Full-Time – Regularly scheduled to work 40 hours per work week
- Part-Time – Regularly scheduled to work 20-28 hours per week
- Periodic – No regular schedule and no guarantee of hours
- Temporary/Seasonal - Works a specified period of time (e.g., three months) or on a specific project

You will be assigned to a particular employment category. Please visit SharePoint for information about eligibility for benefits based on your assigned category. If you are uncertain about your employment category, please speak with your supervisor or Human Resources.

JOB CLASSIFICATION

Jobs are classified as exempt or non-exempt under the Fair Labor Standards Act (FLSA) and applicable state law. These statuses determine eligibility for overtime payment for any job function. Unlike employee classifications, your job classification is related to the job duties, not the individual employee. You will be notified when you are hired what the classification is for your job. Because work changes over time, all positions are reviewed regularly to be certain they are classified correctly under the FLSA. If the job that you are currently in is determined to have a change in status, you will be notified in writing and notified how this affects your eligibility for overtime.

The two classification statuses under the FLSA are:

- Non-Exempt: Jobs that must comply with the overtime rules of the FLSA. For additional information, please refer to the Overtime policy.
- Exempt: Jobs that do not have to comply with the overtime rules of the FLSA because they meet certain exemption criteria.

If you are classified as an exempt, salaried employee, you will receive a base salary, which is intended to compensate you for all hours that you may work for the Company. This base salary will be established at the time of hire or when you become classified as an exempt employee. Although it may be subject to review and modification from time to time, such as during salary review times, the base salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

You will receive your full salary for any workweek in which work is performed. However, under federal law, your base salary is subject to certain deductions. For example, absent contrary state law requirements, your base salary may be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation;
- Full day absences for sickness or disability, because the Company offers PTO which can be used for illness or disability and a short-term disability plan;
- Full day disciplinary suspensions Family and Medical Leave absences (either full or partial day absences);
- To offset amounts received as payment for military pay;
- The first or last week of employment in the event you work less than a full week.

Your base salary also may be reduced for certain types of deductions, such as: your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a retirement plan. In any workweek in which you performed any work, your base salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability;
- Your absence because the facility is closed on a scheduled work day;

- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work; and,
- Any other deductions prohibited by state or federal law.

If you have questions about deductions from your pay, please contact Human Resources immediately. If you believe your wages have been subject to any improper deductions, you should report your concerns to Human Resources or your supervisor immediately.

Every report will be fully investigated and corrective action will be taken. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction. In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company's investigation of such reports. Retaliation is unacceptable. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

PAY PERIODS AND PAY DAY

Easterseals PORT Health's work week begins on Sunday at 12:01 am and ends on Saturday at 12:00 am midnight.

You are paid bi-weekly by direct deposit. Pay days will occur on Friday of the pay week barring unforeseen incidents. If pay day falls on a bank holiday, you are paid on the previous work day prior to the holiday.

Direct deposit of your payroll check to your bank/debit card is required by Easterseals PORT Health. Both Truist and the Coastal Federal Credit Union offer customer packages to employees of Easterseals PORT Health however you may bank wherever you wish. If you do not wish to use your bank account or do not have one, you may use a direct deposit debit card you buy from any retailer as long as they come with the direct deposit information and are reloadable. Direct Deposit forms are completed electronically on HRIS as part of the Onboarding process, and may be changed at any time.

HOURS OF WORK AND TIMEKEEPING

Your supervisor will inform you of your work schedule and meal and rest periods at your time of hire. From time to time, your supervisor may need to change your schedule to meet the Company's needs. Employees are provided with meal and/or rest periods to the extent required and in accordance with applicable law.

Time records are used to accurately record hours worked and to correctly pay nonexempt employees. Each nonexempt employee must complete their own time records accurately and timely. Each nonexempt employee must record the time they begin and end the workday, and begin and end their meal break.

At the end of the pay period and before submitting the time record to your supervisor, each nonexempt employee's time record must be signed by the employee and verified by the employee's supervisor. Any changes to a time record must be signed by the employee, and the supervisor. Any errors on a time record should be reported immediately to your supervisor. It is very important that you submit your time record to your supervisor by the posted deadline so that Easterseals PORT Health is able to process payroll on time. Failing to turn in time sheets by the posted schedule may result in disciplinary action up to and including termination.

Exempt employees must also record their time worked and report absences from work for reasons such as leaves of absence, paid time off, or personal business. There will be no payroll deductions other than those required by law, unless authorized by you. Under no circumstances will payroll advances be made.

It is your responsibility to make sure that your hours worked are recorded accurately. When you receive each paycheck, please verify immediately that you were paid correctly for all regular and overtime hours worked each workweek. Altering, falsifying, or completing another employee's time and attendance records is strictly prohibited and is grounds for discipline, up to and including termination of employment. Any mistakes must be corrected, and the changes made initialed. Any white-out or other erasures on hard copies of time records is prohibited.

OVERTIME

When operating requirements or other business needs cannot be met during regular working hours, you may be required to work beyond your normally scheduled workday. When possible, your supervisor will provide as much advance notice as possible. Overtime assignments will be distributed as equitably as practical to all employees who are qualified to perform the work.

All overtime for non-exempt employees is subject to prior supervisory approval. You will be compensated for all overtime worked pursuant to state and federal law, but failure to receive prior approval may subject you to disciplinary action. Although all overtime is subject to prior supervisory approval, all time worked must be recorded. Falsification of a timecard or time record includes, but is not limited to, failure to report time you worked while off the clock.

Overtime hours are based on actual hours worked. Time off during the workweek for PTO, jury duty, or holidays, among other reasons, is not considered hours worked for the purpose of overtime calculations.

Exempt employees are exempt from overtime pay in accordance with applicable federal and state laws.

MILEAGE POLICY

Easterseals PORT Health reimburses mileage at an established rate for specific work-related travel. Different programs apply different policies according to their specific operations, needs and funding source. You should speak with your supervisor about your program's policy should you be involved with agency-related travel. The assigned mileage rate is reviewed periodically and adjusted as deemed appropriate by the President/CEO and Chief Financial Officer.

If submitting a timesheet and mileage is to be paid, miles driven are entered on the time sheet on the day it was incurred. Mileage submitted after due date will not be paid.

TRAVEL AND OTHER EXPENSES

It is the policy of Easterseals PORT Health to reimburse its employees for legitimate expenses reasonably incurred while on official Easterseals PORT Health business. You are required to submit a detailed expense report, supported by receipts, within 60 days of purchase to receive reimbursement. Actual cost of reasonable expenses for out-of-town travel and other expenses are reimbursed. You may be eligible for meal reimbursement if traveling 75 miles or more from your normal work location. Detailed reimbursement guidelines are available on SharePoint, along with forms for submittal. For additional information, please refer to SharePoint: Finance Policy: Business and Travel Expense Policy.

PAID TIME OFF (PTO) and EXTENDED LEAVE BANK (ELB)

Paid Time Off (PTO) is credited to benefit eligible employees who are assigned to full-time or modified full-time positions and who are actively working. PTO leave begins accruing on the first day of the pay cycle following start of employment. PTO may be accumulated without any applicable maximum until June 30 of each year. PTO is a benefit and all employees are encouraged to take scheduled time off from their daily duties for rest and relaxation.

On July 1 of each year, employees who are assigned to full-time positions will be able to carry over up to 80 hours of unused PTO to the next fiscal year. Employees who are assigned to modified full-time positions will be able to carry over any unused PTO up to 40 hours (if scheduled to work 30-34 hours per week) or up to 60 hours (if scheduled to work 35-39 hours) to the next fiscal year. Hours in excess of the amount allowed to carry over will be placed in the Extended Leave Bank (ELB) pool. The maximum total hours that can be held in the ELB pool is 90 days or 720 hours. Any hours over 720 will be forfeited.

You are eligible to take accrued PTO after completing 90 days of employment. Exceptions are considered on a case-by-case basis and may be approved by the supervisor. PTO may be taken in half-hour increments for hourly employees (unless otherwise approved) and full day increments for salaried employees. PTO approval is not automatic and PTO may be taken only

upon authorization of the supervisor (or designee). Easterseals PORT health attempts to accommodate PTO requests whenever possible, but may deny a PTO request based on organization and department needs. For planning purposes, you should request PTO as far in advance as possible.

Employees who are on approved leave and are drawing PTO (or ELB for FMLA leave) or are on approved intermittent FMLA leave and work partial or whole days during the pay period will also earn PTO. PTO will stop accruing at the end of the pay period in which PTO and ELB are exhausted.

PTO may be used for:

- Vacation
- Personal illness
- Illness of family member
- Absences due to adverse weather conditions
- Other periods of absence for personal reasons
- Parental involvement (See Parental Involvement Leave provision).

ELB may be used if you are out of work on an approved leave of absence, either for FMLA, or a personal/medical leave of absence. If your leave is approved in advance of it starting, you will immediately use ELB hours, then convert over to PTO hours when you have exhausted ELB. If your leave is emergent and therefore not approved in advance, you will first use three (3) days of PTO, and then convert over to using ELB hours. In either case, you will move to unpaid status for the remainder of the approved leave, once ELB/PTO have been exhausted.

PTO eligible employees who do not work the hours designated by their employment classification (FT, MFT) will have PTO hours added to their hours worked to bring them to their required hours worked, even if PTO hours are not noted on the timesheet.

Payout of PTO/ELB upon termination of employment is based on the reason for termination and tenure with the agency. Employees who resign without giving proper notice or are terminated for cause due to unacceptable conduct and violations of the standards of conduct will forfeit PTO/ELB payout.

PTO ACCRUAL CHART

Years of Service		Accrual Levels (PTO hrs. earned per pay period)		
	Days (per year)	FT	MFT2*	MFT1**
<1	10	3.08	2.69	2.31
1 to 3	15	4.62	4.04	3.46
4 to 6	17	5.23	4.58	3.92
7 to 9	19	5.85	5.12	4.38
10 to 12	21	6.46	5.65	4.85
13 to 15	23	7.08	6.19	5.31
16+	25	7.69	6.73	5.77

* based on 7 hours per day

** based on 6 hours per day

PTO AND ELB PAY-OUT CHARTS

Full-Time (40+ hours per week) Tenure	PTO Pay Out
0 to less than 1 year	No hours paid out
1 year but less than 2 years	Actual balance up to 20 hours
2 years but less than 5 years	Actual balance up to 40 hours
5 years but less than 10 years	Actual balance up to 80 hours
10 years and up	Actual balance up to 120 hours

Modified Full-Time (30-39 hours per week) Tenure	PTO Pay Out
0 to less than 1 year	No hours paid out
1 year but less than 2 years	Actual balance up to 15 hours
2 years but less than 5 years	Actual balance up to 30 hours
5 years but less than 10 years	Actual balance up to 60 hours
10 years and up	Actual balance up to 90 hours

Years of Service	ELB Pay Out
After completion of 3 full years (based on anniversary date) of employment	20% of balance is paid upon resignation or separation due to budgetary issues
After completion of 10 full years (based on anniversary date) of employment	40% of balance is paid upon resignation or separation due to budgetary issues
After completion of 17 full years (based on anniversary date) of employment	60% of balance is paid upon resignation or separation due to budgetary issues
After completion of 24 full years (based on anniversary date) of employment	80% of balance is paid upon resignation or separation due to budgetary issues
After completion of 30 full years (based on anniversary date) of employment	All days are paid upon resignation or separation due to budgetary issues

NOTE:

1. These charts are only in effect if separation is voluntary (i.e., resignation), or due to a reduction in workforce, change in employment category, death or retirement.
2. PTO and ELB payout will be made only when a benefit-eligible employee has given and worked required written notice of resignation or a benefit eligible employee transfers to a non-eligible position.
3. PTO and ELB may be paid in a lump sum.

HOLIDAYS

Easterseals PORT Health observes up to 12 holidays throughout the year. The current year Holiday Schedule is on SharePoint. Easterseals PORT Health reserves the right to alter the holiday schedule during the year as needed. An eligible employee is an employee who is assigned to a full-time or modified full-time position. These Holidays may include:

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day (for employees who are veterans or immediate family of veterans)
- Thanksgiving
- Day after Thanksgiving
- One or two days at Christmas depending on when Christmas falls

1. A holiday for employees assigned to full-time positions is 8 hours. Employees assigned to modified full-time positions receive holidays on a pro-rated basis determined by the hours scheduled to work on a regular basis.

2. If you are a non-exempt employee and eligible for holiday pay and are required to work on a holiday, you have the option of being paid for the holiday at straight time or schedule to take the holiday at another time within 30 days of the holiday. If electing to be paid for the holiday you must indicate on your timesheet that you wish to be paid for the holiday at straight time. It is the responsibility of the supervisor to monitor and approve work schedules of staff required to work holidays. Exempt employees required to work the holiday must schedule to take the holiday at another time within 30 days of the holiday.

3. If a holiday falls within your previously approved PTO leave, the day will be treated as a holiday and not charged against your PTO.

4. You are not eligible for holiday pay if you are on unpaid leave.

5. You are not eligible to receive pay for a holiday if you have an unexcused absence on the day immediately preceding or following a paid holiday.

6. Modified Full-Time employees whose set work schedule does not fall on a designated holiday may schedule the holiday at another time within 30 days of the holiday. Pay for the holiday will be pro-rated based on the number of hours the employee is regularly scheduled to work. Full-

time employees whose set work schedule is less than a five day a week schedule and/or other than Monday-Friday may schedule the holiday at another time within 30 days of the holiday.

HOLIDAY OBSERVANCE FOR RELIGIOUS PURPOSE

Easterseals PORT Health will reasonably accommodate employees who require time off to observe bona fide religious holidays. When time off is taken in addition to Easterseals PORT Health-provided holidays, time off will generally be unpaid. However, you may request an accommodation to substitute an Easterseals PORT Health-provided holiday to receive a paid religious holiday. Easterseals PORT Health will make every effort to accommodate employees who make such requests provided it does not result in undue hardship on the organization or its employees. If you wish to substitute designated holidays for other bona fide religious holidays, notify Human Resources at least 30 days prior to the holiday.

ALTERNATIVE HOLIDAY SCHEDULE

Some programs may adopt alternative holiday schedules in keeping with operational needs, provided employees of those programs are given the same number of holidays as designated each year by the organization. Such special holiday schedules must be approved each year by Easterseals PORT Health's Human Resources Department, Senior Management Team or their designee. You will be given as much notice as possible on holiday changes.

CHANGE IN EMPLOYMENT CATEGORY

Any employee who transfers from a benefit eligible employment category to a non-benefit eligible category for any reason will be paid their earned PTO/ELB according to policy at the time of transfer. Any remaining balance of PTO and/or ELB will be removed. Employees transferring from a non-benefit eligible category to a benefit eligible category will receive information regarding benefits enrollment at the time of the status change.

BENEFITS-INSURANCE PROGRAMS

VOLUNTARY BENEFITS

From time to time, Easterseals PORT Health may offer voluntary benefit plans as a convenience to our employees. The full cost of the plans is the responsibility of participating employees, but premiums are payroll-deducted. By offering these plans, Easterseals PORT Health is not endorsing or recommending the plans and you should evaluate each offering carefully.

The employee benefits offered to employees, as well as eligibility criteria, Easterseals PORT Health-paid contributions, and insurance carriers are subject to change, amendment, or

cancellation at any time in Easterseals PORT Health's sole discretion, subject to the terms of any such employee benefit plan and state and federal law.

Unless otherwise stated in the applicable plan document, voluntary benefits typically take effect the first of the month following 30 days of eligible employment and end on the last day of the month following separation from employment.

You are responsible for communicating with the applicable insurance carrier concerning voluntary plans. The Benefits Department is available to assist you with your communications.

403b RETIREMENT PLAN

As a non-profit organization, Easterseals PORT Health is able to offer a 403b Retirement Plan to all employees as an optional benefit to provide supplemental retirement savings. The program allows you to contribute a portion of your salary or wages through voluntary payroll deductions to the Plan on a pre-tax basis and to invest such contribution among certain investment options. It is your responsibility to assure that the maximum contribution to the Plan is not exceeded. Information is available from the Benefits Department. You can reach CUNA/Benefits for You at 800.999.8786 or www.benefitsforyou.com.

From time to time, Easterseals PORT Health may authorize an agency match proportionate to your match. This is not automatic and may start and end at any time.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Easterseals PORT Health provides confidential and voluntary assistance through its employee assistance program (EAP) to all employees and their family members who may be facing financial challenges, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional health concerns, childcare problems, and similar issues. For your welfare as well as for effective business operations, Easterseals PORT Health encourages you to take advantage of this valuable benefit. To seek 24/7 assistance through the EAP, simply call 1-800-327-2251.

MEDICAL, DENTAL AND LIFE INSURANCE

Medical, dental and life insurance (which includes Accidental Death and Dismemberment for employee only) is available at certain monthly costs if you are assigned to full-time employment categories. Full-time and their qualifying dependents are eligible for benefits on the first day of the month following 30 days of employment. If you are a new employee or newly eligible employee, you must enroll in benefits within 30 days of eligibility or you will be required to wait until the next open enrollment period to enroll.

If you are assigned to the periodic or part-time employment category, you may be eligible for health insurance coverage for up to one year under the federally mandated Affordable Care Act. If eligible, you may purchase medical insurance if you work at least 30 hours per week on a consistent basis and qualify under ACA rules.

Part-Time employees may purchase life insurance (plus Accidental Death and Dismemberment – AD&D) for themselves and dependent life insurance if they work at least 30 hours per week.

Enrollment occurs upon hire, during open enrollment, or within 30 days from the date of a qualifying event. During the benefit year, you may make changes to medical and dental insurance only if there is a qualifying event, such as marriage, divorce, death, birth or adoption of a child, a covered spouse becomes newly eligible for a plan, a child “ages-out”, a spouse loses plan coverage or there is some other qualifying event. It is important to make your benefit selections carefully. You must contact the Benefits Manager if there is a qualifying event that could affect insurance coverage and premiums; you have 30 days from the date of the event to make appropriate changes. This complies with federal law, with no exceptions.

Open enrollment is held prior to the beginning of the benefit year starting each January 1. Information concerning benefits changes will be announced prior to the open enrollment period. During the open enrollment period, if you are assigned to full-time, or to periodic or part-time employment categories and work at least 30 hours per week, you may enroll in appropriate benefits, drop benefits or make any changes to plans and dependent coverage.

Medical insurance is designed to pay a major share of your medical expenses, once you have met the deductibles, when you, or covered members of your family, are ill or injured because of a non-occupational accident or sickness. Upon enrollment, you will receive a benefits card with important telephone numbers and a summary description of the plan. Premiums are payroll deducted on a pre-tax basis.

Dental Insurance is designed to pay a major share of your dental expense up to a certain allowance. Upon enrollment, you will receive a benefits card and summary description of the plan prior to plan year start date or shortly after you are newly enrolled. Premiums are payroll deducted on a pre-tax basis.

Life insurance, combined with Accidental Death and Dismemberment insurance, is available to all employees who work at least 30 hours per week and basic life insurance is available to their eligible dependents. Premiums are payroll deducted on a post-tax basis.

Further information regarding insurance plans are available on SharePoint or by contacting Benefits at [919-865.8686](tel:919-865.8686).

FLEXIBLE-SPENDING ACCOUNTS

A flexible spending account (FSA) is an account in an employee's name that reimburses the employee for qualified health care or dependent care expenses. It allows you to fund qualified expenses with pre-tax dollars deducted from your paychecks. You may receive cash reimbursement up to the total value of the account for covered expenses incurred during the benefit plan year.

There are two different types of FSA's: healthcare accounts and dependent care accounts. You can elect to have both types of accounts and contribute separate pre-tax dollars to each. These accounts are kept separate; for instance, you cannot be reimbursed for dependent care expenses from your health care account.

CONTINUATION AND CONVERSION PRIVILEGES UNDER COBRA

Once you enroll in Easterseals PORT Health's group medical or dental plan, you and your covered dependents become entitled to continue coverage under the plan upon the occurrence of certain qualifying events that would otherwise result in your loss of coverage, such as your termination of employment. These qualifying events, and the requirements to continue coverage, are described in detail in the formal notice that is sent to you from the Benefits Department.

If you are enrolled in medical, dental and life insurance, your coverage will end on your last day of employment, and you will receive COBRA information shortly thereafter. COBRA gives you the right to continue medical and dental insurance at full cost to you for up to 18 months; there are federally specified instances where COBRA coverage may be extended. If you have any voluntary plans, you are responsible for contacting the insurance carrier to determine the status of your plan. Please contact the Benefits Department for further information and assistance at 919-865.8686 or email at benefits@eastesealsucp.com.

BENEFITS-LEAVE OF ABSENCES

BEREAVEMENT LEAVE

In the event of an immediate family member's death, eligible employees may take paid time off that is not part of their accrued PTO leave benefit. Immediate family is defined as parent, parent-in-law, stepparent, grandparent, spouse, domestic partner, child, stepchild, grandchild, sibling and stepsibling. No other relatives and non-relatives will fit the definition of immediate family. If you are requesting leave to attend the funeral of someone other than an immediate family member, you will need to request PTO leave or leave without pay.

For the purpose of this policy, an eligible employee is defined as an employee who is assigned to a full-time or modified full-time position. Eligible full-time employees may take up to 24 hours of bereavement leave per occurrence to attend to affairs relating to the death of an immediate family member as defined above. Eligible modified full-time employees may take up to 16 hours of bereavement leave per occurrence.

Bereavement leave may be taken in increments of 30 minutes for non-exempt employees. Exempt employees must take time in 8-hour increments. Eligible employees who need more than the allotted hours may take PTO leave, provided they have the accrued leave and the supervisor's approval. Otherwise, they must take leave without pay.

You must submit requests for bereavement leave to their immediate supervisor for approval.

FAMILY MEDICAL LEAVE

The Family Medical Leave Act provides job-protected leave for eligible employees who must be absent from work for qualified reasons. Eligible employees are entitled to take up to 12 workweeks of unpaid leave during a single twelve-month period for the following reasons:

- The birth of the employee's child and to care for the child;
- The placement of a child with the employee for adoption or foster care;
- To care for the employee's spouse, child (under the age of 18 unless disabled) or parent who has a serious health condition, or;
- A serious health condition of the employee that makes the employee unable to perform the essential functions of the employee's job.
- An eligible employee may take FMLA leave for qualifying exigencies arising out of the fact that the employee's spouse, child or parent is a military member (includes both members of the National Guard and Reserves and the Regular Armed Forces) on covered active duty or has been notified of an impending call or order to covered active duty status.

Please contact Human Resources to find out if you are eligible for leave under the Family Medical Leave Act ("FMLA"). You are responsible for requesting FMLA leave through the Benefits Department. It is also your responsibility to provide required documentation in application for FMLA leave. You will receive full guidance on supporting information that is required at the time you request leave.

If approved, you are responsible for contacting your immediate supervisor and the Benefits Department just prior to the end of approved leave to schedule your return to work. You will be required to provide a release for return to work if you are absent due to your own serious health condition. If you return to work as scheduled and provide a release to return to work and there have been no changes affecting the organization, you may be returned to the same job or a comparable job to the one you held before the leave began.

FMLA leave is unpaid. However, Paid Time Off (PTO) and Extended Leave Bank (ELB) must be used while on leave. You may use ELB before using PTO if leave is approved before leave time begins. If prior approval for the leave has not been received, PTO must be used for the first three days and ELB hours can be used starting with the fourth day. After ELB and PTO hours are exhausted, the remainder of the leave will be designated as unpaid. PTO will accrue while you are on FMLA leave as long as you are in a paid status.

Intermittent FMLA leave (leave taken in separate blocks of time) or reduced schedule leave (leave taken through modification of work schedule) will typically be permitted only if medically necessary. When leave is needed for a planned medical treatment, you must attempt to schedule your leave so as not to disrupt Easterseals PORT Health operations.

If the need for leave is foreseeable (e.g. birth or planned medical treatment), you must give your supervisor and the Benefits Department as much notice as possible, but no less than 30 days or as soon as you become aware of your need. If the need for leave is not foreseeable (i.e. emergencies), you must give your supervisor as much notice as possible.

In the event that you are out on FMLA leave, your supervisor will collect all of your ESPH property prior to departure. This is to ensure that you take appropriate time off and do not work during leave as well as to protect PHI and ESPH resources.

If you are enrolled in medical, dental or life insurance, the insurance will continue during the leave at the level you are enrolled if you continue to pay your share of the premiums. These premiums must be paid by date indicated on the invoice and will be cancelled within two weeks of first missed payment. You are eligible to re-enroll in insurance upon your return to work. Should you need FMLA leave, you are encouraged to contact the Benefits Manager for further information and to discuss premium payment options at [919-865-8686](tel:919-865-8686).

MEDICAL LEAVE

After 90 days of employment, if you are not eligible for FMLA leave because you have not met the length of service and hours worked requirements, you may be eligible for Medical Leave. Medical leave can be approved for up to eight weeks and covers personal serious health conditions as defined by Family Medical Leave Act of the employee only. Medical Leave is unpaid; accrued Paid Time Off (PTO) and Extended Leave Bank (ELB) must be used while on leave. After PTO and ELB hours are exhausted, the remainder of the leave will be unpaid. PTO will accrue while on leave as long as you are in a paid status. As part of the application to the Benefits Manager, you must provide medical documentation.

In the event that you are out on Medical Leave, your supervisor will collect all of your ESPH property prior to departure. This is to ensure that you take appropriate time off and does not work during leave as well as to protect PHI and ESPH resources.

If you request and receive Medical Leave, and you are enrolled in medical, dental or life insurance, you will be required to pay your share of the premiums while on leave. These premiums must be paid by date indicated on the invoice and will be cancelled within two weeks of first missed payment. You are eligible to re-enroll in insurance upon your return to work.

Prior to the end of your approved leave, you are responsible for contacting your supervisor to communicate readiness to return to work and to determine the status of your job. Every attempt will be made to keep your job open while you are on approved leave, but there are no guarantees. If it is necessary for Easterseals PORT Health to fill your position, every attempt will be made to find you another similar job. If you are unable to return at the end of eight weeks, your employment may be terminated without prejudice.

MILITARY LEAVE

Easterseals PORT Health supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. If you need time off for uniformed service, you should immediately notify the HR department and your supervisor, who will provide details regarding the leave. If you are unable to provide notice before leaving for uniformed service, a family member should notify your supervisor as soon as possible.

JURY LEAVE

Easterseals PORT Health grants leave with pay of up to two weeks to benefit eligible employees who are called to serve on jury duty. For service beyond two weeks, unpaid leave will be provided. If a benefit eligible employee is called to jury duty, they must notify their supervisor immediately and provide proof of jury notification. A leave of absence with full pay from one day up to two weeks will be arranged for benefit eligible employees.

PARENTAL INVOLVEMENT LEAVE

If you are the parent or guardian of a school-age or preschool child, you can be granted up to four (4) hours of unpaid leave each calendar year to attend or participate in the school activities or functions of the employee's child(ren). In general, you must request parental involvement leave at least forty-eight (48) hours in advance. Written verification from the school may be required to verify that you are involved in or actually attended a school activity or function during the specified time. PTO may be used for Parental Involvement Leave.

PERSONAL UNPAID LEAVE OF ABSENCE

After 90 days of employment, a personal unpaid leave of absence of up to six months may be granted. If you need to request a personal unpaid leave of absence, you must submit a formal

request in writing to your immediate supervisor, specifying the intended return to work date. Approval of a personal unpaid leave of absence will be handled on a case-by-case basis.

Easterseals PORT Health cannot guarantee that your job position will remain open while you are on personal, unpaid leave.

LACTATION POLICY

For at least one year after the birth of their child, nursing mothers will be granted reasonable break time, as needed, during the workday to express breast milk. For non-exempt employees, break time will be unpaid. We will provide a private location in close proximity to your work area, other than a bathroom, that is shielded from view and intrusion from co-workers and the public. Employees who work off-site or in other locations, may be accommodated with a private area, as necessary.

RESIGNATION

Resignation is defined as voluntary termination of employment initiated by the employee. If you choose to resign, non-exempt employees and exempt employees who are not in a leadership position or not a professional staff with licensure or certification are requested to give written notice two weeks in advance of the desired resignation date. Exempt employees in a leadership position and professional staff with licensure or certification are requested to give four weeks written notice in advance of the desired resignation date. All Easterseals PORT Health property (e.g. keys, laptop, cell phone, credit card, etc.) must be returned on your last day of employment.

If you are a benefit-eligible employee, PTO cannot be used during a notice period following resignation.

If you are enrolled in medical, dental and/or life insurance, your coverage will end on your last day of employment and you will receive COBRA information shortly thereafter. COBRA gives you the right to continue medical and dental insurance at full cost to you for up to 18 months (unless you fall into a federally specified circumstance for extended COBRA coverage). If you have any voluntary plans, you are responsible for contacting the insurance carrier to determine the status of your plan. Please contact the Benefits Manager for further information and assistance.

Payout of PTO and ELB upon termination or change of employment classification is based on years of service and proper notice of resignation, per Easterseals PORT Health policy. Both are typically paid in a lump sum with your final paycheck or the last check you receive as a benefit-

eligible employee. Payout is your actual balance up to a maximum amount depending upon years of service with Easterseals PORT Health.

If you resign your employment, you must work out the requested notice period for your position or forfeit your entire PTO and ELB payout amount. You are expected to work with your supervisor and/or department head to identify outstanding projects and duties.

In some sensitive positions, you may be asked to leave the day you resign. In this situation, Easterseals PORT Health will pay out applicable PTO/ELB, provided you have given appropriate notice in accordance with this policy.

You may request an exit interview with Human Resources. This exit interview will be conducted by an exit interview questionnaire, over the phone or in person your location allows it. Your comments concerning Easterseals PORT Health and your job are of interest and concern to us.

You can expect your final paycheck on the pay date that covers the pay period of your last day worked; however, you are encouraged to submit all time sheets, mileage, daily logs, and clinical service notes posted deadlines for this to occur.

If you have left in good standing, meaning that you have given and worked proper notice, have returned all Easterseals PORT Health-owned equipment and property, have completed all necessary documentation and other paperwork on time and have maintained good performance, you may be eligible for rehire in the future.

Once you have left Easterseals PORT Health for any reason, to minimize disruption to operations we ask that you not visit your former location or any other location with ESPH presence without express prior approval from the supervisor of the site you wish to visit. You may continue contact with former co-workers outside the ESPH system.

COMMITMENT TO SAFETY

Protecting your safety, the safety of the individuals supported, and visitors is the most important aspect of running our business.

You have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices. You must conduct all work in a safe and efficient manner complying with all local, state (NCOSHA or VOSH) and federal (OSHA) safety and health regulations, programmatic standards, and special safety concerns identified by Easterseals PORT Health for use in a particular area or with a particular supported individual. We will make every effort to provide you a place of employment free from recognized hazards that are likely to cause injury, serious harm or death.

Although most safety regulations are consistent throughout each department and program, it is your responsibility to identify and familiarize yourself with the evacuation route in your working areas. For additional information, please refer to SharePoint: Quality Management: Safety & Assurances Manual: Policy # 631.2.

Upon hire and throughout your employment, you will receive important trainings related to protecting the health and safety of both you and any individual you may support, including but not limited to Bloodborne Pathogens (BBP), Infection Control, use of PPE (Personal Protective Equipment), and specific Public Health Crisis. It is critical that you adhere to all safety guidelines.

You are encouraged to collaborate with management to ensure maximum safety for all, notifying management when any health or safety issues are present.

DRUG FREE AND ALCOHOL-FREE WORKPLACE

Easterseals PORT Health is committed to providing a workplace free from illegal drugs and alcohol. The Company prohibits employees from using, selling, attempting to sell, trading, distributing, purchasing, transferring, possessing, or being impaired by alcohol, unlawful drugs, or controlled substances, including marijuana, while performing Company-related duties.

This policy does not ban employees from the lawful use and possession of prescribed or over-the-counter medications that would not create a likelihood that the medication may impair the employee's ability to perform on the job or pose a safety risk. However, employees taking any such medication must consult with a health care professional or review dosing directions for information about the medication's effect on their ability to work safely, and promptly disclose any work restrictions provided by the health care professional to their manager or Human Resources. Upon notification of any work restrictions, the Company will make reasonable efforts to accommodate the restriction.

The Company does not discriminate against a person in hiring, termination, or any term or condition of employment based on a person's lawful use of lawful products off the job and away from the workplace. However, consistent with this policy, the Company prohibits employees from using, selling, attempting to sell, trading, distributing, purchasing, transferring, possessing, or being impaired by any prohibited substance while performing Company-related duties.

The misuse or abuse of alcohol, prescription drugs, and illegal drugs endangers the health of co-workers, individuals supported, families and you. The ESPH medical plan typically covers alcohol or substance abuse treatment, or if not enrolled in the ESPH medical plan, contact your private carrier. ESPH also provides access to an Employee Assistance Program, which can assist with alcohol or drug abuse. You will not be discharged, disciplined, or discriminated against solely upon voluntarily seeking treatment for a drug or alcohol-related problem if you have not previously tested positive for drug use; 2) entered the Employee Assistance Program for drug or alcohol-related problems; or 3) entered an alcohol or drug rehabilitation program.

Employees who, by reliable evidence, or by their observed or reliably reported behavior, may be reasonably suspected of using or being under the influence of illegal drugs, alcohol or medications while working may be subject to an immediate drug test. Employees causing a vehicle accident of any kind will be subject to a drug test. Testing should take place immediately or as soon as reasonably possible, but no later than 24 hours following the incident or request.

Human Resources must be consulted prior to any testing. If you are tested due to suspicion, as outlined above, you will be suspended pending the outcome of the test. If a test proves negative, you may be paid for lost time. If you test positive or refuse a drug test, you may be subject to disciplinary action, up to and including termination.

Compliance with this policy is a condition of employment. Individuals who violate this policy will be subject to disciplinary action, up to and including termination from employment.

TOBACCO-FREE, SMOKE-FREE, ELECTRONIC SMOKING DEVICE-FREE WORKPLACE

Easterseals PORT Health is a smoke-free workplace. This includes cigarettes, cigars, e-cigarettes, vape pens, chewing tobacco, pipes, and all similar devices. You should not use these products in an individual's private home, even if given permission. You should not use these products while in agency vehicles or personal vehicles when transporting individuals. It is prohibited to be smoking or using tobacco products during any and all parts of their paid work shift, excluding lunch and scheduled breaks taken away from the offices or facility. Failure to comply with this policy may result in progressive discipline up to and including termination. Resources for going smoke-free are available to you and your family through the Employee Assistance Program.

WORKPLACE VIOLENCE PREVENTION

With the goal of minimizing the potential for violence and security threats to employees, individuals and families, Easterseals PORT Health prohibits acts of violence, threats, physical attacks, property damage, intimidation, harassment and theft. Easterseals PORT Health also prohibits the use and carry of concealed weapons of any kind. You are responsible for bringing any suspected threat of violence to the immediate attention of your leadership team.

Examples of prohibited behaviors include:

- Causing physical injury to another person.
- Making threatening remarks.
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging Easterseals PORT Health property or property of another employee.
- Possessing a weapon while on Easterseals PORT Health property or while on Easterseals PORT Health business.

- Committing violent acts motivated by, or related to, sexual harassment or discrimination.

USE OF VEHICLES ON EASTERSEALS PORT HEALTH BUSINESS

From time to time, it may be necessary for you to drive an Easterseals PORT Health-owned car, your car, or a leased car while on Easterseals PORT Health business. If you drive your own car on Easterseals PORT Health business or an Easterseals PORT Health-owned or leased car AT ANY TIME, the following policies apply:

1. You will use a seat belt at all times.
2. The use of alcohol or drugs is prohibited prior to or while driving.
3. Smoking is not permitted in ESPH-owned vehicles, or when transporting an individual in your personal vehicle.
4. You are financially responsible for any traffic violation/citation received.
5. You must have a valid, unrestricted, state appropriate driver's license.
6. You must provide proof of current auto insurance on your personal vehicle.
7. Sending, receiving, or reading text messages or emails while driving on Easterseals PORT Health time (whether in an Easterseals PORT Health or personal vehicle) is not permitted for any reason.
8. The use of cell phones or any other personal devices—handheld or hands free—is prohibited while transporting individuals.
9. Under no circumstances may you place yourself or anyone else at risk in order to fulfill an actual or perceived business need; this includes standing conference calls or meetings.
10. In the event that you are charged with traffic violations or involved in accidents due to the use of cellular or personal devices, you will bear sole responsibility for all liabilities that result from such action.

Defensive Driving training is completed through the Relias LMS. You are required to complete this training if you drive as part of your duties for Easterseals PORT Health. Defensive Driving training is due within 30 days of hire and annually, in accordance with our group insurance provider.

Easterseals PORT Health will obtain a motor vehicle report (MVR) on all employees who drive on Easterseals PORT Health business and enroll them in Constant Monitoring. We reserve the right to refuse to allow you to drive on Easterseals PORT Health business, on the basis that higher insurance limits are required due to an unsatisfactory MVR.

As an employee who may drive on Easterseals PORT Health business, you are required to report any driving citations or arrests to your immediate supervisor and Human Resources within 24 hours of any traffic-related citation or arrest. Failure to do so will result in disciplinary action up to and including termination. You are required to report an auto accident, regardless of the severity, to your immediate supervisor immediately. You must complete a drug screen

immediately or at the latest within 24 hours of any accident if the accident occurs on Easterseals PORT Health time. The results of the drug screen must be received prior to returning to work.

If you are using your personal vehicle on Easterseals PORT Health business, you should notify your insurance agent to discuss appropriate types and limits of coverage as well as deductibles.

When entering into auto-rental contracts on Easterseals PORT Health business, you should not purchase (1) the Collision Damage Waiver (CDW) or (2) the Liability Insurance Supplement (LIS), as these are covered by Easterseals' insurance policy. Entering into a contract must be pre-approved by your supervisor.

Easterseals PORT Health's insurance interfaces with your personal insurance when you are driving your own car on Easterseals PORT Health business. If a member of the public brings suit against you alleging either bodily injury or damage to their property caused by you and occurring while using your vehicle for our activities, our insurance will provide excess automobile liability coverage on your behalf. This coverage will respond only after your personal insurance liability limits have been exhausted. However, our insurance will provide no coverage whatsoever for the cost to repair your vehicle if it is damaged while being used in connection with our activities. In this instance, you must rely solely on your personal automobile coverage for your protection.

For additional information, please refer to SharePoint: QM Policy & Procedure Manual: Policy # 632.1.

USE OF CELL PHONE

The following are Easterseals PORT Health basic guidelines for proper employee cell phone use during work hours. In general, use of cell phones is prohibited when they could pose a security or safety risk, or when they distract from your work with supported individuals or other work tasks:

1. Never use a cell phone while driving. If you must take a call, pull safely to the side of the road to receive the call.
2. Never use a cell phone while operating equipment;
3. Do not use cell phones for surfing the internet or gaming during work hours;
4. Avoid using Easterseals PORT Health-provided cell phones for personal tasks;
5. Please use professional phone etiquette during meetings;
6. Do not use cell phones to record or photograph confidential information. If your position requires use of your phone to record data, it is expected that the data will be secure or deleted once the data is transferred to an Easterseals PORT Health database.
7. The use of cameras on personal phones for non-business use is prohibited; and
8. Phones and other personal electronic equipment may not be used in the common areas

of the facility if it is likely that an individual(s) might be photographed accidentally.

We realize the cell phones can be beneficial professional tools. We encourage you to use cell phones for the following work-related responsibilities:

- Making or receiving work calls in the appropriate place and situation to do so;
- For other work-related communication, such as text messaging or emailing in appropriate places and situations;
- To schedule and keep track of work-related appointments;
- To carry out work-related research;
- To keep track of work tasks;
- To keep track of work contacts; and
- Use of personal cell phones is permitted for emergencies to call 911, your supervisor, or the police or rescue.

IMPROPER USE OF CELL PHONE

Improper use of cell phones may result in disciplinary action, up to and including termination. Continued use of cell phones at inappropriate times or in ways that distract from work may lead to having cell phone privileges revoked. Photographs of individuals for personal use, with or without consent, is prohibited.

If your job responsibilities include regular or occasional driving and you are issued a cell phone or reimbursement for a cell phone for business use, you are expected to refrain from the use of the phone while driving and while transporting clients.

- In the event that you are charged with traffic violations resulting from the use of a cell phone while driving, you will be solely responsible for all liabilities resulting from such actions and may be disciplined.
- In Virginia and North Carolina, use of handheld personal communication devices to enter text, read email or text, or hold in one's hand a personal communication device while driving is unlawful (VA 46.2-1078.1 and NC GS 20-137.4A) The only exception to this law is for use to report an emergency only or if the vehicle is legally parked. A violation of this law is a traffic infraction punishable by monetary penalties and fines. Employees in possession of Easterseals PORT Health cellular phones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, you may be asked to produce the phone for return or inspection.

In the event that you are unable to present the phone in good working condition, you may be expected to bear the cost of a replacement or repair.

Violations of this policy will be subject to disciplinary action, up to and including termination.

For additional information, please refer to SharePoint: QM Policy & Procedure Manual: Policy # 913.

INCLEMENT WEATHER / EMERGENCY

If severe weather or other emergency threatens the safety of you or the people receiving services, a decision may be made to change opening or closing times of an Easterseals PORT Health work site. The goal will be to provide essential services to the individuals and / or families to the extent possible. You will be given direction on protocol by Easterseals PORT Health management, and not by local officials. Some employees are designated as essential and, as such, may be issued a letter to carry with them should a county close under a weather emergency. You should look for and / or seek guidance from your leadership team.

GUESTS

You may not have guests, including family members, visit the work site during work hours—especially when providing services to the individuals we support. This includes, but is not limited to, the individual’s home, work site, or while providing services in the community. If you work in a residential facility, you may not have guests on site at any time. Not only does this compromise confidentiality, it may be a safety and health hazard.

WORKPLACE GUIDELINES

ATTENDANCE, ABSENCE, ABANDONMENT, TARDINESS

Attendance and punctuality are important performance evaluation factors. You are expected to arrive on time, ready to work, every day you are scheduled. You are expected to maintain an acceptable attendance record that will not cause the organization hardships and extra expense in conducting business. If you must be absent or tardy, please notify your supervisor as soon as possible and at least 2 hours prior to your scheduled starting time. It is important that you call your supervisor directly, leaving a voicemail message if necessary. Failure to follow this policy will result in disciplinary action up to and including termination.

If you fail to report to work and fail to notify your supervisor of the absence for three (3) consecutively scheduled days or more, you will be considered to have voluntarily resigned your employment. If you abandon your work duties without notifying your supervisor, you will be subject to disciplinary action, up to and including termination.

JOB DESCRIPTIONS

Every job within Easterseals PORT Health has a specific job title and a job description that clearly defines the qualifications, key responsibilities, functions, and activities required for that position. Your supervisor will provide you with a copy of your job description and discuss your essential job duties, performance expectations and any potential additional job responsibilities. You and your supervisor will review your job description periodically and at the time of your performance appraisal.

STANDARDS OF CONDUCT

We expect you to observe Easterseals PORT Health's mission, vision, core values and code of ethics as well as common sense rules of honesty, good conduct, and fair play. In business, as in society, rules are necessary to assure orderly conduct and protect the rights, privileges, and safety of each individual. At Easterseals PORT Health, we try to keep these rules of conduct to as few as possible and we rely heavily on you to demonstrate sensible and mature behavior on the job. Some of the rules are listed in this document or posted in your workplace.

UNACCEPTABLE CONDUCT

We will enforce Easterseals PORT Health's core values and all established standards of conduct, general policies, operating procedures and safety rules in a fair, consistent and uniform manner. Violation of established core values, code of ethics, rules, policies, procedures, and standards will result in disciplinary action up to and including termination (depending on the nature, frequency, and seriousness of the infraction). Certain rules of conduct and safety standards are so critical to the organization and your safety and the safety of the individual supported, that the penalty for first time violation is immediate termination. Some issues that could result in termination may include but are not limited to the following:

- a) Failure to adhere to ESPH core values, Code of Ethics, and/or department policies.
- b) Violation of the rights of supported individuals.
- c) Habitual, unauthorized and/or chronic tardiness or absence.
- d) Failure to adhere to HIPAA rules and regulations.
- e) Refusal to accept or perform reasonable work assignments.
- f) Failure to obtain or maintain a current license/certification/training required to perform the job.
- g) Exhibiting a negative attitude toward the performance of the assigned position, people receiving services, the staff, or policies of ESPH or any department.

- h) Breaching confidentiality by sharing job related concerns or employee/supported individuals' information with those who do not have a work-related need to know, especially individuals supported and/or their families.
- i) Insubordination: a failure to follow a reasonable and proper directive from an authorized supervisor or authorized member of management.
- j) Falsifying any ESPH documents.
- k) Misconduct: a violation of other generally accepted or established rules, policies, guidelines, or operating procedure.
- l) Fraud or misappropriation of funds.
- m) Unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in the workplace.
- n) Positive results received from a drug or alcohol screen related to work.
- o) Harassment of staff, individuals supported or families, or volunteers including, but not limited to, verbal, physical, sexual, racial, or religious forms of harassment.
- p) Physical violence or threats against staff, individuals supported or families.
- q) Any form of gambling, including professional or organized gambling activities.
- r) Violation of any provisions of the Workplace Security and Safety policy.
- s) Possession of a weapon at any ESPH location, or areas in which the ESPH services are provided or where ESPH events may occur.
- t) Misdemeanor or felony conviction on charges which impact the ability to complete assigned work duties.

Some issues may require suspension to allow time for an investigation. If allegations are unsubstantiated, you will be paid for lost time. If allegations are substantiated, lost time will not be paid.

If you are terminated because of unacceptable conduct, including violation of Easterseals PORT Health's policies, procedures, and standards, you will forfeit your entire PTO and ELB pay-out amount.

JOB PERFORMANCE APPRAISAL

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. As a supervisee, you should initiate conversations with your supervisor, if you feel additional ongoing feedback is needed.

Generally, formal performance reviews are conducted 90 days following hire and annually. These reviews include a written performance appraisal and discussion between you and your supervisor about job performance and expectations for the coming year.

SUPERVISION AND COACHING

There are times when employees may not meet expectations or may violate the ESPH Code of Ethics or policies. To correct the situation, we may use tools such as additional coaching, formal Performance Improvement Plan and/ or formal employee written counseling.

TRAINING

Training based upon organization and service line requirements, as well as best practice standards, are assigned and completed through the Learning Management System (LMS). Due dates are preconfigured in accordance with established training requirements. These trainings are required for your position and must be completed on or before the identified due date. If training is not completed in accordance within specified deadlines, you may be temporarily removed from the schedule until the trainings are current. Unsatisfactory training compliance may also adversely affect performance review standing and opportunities to advance within the organization, and include disciplinary action, up to and including termination of employment.

SUPPORTED INDIVIDUAL/EMPLOYEE RELATIONSHIP

As an ESPH employee you will abide by the Code of Ethics which prohibits any type of relationships other than therapeutic, with supported individuals actively receiving services from the organization. Any type of non-therapeutic relationship, to include, but not limited to; personal and/or sexual relationships, solicitation for the sale of goods or services to patients, violation of confidentiality laws, special treatment is considered unethical, unprofessional, and unacceptable.

OUTSIDE EMPLOYMENT

You are generally permitted to work a second job as long as it does not interfere with your job performance or create a conflict of interest with Easterseals PORT Health. All employees, including part-time employees, must obtain prior approval from the HR department before undertaking any outside employment or other work activity.

If you engage in secondary employment, you are expected to fulfill your assigned schedules with Easterseals PORT Health. A second job will not be considered an excuse for poor job performance,

absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. In addition, you may not use PTO to work for your secondary job. However, if you are on a leave of absence, you may continue to work in the secondary job, provided this employment has been approved by Easterseals PORT Health under this policy and your reason for leave does not preclude the outside employment.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or you may be subject to disciplinary action up to and including termination.

DRESS AND GROOMING

Easterseals PORT Health expects you to dress in a manner that embraces the professional image expected of all employees, as you are the face of Easterseals PORT Health. However, we recognize that your days will vary, as will the duties you carry out and you are expected to dress in a manner aligned with your day's work activities. If working in an office, business casual is expected. If working in the community, use common sense based on planned activities. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste.

All Patient Access Representatives, Nursing Staff, Medical Assistants and Facility-Based Crisis staff are required to wear medical scrubs while on duty. ESPH will provide an annual allowance for the purchase of medical scrubs, and once the initial allowance has been received, employees identified in this policy are expected to adhere to the uniform expectations.

Any questions or complaints regarding the appropriateness of attire should be directed to the HR department.

GIFTS AND GRATUITIES

Employees are not to accept gifts or gratuities from individuals supported and/or their families, sales representatives, suppliers, or others with whom Easterseals PORT Health maintains business contracts. Individual incidental office supply items such as a note pad, pen or pencil are acceptable.

REMOTE-WORK CONDUCT POLICY

As our workforce continues to operate with some working at locations other than an Easterseals PORT Health office, the following expectations are being clarified to avoid issues that may cause disruption to the workday and/or during virtual meetings.

GENERAL EXPECTATIONS

- When working remotely, you are expected to be available and communicative during scheduled work hours.
- Agency rules and other policies continue to apply to offsite work locations.
- Consumption of alcohol, use of illicit drugs or medication that may impair your work during your scheduled work hours is never acceptable.
- You should seek a quiet and distraction-free working space, to the extent possible.
- You should maintain your workspace in a safe manner, free from safety hazards.
- You should dress business casual appropriate as if in the office or on an ESPH facility.

VIRTUAL MEETINGS

- While distractions are often unavoidable, try to keep them to a minimum. No music or television in the background during meetings.
- Keep yourself muted during video or audio conferencing unless you are speaking.
- Turning on your video is encouraged more often than not, but not necessarily required; unless requested by your immediate supervisor and/or manager. Please note: This practice may vary, in accordance with a specific meeting.
- Avoid eating a meal during a virtual meeting unless invited to do so by the meeting host.
- Smoking or vaping is not permitted during a video conference.
- Business casual attire is acceptable; however, use discretion. No sleeveless tops, pajamas or other apparel that would not be appropriate to wear outside of your home.
- Avoid multi-tasking. Give your full attention to the meeting as if you were face to face.

We appreciate your efforts in working remotely, as applicable, and we hope these guidelines help to clarify Easterseals PORT Health’s expectations when teleworking.

While gentle reminders may be all that is necessary in some circumstances, serious or habitual violations of these expectations and/or other Easterseals PORT Health’s policies will result in disciplinary action up to and including termination.

PRIVACY OF PROPERTY, WORK AREAS AND COMMUNICATIONS SYSTEMS

Easterseals PORT Health intends to provide you with reasonable levels of privacy regarding property, work areas, and communication systems (including but not limited to computers, emails, telephone systems and voice mails). However, you should be aware that Easterseals PORT Health reserves the right to and will search all property, work areas and communication systems belonging to Easterseals PORT Health or found on Easterseals PORT Health property.

You are required to install the ESPH MDM (Mobile Device Manager) on your personal device if you save ANY ESPH data on your device, including but not limited to email, contacts, etc. The MDM will only have access to the ESPH data stored on your personal device, and will not have access to your personal data.

Further, you are advised that all work areas and property at Easterseals PORT Health's location, as well as the information and access to the information found on Easterseals PORT Health communication systems, remain the sole property of Easterseals PORT Health. Easterseals PORT Health's communication systems should be used primarily for business purposes.

By reviewing this policy, each employee consents to the search of any and all property, work areas, and communication systems belonging to Easterseals PORT Health or found on Easterseals PORT Health property.

USE OF COMMUNICATIONS SYSTEMS

Although Easterseals PORT Health's communications systems are intended for business purposes, the organization recognizes that you may, from time to time, engage in personal use of Easterseals PORT Health's communication systems. Such use shall not be extensive, shall never interfere in any way with the functioning or availability of Easterseals PORT Health's hardware, software or communications facilities, and shall occur only on an employee's personal time. Excessive personal use of Easterseals PORT Health's communication systems will be considered inappropriate and subject to review and disciplinary action up to and including termination of employment.

You should be prudent and professional in all your business communications, including electronic communications. Easterseals PORT Health prohibits the use of its communication systems to send or receive any message or information that may reasonably be deemed offensive, derogatory, or otherwise inappropriate. In addition, using Easterseals PORT Health's communications systems to solicit participation in business ventures unrelated to Easterseals PORT Health or for personal reasons, such as for political or religious causes is prohibited.

POLICY ON ACCESS TO THE INTERNET

Easterseals PORT Health provides access to the Internet and on-line information services for business related activities. As such, all information accessed or imported from these resources is subject to all Easterseals PORT Health policies regarding use, storage and the adherence to applicable copyright laws. Access to sexually explicit material, obscene information, computer games and personal use software contained within any public or private electronic forum or participation in non-business oriented 'chat groups' and commercial information services is strictly prohibited. The use of any public, commonly available on-line reference systems is limited to 'browsing' and printing functions. The retrieval (i.e., downloading) of information or software files is prohibited unless directly related to Easterseals PORT Health business. Any uploading, or other distribution of information or software files through the Internet is prohibited unless directly related to Easterseals PORT Health business and unless advance authorization is obtained from the VP of Information Technology or a member of the Chief Executive Team.

All imported electronic material is subject to applicable copyright laws and must be scanned for virus detection prior to storing within Easterseals PORT Health's computer system. Software shall not be loaded or copied to Easterseals PORT Health computers except by authorized personnel. Employees who notice that any computer, phone, printer or other technology is doing something "unusual," should immediately report it to the IT Service desk. If this occurs outside of normal agency office hours, the computer should be left on until assistance is available during office hours.

SOCIAL MEDIA ACCEPTABLE USE

If you use social media, you should be cautious in the use of this communication tool, using your best judgment in posting material that is neither inappropriate nor harmful to Easterseals PORT Health, its employees, or customers. Specific designees have permission to post on behalf of Easterseals PORT Health and you should not do so unless you are assigned this designation. You must be knowledgeable about HIPAA regulations, individuals' right to privacy, the Easterseals PORT Health Code of Ethics and all policies and procedures of the agency when determining if something may be posted.

You should be aware that Easterseals PORT Health might observe content and information made available by you through social media. If you have questions, please reach out to your supervisor.

Social media should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner. If you need additional details, please contact humanresources@eastersealsucp.com.

CONCLUSION

We hope this handbook will be a help to you in your role at Easterseals PORT Health. We welcome you as an employee and look forward to a satisfying relationship that will be rewarding to both you and the organization.

A handbook filled with this much information may raise questions in your mind. Please do not hesitate to discuss details with your supervisor. The management of Easterseals PORT Health is eager to assist in providing you with the information you need. For detailed information about policies mentioned in this handbook, please contact humanresources@eastersealsucp.com

EMPLOYEE ACKNOWLEDGEMENT STATEMENT

I have received a copy of the Employee Handbook, which offers general information on major, but not all, policies and agree to follow all human resources practices and policies of Easterseals PORT Health. I understand that if I have any questions concerning the information provided in the Employee Handbook or on any other human resources practice that I should discuss my questions with my supervisor or the Human Resources Department. I further acknowledge that this Handbook replaces any and all prior written statements including prior handbooks and offer letters, as well as any and all oral statements, which may be contrary to the statements in this Handbook.

Further, I understand that my employment, in general, is governed by the contents of this Employee Handbook and that it is my responsibility to familiarize myself with and understand all information contained therein.

I understand that this handbook is information only and is not a contract of employment and that just as I may resign at any time, my employment may be terminated by Easterseals PORT Health at any time for any lawful reason. I know that management at any time for any reason may change my employment status, as well as the policies and procedures contained in the handbook.

I understand that the policies and benefits set forth in the handbook are provided at the sole discretion of Easterseals PORT Health and may be modified, updated, and/or revoked at any time after being approved by Executive Management, and communicated to the employees, in writing, by the CEO or designee.

I realize that should my employment with Easterseals PORT Health be terminated, I must return all Easterseals PORT Health property, keys, materials, etc. that I have been issued or assigned. Any outstanding balances must be settled and any unearned paid time off will be debited against my final paycheck in accordance to ESPH policy.

If I am benefit eligible and decide to enroll in the group medical plan, I am aware of my rights to continue this insurance upon termination in accordance with COBRA.

I understand that the signed copy of this **Employee Acknowledgement Statement** will be placed in my electronic personnel file at Easterseals PORT Health.

Employee Name (please print)

Employee ID

Employee Signature

Date