



Employee Handbook

12/20/2023

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Section 1: Introduction and Who We Are

1:1 Welcome

Welcome to Prairie View Management, Inc. (Inspiring Lives)! As an employee of Inspiring Lives, you are the most important asset we have. We depend on each employee to provide the best services possible. This Handbook contains information about the employment policies and practices of Inspiring Lives. These policies reflect the organization's values, and we expect each employee to read it thoroughly as it is a valuable reference for understanding our organization, your job expectations, benefits, and a fulfilling employment experience. Inspiring Lives expects the primary interest of employees to be the people we serve.

The Board of Directors of Inspiring Lives is responsible for overseeing policies for its employees. The Board of Directors is composed of individuals who have involvement or connection to those with disabilities, often with many years of experience in the human service field. The Board employs the CEO, who delegates all responsibility for the day-to-day administration of Inspiring Lives. The CEO utilizes the Leadership Team to assist in the management of Inspiring Lives staff. The Leadership Team consists of the Director/Lead of each department. The Leadership Team manages the staff, using policies developed by the Leadership Team and approved by the Board of Directors. Inspiring Lives staff members are accountable to their team supervisor/director, who answers to the CEO, through whom communication to the Board is channelled. When Inspiring Lives policies are revised through the Leadership Team and approved by the Board of Directors, those changes will be communicated with staff through Leadership notes, which are mandatory for all staff to review.

Whether you have just joined our staff, or have been at Inspiring Lives for a while, we are confident that you will find our organization a dynamic and rewarding place to work, and we look forward to a productive and successful partnership. Thank you for being a part of Inspiring Lives, and welcome to our team!

1:2 Our Mission, Voice, and Values and Your Role in Our Success

Mission

Our mission is to provide quality recovery through person-centered guidance.

Voice

Inspiring Lives is committed to providing quality services. We share our talents, skills, knowledge, and abilities to find ways to help others. We work together to build long-term partnerships that improve the communities we serve.

Values

1. Respect/Dignity – We provide value in our relationship by acknowledging each person's worth.
2. Quality – We will provide consistent and high-quality training, services and build high-quality relationships.

3. Integrity – We will do what we say we are going to do. We will do what's right even when no one is looking. We are honest.
4. Dedication – We provide a deep level of commitment to our organization, clients, and co-workers.
5. Leadership – We will lead the industry by example. We will guide and facilitate positive culture.
6. Collaboration – We work together as a team, within the community, with clients, and other entities.

1:3 National Alliance for Direct Support Professionals (NADSP) Code of Ethics

These standards are to be upheld and adhered to by staff at all times.

Preamble

Direct Support Professionals (DSPs) who support people in their communities are called upon to make independent judgments on a daily basis that involve both practical and ethical reasoning. The people who assume the support role must examine and call upon values and beliefs, as well as creative vision, to assist them in the complex work they perform.

A primary purpose of the DSP is to assist people who need support to lead self-directed lives and to participate fully in our communities and nation. This emphasis on empowerment and participation is critical because the prejudices of society form powerful barriers that prevent many people with mental or physical disabilities from enjoying a high quality of life. And, too often, the very social policies and service systems designed to help can create other barriers.

Therefore, it must be the mission of the DSP to follow the individual path suggested by the unique gifts, preferences, and needs of each person they support, and to walk in partnership with the person, and those who love him or her, toward a life of opportunity, well-being, freedom, and contribution. Unfortunately, there have been no set criteria to guide these journeys as there are for other professional groups (such as doctors, nurses, service coordinators, and social workers) who have intimate knowledge of and responsibility for another person's emotional, financial, or physical being. There is no other position today in which ethical practice and standards are more important than direct support. DSPs are often asked to serve as gatekeepers between people needing support and almost every aspect of their lives, including access to community, personal finances, physical well-being, relationships, employment, and everyday choices. The whole landscape of a person's life can change with the coming and going of these critical supports for people.

As a result of these work duties, DSPs face ethical decisions on a daily basis and consistently feel the tension between the ideals of the profession and its practice. There are numerous pressures coming from organizations, government, social policy, and societal prejudice that can shift focus and allegiance away from those supported. In order to maintain the promise of partnership and respect that must exist in a helping

relationship, a strong ethical foundation is critical to help DSPs navigate through the maze of influences that bombard them.

This issue has led to the efforts on the part of the National Alliance for Direct Support Professionals (NADSP) to identify the kinds of ethical situations that DSPs face and to develop a set of ethical guidelines. The NADSP convened a national panel of DSPs, advocates, families, professionals, and researchers who constructed this code of ethics. Focus groups and surveys regarding the draft language were conducted throughout the country and were integrated to create the final code. This Code of Ethics is intended to serve as a straightforward and relevant ethical guide, shedding some light on the shared path to a self-directed life. It is intended to guide DSPs in resolving ethical dilemmas they face every day and to encourage DSPs to achieve the highest ideals of the profession.

The skills and knowledge of community support practice must be joined with the ethical principles to create the environment needed to fully support people. To do so effectively, we must all work toward recognizing DSPs as professionals who have skills, knowledge, and values that constitute a unique and important profession. There must be a commitment to hiring, developing, and supporting DSPs who have a healthy sense of their own worth and potential, and the worth and potential of the people they support, and who can infuse these beliefs into practice. DSPs themselves must know that it is part of their role to foster a spirit of cooperation and mutual responsibility with other DSPs regarding ethical practice.

Direct Support Professionals, agency leaders, policymakers, and people receiving services are urged to read the Code and to consider ways that these ethical statements can be incorporated into daily practice. The beliefs and attitudes that are associated with being an effective human service professional are the cornerstones of this code. This code is not the handbook of the profession, but rather a roadmap to assist us in staying the course of securing freedom, justice, and equality for all.

Ethical Principles:

1. Person-Centered Supports:

As a DSP, my first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance.

As a DSP, I will:

- Recognize that each person must direct his or her own life and support and that the unique social network, circumstances, personality, preferences, needs and gifts of each person I support must be the primary for guiding the selection, structure, and use of supports for that individual.
- Commit to person-centered supports as best practice.
- Provide advocacy when the needs of the system override those of the individual(s) I support, or when individual preferences, needs or gifts are neglected for other reasons.
- Honor the personality, preferences, culture and gifts of people who cannot speak by seeking other ways of understanding them.

- Focus first on the person, and understand that my role in direct supports will require flexibility, creativity and commitment.

2. Promoting Physical and Emotional Well-Being:

As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth and recognize the autonomy of the individuals receiving support while being attentive and energetic in reducing their risk of harm.

As a DSP, I will:

- Develop a relationship with the people I support that is respectful, based on mutual trust, and that maintains professional boundaries.
- Assist the individuals I support to understand their options and the possible consequences of these options as they relate to their physical health and emotional well-being.
- Promote and protect the health, safety, and emotional well-being of an individual by assisting the person in preventing illness and avoiding unsafe activity. I will work with the individual and his or her support network to identify areas of risk and to create safeguards specific to these concerns.
- Know and respect the values of the people I support and facilitate their expression of choices related to those values.
- Challenge others, including support team members (e.g. doctors, nurses, therapists, co-workers, family members) to recognize and support the rights of individuals to make informed decisions even when these decisions involve personal risk.
- Be vigilant in identifying, discussing with others, and reporting any situation in which the individuals I support are at risk of abuse, neglect, exploitation or harm.
- Consistently address challenging behaviors proactively, respectfully, and by avoiding the use of aversive or deprivation intervention techniques. If these techniques are included in an approved support plan I will work diligently to find alternatives and will advocate for the eventual elimination of these techniques from the person's plan.

3. Integrity and Responsibility

As a DSP, I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community.

As a DSP, I will:

- Be conscious of my own values and how they influence my professional decisions.
- Maintain competency in my profession through learning and ongoing communication with others.
- Assume responsibility and accountability for my decisions and actions.

- Actively seek advice and guidance on ethical issues from others as needed when making decisions.
- Recognize the importance of modeling valued behaviors to co-workers, persons receiving support, and the community at-large.
- Practice responsible work habits.

4. Confidentiality

As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support.

As a DSP, I will:

- Seek information directly from those I support regarding their wishes in how, when and with whom privileged information should be shared.
- Seek out a qualified individual who can help me clarify situations where the correct course of action is not clear.
- Recognize that confidentiality agreements with individuals are subject to state and agency regulations.
- Recognize that confidentiality agreements with individuals should be broken if there is imminent harm to others or to the person I support.

5. Justice, Fairness, and Equity

As a DSP, I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights, and responsibilities of the people I support.

As a DSP, I will:

- Help the people I support use the opportunities and the resources of the community available to everyone.
- Help the individuals I support understand and express their rights and responsibilities.
- Understand the guardianship or other legal representation of individuals I support, and work in partnership with legal representatives to assure that the individual's preferences and interests are honored.

6. Respect

As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others understand their value.

As a DSP, I will:

- Seek to understand the individuals I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
- Honor the choices and preferences of the people I support.
- Protect the privacy of the people I support.
- Uphold the human rights of the people I support.

- Interact with the people I support in a respectful manner.
- Recognize and respect the cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class) of the person supported and his/her social network.
- Provide opportunities and supports that help the individuals I support be viewed with respect and as integral members of their communities.

7. Relationships

As a DSP, I will assist the people I support to develop and maintain relationships.

As a DSP, I will:

- Advocate for the people I support when they do not have access to opportunities and education to facilitate building and maintaining relationships.
- Assure that people have the opportunity to make informed choices in safely expressing their sexuality.
- Recognize the importance of relationships and proactively facilitate relationships between the people I support, their family and friends.
- Separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by the people I support based on their personal preferences. If I am unable to separate my own beliefs/preferences in a given situation, I will actively remove myself from the situation.
- Refrain from expressing negative views, harsh judgments, and stereotyping of people close to the individuals I support.

8. Self-Determination

As a DSP, I will assist the people I support to direct the course of their own lives.

As a DSP, I will:

- Work in partnership with others to support individuals leading self-directed lives.
- Honor the individual's right to assume risk in an informed manner.
- Recognize that each individual has potential for lifelong learning and growth.

9. Advocacy

As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation.

As a DSP, I will:

- Support individuals to speak for themselves in all matters where my assistance is needed.
- Represent the best interests of people who cannot speak for themselves by finding alternative ways of understanding their needs, including gathering information from others who represent their best interests.

- Advocate for laws, policies, and supports that promote justice and inclusion for people with disabilities and other groups who have been disempowered.
- Promote human, legal, and civil rights of all people and assist others to understand these rights.
- Recognize that those who victimize people with disabilities either criminally or civilly must be held accountable for their actions.
- Find additional advocacy services when those that I provide are not sufficient.
- Consult with people I trust when I am unsure of the appropriate course of action in my advocacy efforts.

1:4 Purpose of this Handbook

The remainder of this Handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee at Inspiring Lives. Employees are expected to read this Handbook in its entirety and should feel free to discuss its contents with the CEO at any time. Individual situations that conflict with policies and procedures should also be discussed with the CEO.

Please understand that this Handbook can only highlight and summarize our policies and procedures. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning the applicability of a policy or procedure to you, you should address your specific questions to the CEO.

Except for at-will employment, the policies and procedures contained in this Handbook can change at any time, for any reason, with or without warning, and management retains the right to revise, rescind, suspend, interpret, supplement, or delete any policy or provision of this Handbook at any time, without having to give cause or justification. We will inform you of any changes as they occur.

If any provisions of this Handbook are not consistent with applicable federal law, state law, local law, regulation, or third-party benefit plan; we will follow the law, regulation, or third-party benefit plan.

This Handbook supersedes all previously written employee handbooks and applicable policies and procedures, and the revision or elimination of any portion of this Handbook shall not compromise the validity of the remainder of the document.

Section 2: Employment-At-Will Statement

We are happy to welcome you to Inspiring Lives, and we sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment at our organization. Your employment here is at will. This means that you are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason, with or without notice, with or without cause, for any reason not prohibited by law.

No employee or organization representative, other than the CEO, has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Furthermore, the CEO may change the at-will-employment relationship, but only in a written contract signed by the CEO and the employee.

Any supervisor, direct lead, team leader, or manager's verbal commitments that conflict with or are not expressly contained in the contents of this Handbook are not a part of the terms and conditions of your employment with Inspiring Lives. The at-will employment relationship does not and is not intended to interfere with, limit, infringe upon, or relinquish an employee's right to join with others to work toward altering the terms or conditions of his/her employment, including at-will status. Nothing in this Handbook constitutes a contract, evidence of a contract, or a promise of continued employment.

Please indicate your understanding by reviewing and signing the "Employee Handbook Acknowledgement and Receipt" included at the end of this Handbook.

Section 3: New Employee Information

3:1 Open-Door Philosophy

We want to maintain a positive, pleasant and successful environment for all of our employees. To help us meet this goal, Inspiring Lives has an open-door communication policy. We are always ready to speak with you about any of your concerns.

If something about your job is bothering you, or if you have a question, concern, or idea related to your work, please discuss it with your direct supervisor as soon as possible. Supervisors are available to listen to concerns, encourage input, and seek resolution to problems or issues. If for any reason, you are not able to or do not wish to discuss the situation with your direct supervisor, you may bring your concerns to the attention of another member of leadership, the CEO, the Human Resources Specialist, or the Board of Directors.

In addition, meetings will be held periodically to discuss new procedures or challenges. Employees are encouraged to contribute to discussions. Suggestions and feedback about our procedures, policies, and systems are always welcome.

3:2 Complaint Resolution

Misunderstandings, conflicts, problems, or other questions about your job or work-related decisions and interactions can arise in any workplace. To ensure effective working relations, it is important that some matters be resolved before serious problems develop. If your concern relates to sexual harassment or another type of workplace harassment, please review Section 4:7 "Harassment and Discrimination Statement". For other complaints or concerns regarding agency operations/situations or staff actions, this is the procedure:

1. Politely discuss the problem with the person you have a problem with. Bring with you ideas of how the problem could amiably be resolved. (Do not discuss the problem with people who are not involved and are not a part of the solution.) Complaints should be addressed in a private area only.
2. If the situation is not resolved in Step 1, see your immediate supervisor, who is in position to help resolve your problem or concern. In an effort to resolve the problem, your immediate supervisor will consider the facts and conduct an investigation, as necessary. You will normally receive a response regarding your problem within five days of meeting with your direct supervisor. If you are not satisfied with the response of your immediate supervisor or if the supervisor fails to respond to your complaint within five working days, you may proceed to Step 3.
3. If not resolved in Step 2, complete written complaint to the CEO. The CEO reviews written complaints and meets with the employee. The supervisor may attend a meeting at the request of either the CEO or the employee. The CEO will give their decision at such meeting unless the time has been mutually extended, in which event, the new time frame will prevail.
4. If the employee feels the situation is not resolved satisfactorily at Step 3, he/she may appeal to the President of the Board of Directors of Inspiring Lives. The President of the Board of Directors reviews the written complaint and sets up a

time to review the complaint with a quorum of the Board of Directors. The Board may make a decision at that time or choose to set up a time to meet with the employee to review the complaint. The CEO of Inspiring Lives, and/or the supervisor, may attend the meeting at the request of either the Board of Directors or the employee. The Board of Directors will give their decision at such a meeting unless the time has been mutually extended, in which event the new date will prevail.

Failure to follow the prescribed procedure in presenting a complaint may be interpreted as insubordination and be subject to disciplinary action.

3:3 Whistleblower Policy

Inspiring Lives requires employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the organization, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all employees and board members to comply with Section 4:2 "Code of Conduct", and all applicable State and Federal Code (laws) and to report violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No Employee who in good faith reports a violation of the code shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within Inspiring Lives rather than or prior to seeking resolution outside Inspiring Lives.

Reporting Violations

The code addresses Inspiring Lives' "Open-Door Policy" (Section 3:1), and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your direct supervisor or you are not satisfied with your direct supervisor's response, you are encouraged to speak with someone in leadership whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations of the Code of Conduct to Inspiring Lives' CEO, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following Inspiring Lives' organization's Open-Door Policy, individuals should contact Inspiring Lives' CEO directly. If you are reporting a violation against the CEO, the report should be made to the President of the Board of Directors. The Board of Directors will investigate any reports made against the CEO.

CEO

Inspiring Lives' CEO is responsible for investigating and resolving all reported complaints and allegations concerning violations of the code and, at her discretion, shall advise the President of the Board of Directors. The CEO has direct access to the Board of Directors and is required to report to them at least annually on compliance activity.

Accounting and Auditing Matters

The Board of Directors shall address all reported concerns or complaint regarding corporate accounting practices, internal controls, or auditing. The CEO shall immediately notify the Board of Directors of any such complaint and work with them until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling Report of Violations

The CEO will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

3:4 Onboarding

During your first few weeks of employment at Inspiring Lives, you will meet with key people to fill out the necessary paperwork and to become acquainted with our organization. At this time, our Human Resources Specialist will answer any questions you may have and discuss things such as organization operations, policies, procedures, benefits, training, facilities, and compensation. Instruction in the use of any equipment may also be done during this time.

Employment Eligibility Verification

Federal and state laws prohibit knowingly employing aliens not legally authorized to work in the United States, and legal non-immigrants whose status does not permit domestic employment. New employees must complete Form I-9 on the first day of employment and produce acceptable documentation proving employee identity and authorization to work within three (3) days of hire. Failure to complete the Form I-9 or produce the required identification within the time period allowed by law will result in termination of employment.

3:5 Orientation and Training

Each new employee is given a job description which is reviewed and signed. Within 1 month of initial employment, each employee reads all personnel policies, policies of their department and signs the following affirmation of understanding and agreement to adhere to those policies. New employees complete general orientation, on-the-job orientation, and competency testing for their team job duties. Responsibility for instruction and training in specific duties is under the direction of the applicable Team Lead of the team, Training and Development Specialist, and/or Human Resource Specialist.

The organization provides needed training and supports to its staff within 30 days of employment for full-time staff. Part-time staff must have these trainings documented and completed within 90 days of employment. On-going annual training requirements must be met as well, with annual defined as "within a calendar year" (January through December).

The following training requirements must be met and documented for all staff providing services:

- Service Description
- Provision of Services
- Service Documentation
- Individual Rights and Restrictions
- Confidentiality/HIPAA/ROIs
- Provision of Medications
- Pharmacology
- Child and Dependent Adult Abuse/Mandatory Reporting (DHS approved program within 6 mo)
- Health and Safety Crisis Plans/Behavioral Intervention Plans
- Brain Injury (provided prior to provision of services as needed)
- Schizophrenia, and other psychotic disorders
- Bipolar
- Depressive Disorders
- Anxiety
- Personality Disorders
- PTSD: Trauma and Stressor-Related Disorders
- Therapeutic Communication
- Therapeutic Relationships
- Family-Professional Collaboration
- Non-violent Crisis Intervention (CPI)
- Anger, Verbal Aggression, and Physical Aggression
- Cognitive Behavioral Therapy (CBT)
- Dialectical Behavioral Therapy (DBT)
- Motivational Interviewing
- Trauma Informed Care
- Medicaid Waste, Fraud, and Abuse

- Substance Abuse and Stages of Change
- Suicide and Self Harm
- Emergency Crisis Response for Individuals with Behavioral Health Needs
- Tertiary Care Approach to Cross Systems Crisis Intervention Planning
- Disabling Segregation: Creating a Culture of Inclusion
- Person Centered System

3:6 Introductory Period

At Inspiring Lives, we consider the first 90 days of your employment to be an introductory period. During this introductory period, you are given an opportunity to discover whether you enjoy working at Inspiring Lives and if you wish to continue in your position. It also enables Inspiring Lives to evaluate your interest in your job, your interest in the organization, and your ability to carry out the job responsibilities and requirements.

During your introductory period, any conduct that would fall under our disciplinary process and procedures will be considered on a case-by-case basis and may result in immediate termination of employment, regardless of the severity of the behavior or action.

After successful completion of the introductory period, employees will receive a pay increase.

The introductory period does not in any way change the at-will employment relationship between Inspiring Lives and its employees. Employment is at will both during and after the introductory period; therefore, employment may still be terminated by either party, at any time, for any reason not prohibited by law, regardless of completion of the introductory period.

3:7 Employee Parking

Parking instructions vary based on location. Do not park in spaces that are intended for client vehicles or spaces designated for organization vehicles. Any parking violation fines received will be the responsibility of the driver, not the organization.

3:8 Employee Privacy and Personal Belongings

Employees do not have a right to privacy in their workspaces or in any other property belonging to Inspiring Lives. Property of the organization includes, but is not limited to, desks, filing cabinets, storage areas, and workspaces. We reserve the right to search property of the organization at any time, with or without warning, to ensure compliance with our policies. This may include policies that cover employee safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items. Inspiring Lives will generally attempt to notify employees prior to conducting a search or inspection but may not always be able to do so.

Employees are allowed to bring personal items, such as decorations, to work, but these items must meet fire marshal code and must not negatively impact the health and safety

of other employees. Prader-Willi Syndrome (PWS) employees cannot bring in their own food for the safety of the individuals.

Any personal items brought to work or stored on work premises are the individual employee's responsibility, not the organization's responsibility. Inspiring Lives assumes no responsibility for the recovery or replacement of damaged, lost, or stolen personal property, including items kept in personal vehicles on our property. All personal items should be safeguarded and locked up when possible. Any incidents of theft should be immediately reported to a member of management.

3:9 Professional Appearance and Attire

All Inspiring Lives' staff are required to maintain these minimum standards of personal appearance. These standards provide a safe, hygienic, therapeutic, and professional environment for all members of Inspiring Lives. By adhering to these standards, staff will be safely and effectively attired for work, and will also portray a positive and professional image to the public that inspires confidence in their ability.

Some duties may require employees to wear uniforms/scrubs or safety articles or to adhere to more specific requirements than those set forth in this policy. Supervisors will inform employees when they are subject to more restrictive unit/departmental appearance or dress code standards that supersede this policy's general guidelines. The CEO, Director of Clinical Services, Human Resource Specialist, Nurse, Addiction Specialist, Organizational Development Team, Finance Team, all Service Coordinators, and Program Managers are required to wear business attire (dress pants, dress shirt, and dress shoes) Monday through Thursday. Blue jeans can be worn on Fridays along with a professional top or shirt with the Inspiring Lives logo. Shorts, skirts, and dresses cannot be more than three (3) inches above the knee.

Examples of inappropriate dress that is not permitted include, but are not limited to:

- Mini-skirts;
- Torn, ripped, frayed, patched, un-hemmed clothing, or clothing printed with inappropriate text or images;
- Cut-offs;
- Revealing clothing such as halter tops, tank tops, spaghetti straps, low cut or see through blouses, muscle shirts, or shirts that expose the midriff;
- Tight, sheer, or revealing clothing. Leggings allowed as long as buttocks are covered;
- Beachwear and sportswear, e.g., jogging suits or sweat pants, unless they are specifically required for a particular position;
- Stenciled clothing, including caps, jackets, shirts, etc., that advertise products or display messages or pictures that are inappropriate to the treatment setting, (including but not limited to, clothing with logos for alcoholic beverages, tobacco products, offensive/suggestive content, or clothing displaying nudity or illegal substances), are not allowed.

Closeness and frequency of contact with clients, the public, and fellow employees demands a high degree of personal cleanliness at all times. Such cleanliness is an essential condition of quality patient care and overall professional demeanor.

Staff shall dress in accordance with special safety requirements in their work unit based on the nature of the work and their proximity to possible safety hazards. Life Skills Coaches (LSC) are required to wear closed-toed shoes.

Specific expectations for all employees include:

- Clothes should not be torn or tattered.
- Clothing should be worn and fit in such a manner that it does not expose the abdomen, chest, or buttocks areas.
- Clothing should be free of sexual references, foul language, and suggestions or promotions regarding the use of drugs.
- Facial hair should be neatly groomed and maintained. For safety and infection control, facial/body hair will need to be covered when working with food.
- Hair must be neatly groomed and clean. Long hair may neither obstruct vision nor interfere in any way with an employee's job performance. A hair restraint (i.e. hair net), may be required in certain settings. All staff are required to wear a hairnet inside the kitchen. MHS/LSC's/CMAs are required to wear hair up in a ponytail.
- Fingernails should be clean and maintained. Fingernail length must be appropriate to the work setting and not interfere with client care, job performance, and safety. For these reasons, fingernail length may be restricted in certain work environments.
- Jewelry worn by employees must be of reasonable shape and size, appropriate to the work setting, and may not interfere with client care, job performance, or safety. Small studs are the only acceptable forms of visible pierced jewelry. Rings must be small enough to allow for the use of gloves, with no risk of tearing the gloves. Jewelry, ties, scarves, and other potential chocking hazards around the neck are prohibited.
- Mild scented products, including, but not limited to perfume, cologne, after shave, scented oils, or body lotions, may be worn in moderation, but should be discontinued if clients, visitors, or co-workers express a concern.
 - Regardless of the location, employees are prohibited from having any form of body art and/or modification that:
 - A reasonable person would consider offensive. In terms of what constitutes offensive, the same principles apply as would for an offensive picture, e-mail or poster in the workplace, and/or;
 - Implants which create abnormalities or dental ornamentation (exemptions to this are medical modifications such as reconstructive surgery).
- All art & body modifications will be evaluated on a case-by-case basis but examples of prohibited body art include, but not limited to:
 - Those that are commonly associated with illegal gangs, criminal behavior and racism;
 - Graphic depictions of sexual actions or nudity;
 - Tattoos of slogans that amount to racial, ethno-religious, homophobic or sexual vilification; and

- Tattoos in languages other than English depicting words or phrases that, when translated into English, a reasonable person would consider offensive.

The definition of body art and modification as defined is not intended to capture forms such as standard cosmetic tattoos (eyebrow tattoos), standard cosmetic modification or medical modifications (e.g. augmentation for cosmetic or medical reasons).

Prohibited body art and /or modification must be removed or covered while on duty/during work hours.

Special permission may be granted by the CEO to make exceptions to this policy for special outings or events, such as picnics, or off-campus activities; however, appearance at these events, nevertheless, must remain appropriate and project a professional image.

Inspiring Lives reserves the right to assess any employee's attire and personal grooming and deem them appropriate or inappropriate. Employees who do not meet the standards of the policy may be required to take corrective action, including potentially leaving the premises until they have corrected the situation. Non-exempt employees will not be paid for the time they are gone for this purpose. Any employee who violates these standards may be subject to disciplinary action, up to and including termination of employment.

3:10 Background and Reference Checks

To maintain a safe and productive work environment and to ensure we are hiring well-qualified candidates, Inspiring Lives conducts background checks on all job applicants. The results of these checks may impact a candidate's eligibility to work for our organization. Inspiring Lives also reserves the right to conduct these checks on current employees to determine eligibility for reassignment, transfer, or promotion in the same manner as described in this section.

The type of information that may be collected includes, but is not limited to, criminal background, employment history, education, professional references, personal references, and any other information disclosed on an employment application or resume. Additional checks such as a driving record or credit reports may be made on applicants and current employees for particular job categories, if appropriate and job related.

Inspiring Lives will conduct background checks in compliance with federal and state statutes, including the Fair Credit Reporting Act (FCRA), and may use a third-party to conduct the background check.

No employee, other than the Human Resources Specialist, will be allowed to give professional reference checks or employment verification information on any current or former employee to outside sources. Organization policy is to confirm dates of employment and job title only; with written authorization, the organization will confirm

compensation. Forward any requests for employment verification to the Human Resources Specialist.

3:11 Employment Testing

Inspiring Lives performs pre-employment drug testing as outlined in the “Substance Abuse Policy,” which will be made available prior to testing and upon request. The policy outlines additional situations in which the agency may require a drug or alcohol test.

Inspiring Lives may also implement various employment tests, such as personality testing. If such tests are implemented, they will be in compliance with the laws affecting them.

3:12 Job Descriptions

Inspiring Lives attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one.

Job descriptions prepared by the organization serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the organization may have to revise, add to, or delete from your job duties per business needs. On occasion, the organization may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with your direct supervisor.

3:13 Performance Management and Review Process

Each employee contributes to the success or failure of our organization. Inspiring Lives conducts reviews of employee performance with the purpose of providing you the opportunity to openly discuss how you can utilize your talents to the fullest and help both parties succeed. Discussions related to poor job performance will not be withheld until performance reviews; poor job performance will be addressed, when it occurs, through our disciplinary action process.

The performance appraisal provides a means for discussing, planning and reviewing the performance of each employee. Regular performance appraisals:

- Provide documentation of employees’ performance and progress measured against pre-set goals and objectives.
- Help employees clearly define and understand their roles and responsibilities.
- Provide criteria by which employees’ performance will be evaluated.
- Suggest ways in which employees can improve performance.
- Assist and motivate employees to perform at high levels.
- Help supervisor plan, distribute and achieve departmental goals.
- Provide an opportunity for each employee to give feedback on his/her review.
- Provide a fair basis for awarding compensation based on merit (when approved by the Inspiring Lives Board)

Performance is generally reviewed upon successful completion of the introductory period and annually thereafter. Annual performance reviews will occur during your anniversary month and will include your direct supervisor and the Human Resources Specialist as deemed appropriate. The performance review will be discussed, and both the employee and his/her supervisor will sign the form to ensure that all strengths, areas for improvement, and goals for the next review period have been clearly communicated. Performance review forms will be retained in each employee's personnel file. Poor job performance or unwillingness to actively participate in the review process can lead to disciplinary action, up to and including termination of employment.

3:14 Internal Transfers and Promotions

We are dedicated to helping employees reach their professional goals through internal transfer and promotion opportunities when possible; therefore, Inspiring Lives may offer employees transfer opportunities or promotions to higher-level positions when appropriate. Please contact your direct supervisor or the Human Resources Specialist with questions regarding this process.

Inspiring Lives retains the discretion to make exceptions to this policy and apply the policy in any way it sees fit, including determining outside recruitment to be in the organization's best interest.

3:15 Personnel Files and Access

Inspiring Lives maintains a personnel file for each employee of the organization. Personnel files are securely maintained by the Human Resources Specialist. They include information such as the employee's job application, resume, general orientation checklist, on-the-job checklist, competency testing, performance appraisals, compensation history, records of training, disciplinary actions, and other employment records. The purpose of this file is to allow Inspiring Lives to make decisions and take actions that are personally important to you, such as notifying your family in case of an emergency and calculating income tax deductions and withholdings.

Personnel files are the property of Inspiring Lives, and access to the information they contain is restricted. Only the CEO, the Human Resources Specialist, and members of the management team who have a legitimate reason to review the information in these files are allowed to do so. All requests by an outside party for information contained in your personnel file must be directed to the Human Resources Specialist, who is the only authorized individual to give out such information.

Employees who wish to review their personnel file should contact the Human Resources Specialist. With reasonable advance notice or as otherwise required by law, employees may review their own personnel files in organization offices and in the presence of an individual appointed by Inspiring Lives to maintain the files. Inspiring Lives will follow any additional and/or different state laws which govern access to or

review of employee personnel files.

We understand the particularly sensitive nature of an employee's medical records; therefore, any records containing medical information will be maintained in a separate, confidential, medical file in a manner consistent with laws governing the maintenance and storage of employee medical files.

Information Changes

Because we use the information in your personnel and medical files to take actions on your behalf, it is important that the information within them is accurate. Your cooperation will enable us to keep your information updated. All employees are responsible for notifying the Human Resources Specialist of any changes which affect their employment or benefit status, including changes in the following:

- Name
- Mailing or email address
- Phone number
- Income tax withholding designations
- Marital status
- Dependents
- Insurance beneficiaries
- Military status
- The financial institution you have selected for direct deposit
- Name and phone number of the individual(s) whom we should notify in case of an accident, illness, or emergency
- Driver's license and/or automobile insurance status, if you drive for organization business

3:16 Ending Employment

Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to leave the organization. If you decide to end your employment, all staff must resign in-person to their immediate supervisor and document their resignation in writing. A "Letter of Resignation" form is available and preferred. An Exiting Employee Evaluation is included with this form.

Unless otherwise noted in policy, all staff members are required to give at least two weeks prior notice of resignation.

The following positions are required to give notice at least one-month prior

- Director, Leadership, and CEO position(s)
- Service Coordinators
- Addiction Specialist
- RN
- Human Resources Specialist
- Billing Specialist
- Accounting Specialist
- Organizational Development Team Members

- Environmental Services Assistant Director
- Program Manager

Staff members who have submitted their resignation cannot request or use PTO.

You will be expected to return all organization property in good working condition – such as keys, cell phones, and electronic devices – on or before your last day worked.

In certain circumstances, for example when an employee is leaving the organization to join a competitor, it is possible he/she will not be allowed to return to work for the period of notice given.

Final Paycheck

If you leave your employment at Inspiring Lives for any reason, you will receive your final paycheck by the next regularly scheduled payday, in accordance with state law.

Staff who have given the required prior notice of their resignation, worked their regularly scheduled days during the resignation notice period, and have returned all Inspiring Lives' property, will be paid unused accrued PTO at your base rate of pay in accordance with the following vesting schedule:

| Employment Duration | PTO Paid Out Upon Termination |
|---------------------|------------------------------------|
| 6 months – 1 year | $\frac{1}{2}$ unused accrued PTO |
| 1 year – 3 years | $\frac{2}{3}$ unused accrued PTO |
| 3 years – 8 years | $\frac{3}{4}$ unused accrued PTO |
| 8 years + | Total amount of unused accrued PTO |

Extended Illness Bank (EIB) balances will not be paid out upon termination of employment, regardless of termination reason.

Any employee who resigns or is involuntarily terminated shall forfeit the right to any and all commissions, bonuses, benefits, or other privileges to which he/she may have become eligible at a date subsequent to termination of employment. Since commissions are considered earned when payment is received by Inspiring Lives, the employee's right to commissions shall be forfeited upon the last day of employment.

Exit Interviews

Management encourages staff to participate in an exit interview when an employee leaves Inspiring Lives for any reason. During the exit interview, you will have the opportunity to tell us about your employment experience here, including what you liked, what you didn't like, and where you think we can improve.

The exit interview also gives us a chance to handle some practical matters relating to the end of your employment. During the exit interview, you will have an opportunity to

ask any questions you might have about insurance continuation, other benefits, final paychecks, or any other matters relating to the end of your employment.

Rehire Eligibility

Former employees who have left Inspiring Lives in good standing and were classified as eligible for rehire may be considered for reemployment. An employee who is terminated for violating policy, who voluntarily resigned in lieu of termination, who abandoned his/her position with the organization, or who failed to give the required notice may be considered ineligible for rehire.

In order to be considered for reemployment, an application or resume must be submitted to the Human Resources Specialist, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam(s). Approval from the CEO and Human Resources Specialist must be obtained prior to rehiring a former employee.

Rehired employees begin benefits just as any other new employee. Except for where ACA requirements dictate an eligibility date, previous tenure will not be considered in calculating seniority, paid-time benefit accruals or any other benefits or conditions of employment.

Unemployment Compensation

Unemployment compensation insurance is paid for by Inspiring Lives and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from Inspiring Lives.

Section 4: Policies and Expectations

4:1 Confidentiality

Our clients, individuals, and other parties with whom we do business entrust the organization with important “confidential information.” Confidential information is defined as proprietary (owning or holding exclusive rights to something) or non-public oral and written information, or machine-readable information belonging to Inspiring Lives. Examples include any communication, information, reception, or narrative forms – whether oral, printed, or electronic, including in databases or on papers. Confidential information includes, but is not limited to, financial data, business partners, vendors, clients, individuals, or other non-public proprietary organization information such as legal documents and research data.

During the course of employment, employees may have access to confidential information. Any confidential information – whether oral, written, or electronic – should be maintained in a manner that ensures its confidentiality. Unless prior authorization is obtained, the release of any such confidential information could result in negative financial or competitive action, productivity loss, or cause legal or other non-beneficial impacts on Inspiring Lives. Employees who have access, or who are authorized to use or disclose confidential information, have both the responsibility to safeguard access to such information and to limit access to those allowed by permission and/or by law. The access must be appropriate to the employee's job responsibility. If an employee is unsure whether certain information is considered confidential, he/she should first check with management before dissemination.

A breach is a violation of this policy and/or federal or state regulatory requirements resulting in the unauthorized or inappropriate use, disclosure, or access of confidential information. This policy does not address breaches of protected health information.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications or interfere with an employee's right to discuss terms and conditions of employment and mutual work-related concerns.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your direct supervisor or the CEO.

Please remember that even if you leave Inspiring Lives and move on to future endeavors, you still have an obligation to keep this organization's confidential information confidential.

All employees are required to sign a confidentiality agreement as a condition of employment. Please refer to the applicable agreement you have signed for more specific information on confidentiality and intellectual property.

Violation of this policy may result in disciplinary action, up to and including termination of employment, and may subject the violator to civil liability.

Media Inquiries

The only person authorized to speak to the media on behalf of Inspiring Lives is the CEO, or a designee specifically authorized for this purpose. Employees should not speak to any member of the media on Inspiring Lives's behalf but should instead refer any and all media requests to the CEO.

4:2 Code of Conduct

Our "Code of Conduct" consists of some ethical and common sense expectations which, if followed, contribute to a harmonious working environment for staff and clients. It is not intended to be an exhaustive list. If you have further question son our code of conduct, please speak with your direct supervisor.

Professionalism

- All staff are to maintain a cooperative spirit and interest in teamwork with co-workers and supervisors in a professional manner at all times and accept responsibility for establishing and maintaining healthy interpersonal relationships with every other member of this staff.
- Honesty is required and expected. Any form of dishonesty in connection with work performance may be cause for involuntary termination.
- Insubordination and/or failure to carry out a reasonable order at the time given by the employee's superior is prohibited.
- Failure to report to work without notification to your direct supervisor of absence is prohibited.
- Leaving Inspiring Lives during an assigned shift without permission, unless authorized by on-call for LSCs or direct supervisor for all other staff, is prohibited. If time off is requested, the reason is to be stated to your direct supervisor, and a variance report must be completed.
- Sleeping on the job is prohibited unless at an approved site and during an approved time.
- Malicious damage, destruction or theft of Inspiring Lives' or another's property is prohibited.
- Cleanliness and neatness in person, material and work areas is required.
- Employees who overstay a leave of absence or a vacation without securing permission for an extension through their supervisor are considered to have voluntarily terminated their position.
- No person suspected of being under the influence of alcohol or intoxicating drugs will be permitted to provide services with Inspiring Lives.
- Repeating an offense for which an employee has been warned in writing is prohibited and may be reason for immediate dismissal.
- All staff are required to review and acknowledge the scomms titled "leadership corner" for all staff communications.

Confidentiality

- Information about a client's treatment or condition is strictly confidential and should not be given out to anyone without a signed release of information.

Inquiring about a client should be referred to the—Service Coordinator or designee.

- Employees are not to discuss clients or Inspiring Lives' business with non-work related persons or work persons who do not have a need to know. This would be a violation of Section 4:1 "Confidentiality".

Professional Relationships

- All clients should be treated with courtesy and respect.
- Disrespectful treatment of a client is strictly prohibited.
- Profanity toward staff or clients is prohibited.
- Disagreements between employees regarding client care or the operations of Inspiring Lives should never occur in the presence of clients or visitors. Follow Section 3:2 "Complaint Resolution".
- Criticism about Inspiring Lives, a co-worker or a client should be discussed in a constructive manner with the person involved who can change the situation and/or one's supervisor, not with others who are not involved. Please see Section 3:2 "Complaint Resolution" for more details.
- Staff members are not to receive gifts or money from firms potentially or actually doing business with Inspiring Lives. If they wish to give something to the facility, this must be approved by the CEO.
- Telephone courtesy is required. Staff should answer the business phone with the greeting, "Inspiring Lives, this is (your name), may I help you?"

Professional Boundaries

- Maintain professional boundaries with all clients. Personal relationships may be viewed as abuse and are not allowed. Physical, emotional or sexual abuse of a client is strictly prohibited and will result in immediate dismissal.
- Staff are prohibited from receiving gifts or money from clients, their visitors, or their relatives. Gifts of food are allowed in case of discharge, holiday or other special occasion and must be reported to the CEO upon receipt.
- Any transactions involving buying, selling, lending, borrowing, or giving directly between staff and clients are discouraged and must be approved by the CEO.
- Staff may never give a client possession of any Inspiring Lives' key other than their own room or house key.
- Staff cannot visit with the client(s) about staff's personal lives.
- Providing clients with unauthorized drugs, alcohol, cigarettes, money, food, etc. is prohibited.
- Staff are not to tell or show clients where other staff live, nor give out staff phone/contact information. Staff are not to give clients or client's family personal contact information of staff, including but not limited to phone numbers, addresses, social media, and unless given permission by the CEO.

Safety

- Employees are required to follow all general safety rules and safety practices and use required safety devices.
- Employees are to report work-related illness or injuries immediately to on-call

and complete an incident report, to be turned into the CEO or designee.

- Employees are to report unsafe conditions to the person who corrects it or their respective supervisor. If it is not corrected, report it to the CEO.
- Staff smoking is allowed only in designated smoking areas during break times. Staff may not smoke at the main entrances.
- Unauthorized lending or use of Inspiring Lives' keys, equipment or building is prohibited.
- No person with communicable disease will be allowed to provide services at Inspiring Lives without proper precautions.
- Use of any method of restraint other than approved by Inspiring Lives policy and properly documented is prohibited.

In addition to the items outlined above:

- Staff individual solicitations or politicking for any purpose is prohibited during working hours or on the premises during non-working hours unless approved by the CEO.
- Employees are responsible, per Iowa Code, to notify administration of any criminal conviction or other convictions within 48 hours.
- Report any real or suspected violation of Inspiring Lives policy or law to your direct supervisor and the CEO.

Additional conduct expectations can be found in more detail throughout this Handbook. Employees who fail to maintain standards of conduct may face disciplinary action, up to and including termination of employment.

4:3 Corporate Compliance: Medicaid Waste, Abuse, and Fraud

Inspiring Lives believes in developing a culture of compliance. The organization will provide services in compliance with state and federal laws governing its operation and do so with the highest standards of ethics. The agency will provide orientation on corporate compliance upon hire, and training annually to all employees.

Federal and state laws prohibit waste, abuse, and fraud of Medicaid funds that the National Response Center (NRC) receives for services provision. These laws include the 2005 Deficit Reduction Act; Federal False Claims Act (amended 1986) under title 13 of the United States Code, sections 3729 through 3733; and Iowa Code 249A.8 and 714.8(10)-714.14. At Inspiring Lives, Medicaid funds are received for Subacute services, Crisis Residential services, ACT, HCBS Habilitation, and HCBS waiver. Inspiring Lives prohibits Medicaid waste, abuse, and fraudulent practices.

The CEO is the designated Corporate Administrator for Inspiring Lives. The CEO has the authority and responsibility for overseeing the development, implementation, and maintenance of the Corporate Compliance Program. The CEO will be responsible to monitor matters pertaining to corporate compliance; conduct, as needed; risk assessments; providing or arranging training for employees on corporate compliance; and making reports on matters pertaining to corporate compliance.

Inspiring Lives prohibits retaliation of any kind against employees and individuals who make reports of suspected Medicaid waste, abuse, fraud; and wrongdoing; or violations of the codes of ethical conduct.

Medicaid waste, abuse or fraud may include, but not limited to, the following:

- Billing for services that were never provided, including adding services that were not provided onto a claim for legitimate services that were provided;
- False cost reports whereby inappropriate expenses not related to services provision are intentionally included in cost reports;
- Illegal kickbacks, where a provider may conspire with another provider to share part of monetary reimbursement the provider receives in exchange for services/ referrals. Such kickbacks could include cash or other items of value;
- Employing individuals or entities on the OIG Exclusion listing;
- Billing multiple times for services that were provided;
- Providing poor quality services including denial of critical care and abuse;
- Theft of items that Medicaid/Medicare was used to purchase, including, but not limited to, prescription medications, wheelchairs, and adaptive and medical equipment;
- Falsifying Medicaid services documentation and service notes and documenting services that were never provided;
- Falsifying a timecard by documenting hours of Medicaid services that were never provided to the Medicaid recipient.

Any employee who suspects Medicaid waste, abuse, fraud; wrong doing; or violations of the codes of ethical conduction, should immediately report, within 24 hours or the next business day, that allegation to the CEO. If the employee suspects the CEO of Medicaid waste, abuse, fraud, wrongdoing, or violations of the codes of ethical conduct, the report should be made to the President of the Board of Directors.

The CEO (unless the allegation is against the CEO) will coordinate and initiate an internal investigation into the allegation within five working days. If the allegation is against the CEO, the President of the Board or designee will coordinate the investigation and follow all written procedures.

Interviews will occur with the employee involved, other potential witnesses, along with a review of any documents relevant to the allegation. The CEO will maintain notes on all interviews and review of documents. The CEO will also secure written statements from all employees interviewed and ensure their signature on the written statements. Depending on the nature of the allegation and strength of the evidence, an employee may be suspended without pay until the investigation is completed.

Within ten (10) business days of initiation of the investigation, the CEO will prepare a written report of the investigation and present the report to the President of the Board of Directors. After reviewing the report of the investigation, the CEO will make recommendations based on the findings and evidence. Recommendations may include, but not limited to, additional training, increased monitoring, disciplinary actions up to and

including termination, and/or a self-report to the DIAL fraud unit and DHHS for further investigation.

The reporting employee or individual, if known, will be notified of the conclusion of the investigation. However, due to confidentiality requirements, the reporting individual will not be privy to the results and recommendations of the investigation.

Any founded allegations will be documented in the employee's personnel file along with a record of any disciplinary actions taken as the result of the investigation. If the employee was suspended without pay, and no disciplinary actions are taken, the employee will receive back pay for the time period off work on suspension. If disciplinary actions are taken, no back pay will be provided to the suspended employee.

Any unfounded allegations will be reviewed and discussed, if possible, with the reporting employee and the individual against whom the allegation was made. This meeting should be conducted individually with each employee and the reporter of the allegation maintained with strictest confidentiality. If it is determined that the complaint is outside the scope of its responsibility or merits outside review, leadership will confer with legal counsel and/or self-report to the DIA fraud unit.

The CEO will maintain a confidential record of all such complaints and concerns, along with the investigative outcomes.

The False Claims Act contains language protecting "whistleblower employees" who report suspected Medicaid, waste, abuse and fraud from retaliation by their employer. Employees that are discharged, demoted, suspended, threatened, harassed, or in any way discriminated against in the terms and conditions of employment by the employer for "blowing the whistle" are entitled to recover all relief necessary. Damages available to the employee that proves retaliation include: reinstatement, two times back pay, interest, emotional distress damages, cost and attorney's fees. Additionally, the successful whistle blower may be eligible to recover 15% to 30% of the government's recovery from the fraudulent practice. The False Claims Act allows a private person to file a lawsuit on behalf of the United States government against a person or business that has committed the fraud.

Any employee or reporting individual who feels they are being retaliated against for reporting Medicaid waste, abuse, fraud, wrongdoing, or violations of the codes of ethical conduct, should immediately report this concern within 24 hours to the CEO. If the allegations of retaliation are against the CEO, this report should be made to the President of the Board of Directors.

Inspiring Lives has key mechanisms and procedures in place for internal monitoring to aide in detecting and preventing Medicaid waste, abuse, fraud, wrongdoing, and improper documentation, including, but not limited to:

- A random sample Medicaid service documentation notes are reviewed each month by appropriate leadership prior to billing for services, ensuring documentation meets rules and regulations prior to billing for services. Corrective

actions are implemented as needed to improve the quality of Medicaid documentation.

- Initial and annual training is provided to employees on corporate compliance including prevention of Medicaid waste, fraud, and abuse, including reporting procedures.
- Background checks, including but not limited to, abuse, OIG exclusion list, and criminal background checks are completed on all applicants prior to an offer of employment. Applicants with a record will not be offered employment at Inspiring Lives unless DHS approved. The Human Resources department reviews OIG posting quarterly to check to see if any current employees or entities are excluded from participation in the Medicaid program.
- Internal investigations of all allegations of denial of critical care, abuse, exploitation, and poor quality care with appropriate corrective actions implemented based on findings. Reporting to the appropriate department within 24 hours reasonable suspicion of denial of critical care, abuse, and exploitation.
- Internal investigations of all allegations of Medicaid waste, abuse, and fraud, with appropriate corrective actions implemented based on findings. Inspiring Lives will report Medicaid waste, abuse, and fraud to the Iowa Department of Inspections and Appeals (DIA) fraud unit.
- Internal review of all major and minor incident reports by the appropriate leadership, with appropriate follow up and corrections on all incidents of concern.
- The Comptroller monitors income and expenses monthly, with a monthly report completed and provided to and reviewed by the key leadership. The Office Manager reviews all expenses closely, to ensure the expenditure was appropriate.
- All expense vouchers, use of organization credit card, other spending, and time cards are reviewed closely and must be approved by the appropriate leadership.

4:4 Equal Employment Opportunity

Inspiring Lives is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation on the basis of actual or perceived age (40 or older), race, color, national origin, ancestry, religion, creed, sex, pregnancy (including childbirth, lactation, and related medical conditions), sexual orientation, gender identity, physical or mental disability, AIDS/HIV status, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

The organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, discipline, termination, and all other terms, conditions, and privileges of employment. All advertisements and postings will include the notation that Inspiring Lives is "An Equal Opportunity Employer" or an abbreviation thereof.

The organization will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity policy in a confidential manner. The organization will take appropriate corrective action, if and where warranted. The organization prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity or any disability accommodation with the Human Resources Specialist.

4:5 Disability Accommodation

Inspiring Lives complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, the Pregnant Worker's Fairness Act, and all applicable state and local fair employment practice laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, Inspiring Lives will provide reasonable accommodation(s) to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, Inspiring Lives will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by Inspiring Lives in connection with a request for accommodation will be treated as confidential.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by federal, state, or local laws.

Inspiring Lives will not discriminate or retaliate against employees for requesting an accommodation. You may contact the Human Resources Specialist with a request for accommodation.

4:6 Religious Accommodation

Inspiring Lives is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the organization dress code or the individual's schedule, basic job duties, or other aspects of

employment. The organization will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations, including other employees, when determining a reasonable accommodation.

If you require a religious accommodation, please speak with the Human Resources Specialist.

4:7 Harassment and Discrimination Statement

Inspiring Lives is committed to maintaining a work environment that reflects the highest level of professional conduct, allowing all employees the opportunity to work in a safe, productive, and professional atmosphere. Therefore, Inspiring Lives expects that all relationships among employees will be business-like and free of bias, prejudice, and harassment on the basis of actual or perceived age (40 or older), race, color, national origin, ancestry, religion, creed, sex, pregnancy (including childbirth, lactation, and related medical conditions), sexual orientation, gender identity, physical or mental disability, genetic information (including testing and characteristics), AIDS/HIV status, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. These behaviors undermine our workplace morale, interfere with our work effectiveness, and will not be tolerated at Inspiring Lives.

Harassment

Harassment consists of unwelcome or offensive conduct – whether verbal, physical, and/or visual – that is based on any of the protected traits or classes previously listed and creates an intimidating, hostile or offensive work environment and interferes with work performance or adversely affects employment opportunities. Types of harassment may include slurs; epithets, name-calling or derogatory remarks; ridicule, mockery, or put-downs; negative stereotyping; offensive jokes, objects, pictures, or written or graphic items; unwelcome touching or contact, including non-sexual touching; physical threats or assaults; threatening, intimidating or hostile acts toward an individual or group; and offensive physical actions that create an intimidating, hostile or offensive work environment. This includes harassment conducted on or off organization time, using organization equipment, or using personal devices via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means. In addition to harassment, this policy also prohibits bullying. Bullying is inappropriate repeated behavior often conducted by one or more persons against another person or persons. See Section 4:13 “Use of the Organization’s Technology” and Section 4:15 “Social Media” for more information regarding harassment and discrimination through electronic communication.

Sexual Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, and as defined in the Equal Employment Opportunity Commission guidelines, sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different genders. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; undue attention, especially to body parts, dress, grooming and posture; leering, whistling, or touching; insulting or obscene comments or gestures; display of sexually-suggestive objects or pictures in the workplace; constant or unwelcome questions about an individual's identity; and other physical, verbal, or visual conduct of a sexual nature.

Individuals and Conduct Covered

In keeping with our commitment to a harassment-free workplace, we will not tolerate harassment by anyone, including any supervisor, employee, customer, vendor, or third party. This policy extends to all work-related interactions, whether in person; via telephone; in writing; or through electronic communications such as email, text messages, instant messages, blogs, electronic conferencing, and social media postings; regardless of whether they are made through a computer, cell phone, or another electronic device or medium. Additionally, this policy applies at all locations, work-related, customer-sponsored, and guest-sponsored social or other events, as well as any activity at which you represent Inspiring Lives or are participating as an employee of Inspiring Lives.

Complaint Procedures

When possible, Inspiring Lives encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his/her behavior is unwelcome and request that it be discontinued, if the individual is comfortable doing so. Often this action alone will resolve the problem. However, the harassing conduct must still be reported to the organization, regardless of whether or not the individual experiencing the conduct believes it has been discontinued or resolved. Inspiring Lives also recognizes that an individual may prefer to pursue the matter through formal complaint procedures, which is always an acceptable option.

Inspiring Lives encourages any employee who believes that he/she has observed, been the subject of, or is being subjected to discrimination and/or harassment to immediately report the incident to his/her immediate supervisor. If for any reason the employee does not wish, or is unable, to report the incident to his/her immediate supervisor, the employee should immediately report the incident to your direct supervisor, or a member of the Leadership Team, so that we can take whatever action is necessary to correct the problem. Any organization management representative who witnesses, hears about, or

receives a complaint of any inappropriate conduct is required to immediately report any incidents to the Human Resources Specialist.

All complaints will be investigated promptly, thoroughly, and in as confidential a manner as possible, without impinging on the organization's ability to conduct a full, impartial investigation. All employees and supervisors have an obligation to cooperate with any investigation by answering questions completely and honestly and giving the investigator all document(s) and other material(s) that might be relevant. When the investigation is complete, the organization will take immediate and proportionate corrective action, if it has been determined that harassment has occurred.

Retaliation

Inspiring Lives will not engage in or tolerate any retaliation against any employee who: reports in good faith known or suspected violations of this policy, assists or participates in an investigation of a complaint, files an administrative charge, or files a lawsuit alleging harassment. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to your direct supervisor or a member of the Leadership Team. Any person who retaliates against any employee who submits a report or provides information regarding a report may be subject to disciplinary action, up to and including termination of employment.

Violation of Policy

Any employee found to violate this policy or knowingly makes false or malicious complaints of harassment, discrimination, or retaliation, and any member of management who is aware of any possible violation of the policy and fails to take corrective action or notify the Human Resources Specialist, may be subject to disciplinary action, up to and including termination of employment.

4:8 Conflicts of Interest

The purpose of this policy is to protect the interests of Inspiring Lives. In the regular course of the business, agents and employees of Inspiring Lives may have the opportunity to advance their own personal interests with or against the interests of Inspiring Lives. Acting in such a manner is unacceptable and any party who acts outside of Inspiring Lives' best interest may be subject to disciplinary action. Inspiring Lives is concerned with conflicts of interest that create actual or potential job-related concerns especially in the areas of confidentiality, client relations, safety, security, nepotism, and morale.

Definitions:

- Employee - any person who is employed by Inspiring Lives in accordance with the labor laws of Iowa.
- Agent - a director, stakeholder, contractor or other third-party that is in the position to act on behalf of Inspiring Lives.
- Financial Interest – The interest that any individual may have in the monetary transactions of Inspiring Lives. In particular, any interest that could have a direct bearing on the financial gain/loss of said individual.

Conflicts of interest could arise in the following circumstances:

- Being employed by or acting as a consultant to: a competitor; a potential competitor; a supplier; or a contractor; regardless of the nature of the employment, while employed by Inspiring Lives.
- Serving as a board member for an outside commercial organization or organization.
- Owning or having a substantial interest in a competitor, supplier, or contractor.
- Using organization property, information, or business opportunities for personal gain.
- Nepotism, employment of relatives, and employment of individuals who have a personal relationship with a current employee or contracted service.

Policy

- It is the policy of Inspiring Lives that all employees, contracted staff, and board members continually and conscientiously avoid any conflict between their respective individual interests and the interest of the agency and its services. This shall apply in any and all actions taken by them on behalf of the agency or its services in their representative capacities. They shall comply with all applicable government statutes, ordinances, and regulations, including those related to conflicts of interests.
- No employee, contracted staff, or board member shall use his/her position with Inspiring Lives or information acquired during employment or association in a manner that creates a conflict (or the appearance of conflict) between his/her personal interests and those of the agency, or otherwise engage in activities that may create a conflict of interest.

Outside Employment

Outside employment that creates a conflict of interest or that affects the quality of value of your work performance or availability at Inspiring Lives is prohibited. The organization recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the organization should be reported to your direct supervisor.

While on leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the organization. If you are on leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action, up to and including termination of employment.

Employees are also prohibited from performing any services on non-working time that are normally performed by Inspiring Lives for clients. This prohibition also extends to the unauthorized use of any organization tools or equipment and the unauthorized use or

application of any organization confidential information. Failure to adhere to this policy may result in disciplinary action, up to and including termination of employment.

Gifts

Gifts of any kind are normally not accepted nor extended. No employee shall accept cash and/or gifts from any individual or business who does business, or who seeks to do business, with Inspiring Lives. Employees may not accept cash and/or gifts made with the intent of inappropriately influencing a decision or otherwise causing a conflict of interest. No employee shall accept any travel, living, or entertainment expenses from such persons or business as a gift or expense allowance.

Financial Conflict of Interest

An employee may not make or participate in the making of a decision if there exists a financial conflict of interest. An employee who has been identified as a "designated official" in the Inspiring Lives Conflict of Interest Codes shall file financial disclosure statements each year.

Employee-Vendor Relationships

It is the policy of Inspiring Lives to separate the employee's Inspiring Lives and private interest and to safeguard Inspiring Lives and employees from charges of favoritism in acquisition of goods and services. Goods or services shall not be purchased from an employee or near relative of the employee unless there is a specific determination that the goods or services are not available otherwise at like cost. Inspiring Lives credit, purchasing power, and facilities shall be used for the purchase of goods and services that relate directly to Inspiring Lives business and shall not be used to purchase material for individual or non-Inspiring Lives activities.

Independent Consultants

Proposals from independent consultants shall include the name and Inspiring Lives position of any employee who holds a position of director, officer, partner, trustee, supervisor, or employee in the consultant organization. Selection of the independent consultant shall be made only on the basis of qualifications, resources, experience, needs of Inspiring Lives and cost to Inspiring Lives. An employee who participates in a decision to select a consulting firm in which the employee holds a position must consider the disqualification requirements of the Political Reform Act of 1974. Inspiring Lives policy regarding employee-vendor relationships applies to services as an independent consultant.

Nepotism

Inspiring Lives wants to ensure that organization practices do not create situations such as conflicts of interest, morale issues, or complaints of favoritism. Therefore, close relatives, partners, those in a dating relationship, or members of the same household are not permitted to be in positions that have a reporting responsibility to each other.

Definitions:

- *Close relatives*, for purposes of this policy, include parents, children, siblings, aunts, uncles, nieces, nephews, grandparents, and first cousins. In-laws and step relation of those listed are also considered close relatives.

- *Nepotism* is defined as favoring relatives or friends, especially by giving them jobs or promotions.

Candidates for employment will **not** be directly supervised by close relative, partner, or household member. A plan of action will be developed by leadership for decisions that involve hiring, retention, transfer, promotion, demotion, access to training opportunities, performance reviews, disciplinary actions, wages, leave request, personnel records and any other aspect of employment that can be considered a benefit to the close relative, partner, or household member.

Current employees with close relatives, partners, or household members will follow the plan of action set forth by leadership or the Inspiring Lives Board of Directors. Current employees with close relatives, partners, and household members will have no input or influence into decisions on hiring, retention, transfer, promotion, demotion, access to training opportunities, performance reviews, disciplinary action, wages, leave requests, personnel records or any other aspect of employment that can be considered a benefit to the close relative, partner, and/or household member.

Prior to issuing an employment offer to any current employee's close relative, partner, or a member of an employee's household, HR must submit the prospective candidate to the Inspiring Lives' Leadership Team, unless it involves a relationship with a member of leadership, for consideration. HR will communicate the recommendations made by leadership to the Board of Directors. If the prospective candidate has a relationship identified above with a member of Inspiring Lives Leadership Team, HR must submit the prospective candidate for consideration to the Inspiring Lives Board of Directors. Failure to submit the candidate for consideration will result in the delay of the job offer.

Access to employee files is on a "need-to-know" basis only. This means that managers and Leadership Team members should not review the employee file of their close relatives, partners, or members residing in their household – or of any employee at Inspiring Lives – without a business-related need to do so. Managers or Leadership Team members who wish to review employee file(s) must notify Human Resources of the specific content they wish to review and the reason for the review. Human Resources should then provide the manager or Leadership Team member with access only to the specific content requested, not to the full employee file.

If the Human Resources Specialist has close relative(s), a partner, or person(s) residing in his/her household working at Inspiring Lives, the Human Resources Specialist should have the CEO maintain any employee file(s) for said employee(s) in the CEO's office. If the Human Resources Specialist needs business-related access to the file of his/her close relative(s), partner, or member(s) residing in his/her household, the same protocols detailed above (point D.) must be followed, except that the Human Resources Specialist will ask the CEO for such access.

Human Resources is responsible for ensuring policy compliance during the hiring process. Team supervisors are responsible for reporting changes in employee relations

after initial hire to ensure compliance with this policy. Employees are responsible for immediately reporting any changes to their supervisor and Human Resources.

If any member of the Leadership Team enters into one of the above relationships after employment or change in employment, the employee, after employment or change in employment, then one of the affected individuals must seek a transfer to an open position or a change in the reporting relationship. A plan of action will be created for all previously listed tasks and approved by the Inspiring Lives' Board of Directors.

If a non-leadership employee enters into one of the above relationships, then one of the affected individuals must seek a transfer to an open position or a change in the reporting relationship. A plan of action will be created for all previously listed tasks by the Leadership Team, with a final decision by the Inspiring Lives' Board of Directors. If a decision cannot be made by the affected employees within 14 days of reporting, reassignment to an open position will be made on the direction of the Leadership Team for non-leadership.

Inspiring Lives reserves the right to apply this policy to situations where there is a conflict of interest, or the potential for conflict of interest, because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

Staff will not provide services to relatives.

No exception to this policy will be made without the written consent of the Inspiring Lives' Board of Directors. Suspected violations of this policy will be investigated according to Inspiring Lives' Conflicts of Interest policy (ADM-2). Violations of this policy may result in disciplinary action, up to and including termination of employment.

Procedure

1. Duty to disclose

If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or a contractor to the organization, you must disclose it to your manager. If an actual or potential conflict of interest is determined to exist, the organization will take such steps as it deems necessary to reduce or eliminate this conflict.

2. Investigating potential conflicts

When a possible conflict of interest arises, the CEO will collect the pertinent information and may question any concerned parties. If the CEO determines that a conflict exists, steps will be taken to address conflict. If no conflict exists, the inquiry may be documented but no further action will be taken. If the conflict involves the CEO, it is to be reported to the Board of Directors.

3. Addressing conflicts of interest

When an actual conflict of interest is found, any transactions that may have been affected will be reviewed retroactively. Affected parties both within and outside of the

business, including shareholders, directors, employees, and contractors will be notified. An investigation will also be conducted by the Board of Directors to determine the extent of the conflict and the intentions of the parties involved.

If the conflict in question involves the CEO, he/she will be excused from the deliberations and the investigation will be handled by the Board.

4. Disciplinary action

As all conflicts of interest will be reviewed on a case-by-case basis, a review may result in disciplinary action. The CEO has full discretion to deem what disciplinary action is both fitting and necessary, including suspensions and/or termination of employment.

4:9 Employee and Former Employees Visitation Policy

Inspiring Lives requires employees and former employees to maintain an equal relationship with all clients with whom he/she comes in contact. Clients who receive services from Inspiring Lives are dependent adults. Employees, as caretakers of clients, have a responsibility not to violate the trusting relationship between themselves and any client. This includes any actions which singles out client(s) to meet the employee's own emotional/social needs. Singling out a client creates jealousy and can be problematic for some individuals. Although a former employee is no longer a caretaker of clients, the trusting relationship often continues beyond employment and therefore the responsibility also continues. These policies affect employees, while employed and after their employment at Inspiring Lives.

Current employees are not allowed to take clients on any type of pass.

Current or former employees are not to have a personal non-healthcare professional relationship with a client or former client for 1 year following the client's discharge from Inspiring Lives services unless special circumstances occur and are approved by CEO or designee (ie: siblings, parents, old friend, spouses, etc.).

Visitation guidelines for visits between former employee and current or former clients.

The former employee is responsible to:

- Make a request with the CEO to visit a current client or inform the CEO of a visitation with a former client:
- The former employee must provide:
 - The name of the former client(s).
 - The date, time and duration of the visit.
 - Other person(s) who will accompany them on the day visit.
 - The reason and any therapeutic value of visitation.

The former employee will not:

- Interfere with on duty staff performing the job responsibilities.
- Interfere with client's programming.
- Discuss personal problems in detail or specifics with clients.

- Use the client(s) to meet or attempt to meet their own personal emotional/social needs.
- Be alone with the client/former client.

Former employees will be supportive of and follow procedures listed in client(s) Individual Service Plan (ISP). Visits between former employees and employees at the facility will be approved by the CEO or Designee.

4:10 Solicitation, Distribution, and Posting of Materials

Inspiring Lives prohibits the solicitation, distribution, and posting of materials on or at organization property by any employee or non-employee, except as permitted by this policy. For purposes of this policy, “solicitation” includes, but is not limited to, selling items or services, requesting contributions, and seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by this policy. Specifically:

- Non-employees may not solicit employees or distribute literature of any kind on organization premises at any time.
- Employees may only admit non-employees to work areas with management approval or as part of an organization-sponsored program. These visits should not disrupt workflow. An employee must accompany the non-employee at all times.
- Former employees are not permitted onto organization property unless present for business-related reasons.
- Employees may not solicit other employees during their working time or the other employee’s working time.
- Employees may not distribute literature of any kind, during working times, or in any work area, except in connection with a organization-approved or sponsored event.
- Employees may not distribute literature to, request contributions from, or ask individuals to purchase products sponsored by an outside organization. Literature that violates the organization’s equal employment opportunity (EEO) and harassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted.
- The posting of materials or electronic announcements are only permitted with prior approval from the CEO.

The sole exceptions to this policy are charitable and community activities supported by Inspiring Lives’s management, organization-sponsored programs related to Inspiring Lives’s products and services, and fundraising efforts on the part of our employees. This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment. Violations of this policy should be reported to the Human Resources Specialist. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

4:11 Use of the Organization’s Property

We have invested a great deal of money in the property and equipment that you use to perform your job. Employees are expected to take all precautions necessary to assure that our organization’s equipment and other property is not lost, damaged, or stolen.

Any loss or theft should be reported immediately to your direct supervisor. Failure to use the organization's property appropriately and failure to report problems, unsafe conditions, loss, or theft may result in disciplinary action, up to and including termination of employment. All organization property must be returned, in good working condition, to Inspiring Lives upon request and/or separation from employment.

Keys/Key Fobs

Certain positions will be issued building keys upon their employment with Inspiring Lives. These keys are your responsibility and should remain in your possession at all times. If you lose or misplace your key, report the loss to a member of management immediately. Lost keys may result in the cost to rekey the building being charged to the employee.

Cell Phones, Tablets, Laptops

Certain employees will be issued electronic equipment upon their employment with Inspiring Lives. These items are your responsibility and should remain in your possession at all times. If you damage, lose, or misplace any electronic equipment, report the loss to a member of management immediately.

Supplies and Office Equipment

Any necessary office supplies or equipment will be at your disposal for business use only. If you need any supplies or equipment, please complete a requisition and submit to your direct supervisor.

Use of Organization-Issued Credit Cards

Certain employees and teams will be issued a Inspiring Lives credit card to use for the purchase of items necessary for Inspiring Lives business. Any credit card Inspiring Lives provides to an employee as a means of payment must be used for business purposes only, in conjunction with the employee's job duties. Employees using Inspiring Lives credit cards shall not use them for any non-business, non-essential purpose, i.e., for any personal purchase or any other transaction that is not authorized or needed to carry out their duties. Employees must pay for personal purchases (i.e., transactions for the benefit of anyone or anything other than Inspiring Lives) with their own funds or personal credit cards.

Inspiring Lives will not regard expenses for one's own business-related travel expenses, such as lodging and meals while on Inspiring Lives-approved business trips, as personal purchases as long as such expenses are consistent with Inspiring Lives's travel and expense reimbursement policy. See Section 5:12 "Expense and Mileage Reimbursements" for additional details on reimbursement of business-related travel expenses.

If any employee uses an Inspiring Lives credit card for personal purchases in violation of this policy, for any other type of unauthorized transaction in violation of this policy (i.e. incurs financial liability on Inspiring Lives' part that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases) or is unable to provide a receipt verifying the purchase(s), the cost of such purchase(s)

will be the financial responsibility of the employee and will need to be immediately reimbursed to Inspiring Lives through a personal check from the employee.

If a personal check is not received by Inspiring Lives within one (1) week of the violation, the cost will be recovered in full from the employee's next paycheck, in compliance with state law. If such deduction would take the employee below minimum wage for the workweek in question, the deductions will be in two or more equal increments that will not take the employee's pay below minimum wage for any workweek involved.

Use of Inspiring Lives-issued credit cards is a privilege, which Inspiring Lives may withdraw in the event of serious or repeated abuse or misuse. In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with an Inspiring Lives credit card in violation of this policy may result in disciplinary action, up to and including termination of employment, depending upon the severity and repeated nature of the offense.

4:12 Inspiring Lives' Phones and Personal Cell Phone Use

Use of Inspiring Lives' Phones

Staff must pick up incoming calls when they are on duty. All staff should answer any ringing phone by the 3rd ring. In order to keep Inspiring Lives lines open for necessary business and client calls, employees are discouraged to make any unnecessary personal incoming or outgoing calls.

Clients are to use the phone located in common areas and must be restricted from making outside line calls. Employees are not to make any personal long distance calls at Inspiring Lives' expense. It is Inspiring Lives' policy not to accept collect calls. Exceptions may be made only by the current supervisor in charge, when it is suspected that the caller is having an emergency situation. In that event, a detailed note of that contact must be written and provided to the CEO or operation staff on call.

Inspiring Lives cell phones may be used on and off the premises for business. Any electronic communication must be password protected and secured, if device allows.

Specific instructions for use of phones are available. If desired, please contact the Human Resources Specialist for a copy of the instructions and if you have any questions.

Inspiring Lives' Voicemail

Automated attendant answering system is generally operating Monday-Friday during business hours. While on automated attendant the caller has the option of dialing a specific extension number or 0 for the operator. The operator will usually be the receptionist who will then handle the call.

Expectations:

- Staff with voicemail are expected to change their outgoing messages to reflect any time they are out of the office for one full business day or more.

- Staff will check and respond to voicemail frequently, and in a timely manner, at a minimum of 2 times per workday.
- Voicemail (such as Laundry, Dietary, etc.) are checked and responded to by on duty staff at least 2 times per shift.

Personal Cell Phone Use

Inspiring Lives's telephones are intended for the use of serving our clients and conducting the organization's business. Personal calls during the workday, whether using Inspiring Lives' telephones or your personal cellular phone, can interfere with employee productivity and be distracting to others. Employees are therefore asked to make all personal calls on non-work time and to ensure that friends and family members are aware of this policy. Flexibility to this policy will be provided only in emergency situations or circumstances demanding immediate attention.

Sending and receiving text messages on a personal device is only allowed during your breaks, lunch and in emergency situations. It is prohibited to use personal devices to photograph or record confidential information, violate protected health information (PHI) or to photograph or record other employees without their consent. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Inspiring Lives property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

Hand-held cell phone use will not be permitted while operating an organization vehicle or a personal vehicle while on organization business. Please review Section 6:8 "Vehicle Use" for additional details regarding cell phone use in organization vehicles.

Any employee who abuses this telephone and cell phone policy may be subject to disciplinary action, up to and including termination of employment.

4:13 Use of the Organization's Technology

This policy is intended to provide Inspiring Lives employees with the guidelines associated with the use of the organization's information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the organization, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.

- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- All physical security systems and devices, including access key cards and fobs.

General Provisions

Organization IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in the organization's IT resources and communications systems are the property of the organization. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on organization electronic information and communications systems.

The organization reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over organization IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the organization will exercise this right periodically, without prior notice and without prior consent.

The interests of the organization in monitoring and intercepting data include, but are not limited to: protection of organization trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on organization IT resources and communications systems.

All of Inspiring Lives' policies and rules of conduct apply to employee use of the agency electronic equipment, internet, Wi-Fi and email. This means, for example, that you may not send threatening, harassing or discriminatory messages, including messages with explicit sexual content or pornographic images, or reveal confidential information in violation of the organization's policies. Use of the internet, email or other forms of electronic communications in a manner that might create a hostile work environment on the basis of any protected trait or class is also prohibited.

Do not use the organization's IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to disciplinary action, up to and including termination of employment. If necessary, the organization will also advise law enforcement officials of any illegal conduct.

4:14 Computer Security and Copying of Software

Software programs purchased and provided by Inspiring Lives are to be used only for creating, researching, and processing materials for organization use. By using organization hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable organization policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the organization, or developed by organization employees or contract personnel on behalf of the organization, is and will be deemed organization property. It is the policy of the organization to respect all computer software rights and to adhere to the terms of all software licenses to which the organization is a party.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the organization to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your supervisor's approval. All software acquired by the organization must be purchased through the IT consultant by CEO approval.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, individuals, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the organization.

4:15 Social Media

At Inspiring Lives, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the organization, you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all employees who work for the organization.

Guidelines

For purposes of this policy, *social media* includes all means of publishing or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, video sharing website, web bulletin board or a chat room, whether associated or affiliated with the organization, as well as any other form of online posting or public communication.

Organization principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any individual, manager, or employees of the organization.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

The organization cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or organization policy. Your personal posts and social media activity should not reflect upon or refer to the organization.

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the organization.
- Do not create a link from your personal blog, website, or other social networking site to a organization website that identifies you as speaking on behalf of the organization.
- Never represent yourself as a spokesperson for the organization. If the organization is a subject of the content you are creating, do not represent yourself as speaking on behalf of the organization. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your direct supervisor or consistent with policies that cover equipment owned by the organization.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination of employment.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

4:16 Disciplinary Process and Procedures

It is our expectation that all employees will perform their jobs satisfactorily and comply with the company's rules and policies. However, if an employee does not satisfactorily perform his/her job; violates the organization's rules; or in the opinion of the organization, interferes with or adversely affects our business; the organization may implement progressive disciplinary action.

Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy is consistent with our company's values, human resources best practices, and employment laws.

Our general policy is to take disciplinary steps as outlined below.

Verbal Coaching: A supervisor verbally discusses with an employee about an issue of concern. In general, a written record of the discussion is placed in the employee's file for future reference.

Formal Training: A supervisor will retrain on the issue of concern, listing what and how the employee was trained. The employee will document what they learned from the training and how he/she will change the issue of concern. Formal trainings are placed in an employee's personnel file.

Written Warning: Written warnings are used for behavior or violations that a supervisor considers serious or in situations when prior counseling/warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.

Performance Improvement Plan (PIP)

At the discretion of management, Inspiring Lives may choose to place any employee struggling with poor performance on a Performance Improvement Plan (PIP). While on a PIP, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by his/her supervisor and the organization. The length of a PIP will depend on the nature of the employee's role and relevant job performance issue(s).

The establishment of a PIP does not in any way change the employment-at-will relationship between Inspiring Lives and its employees. Employment is at will both during and after the PIP status; therefore, employment may still be terminated by either party, at any time, for any reason not prohibited by law, regardless of PIP status. At the end of the PIP period, the PIP may be closed or, if established goals are not met, termination of employment may occur.

Investigatory Suspension: Some performance, conduct or safety incidents are so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the direct supervisor and CEO may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal sequence of the progressive discipline policy and procedures are subject to approval from a next-level manager and CEO.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full day increments consistent with federal, state and local wage and hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. In compliance with the Fair Labor Standards Act (FLSA), unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct/performance issues. The Human Resource Specialist will provide guidance to ensure that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee of wrongdoing. If while completing the investigation a policy infraction was discovered, pay will not be restored.

Performance Issues/Suspension: Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a suspension related to performance.

Final Warning: The final warning is an explanation by the employer, in writing, that there are serious conduct or capability issues that must be addressed and improved upon, or termination will occur.

Discharge: The last and most serious step in the progressive discipline process is a recommendation to terminate employment. Generally, Inspiring Lives will try to exercise the progressive nature of this policy by first providing warnings, issuing a final written warning or suspending the employee from the workplace before proceeding to a recommendation to terminate employment. Inspiring Lives reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warning, suspension with or without pay, demotion and discharge. Inspiring Lives may skip any step at its discretion and in the best interest of the organization.

Furthermore, employees may be terminated without prior notice or disciplinary action. Recommendation to terminate employment must be approved by the CEO.

Regardless of length of employment with the company, some conduct may result in immediate termination of employment, including but not limited to:

- Theft from another employee, a client, or the company, including falsification of your time records.
- Excessive tardiness or absenteeism.
- Significant or ongoing disruptive or argumentative behavior.
- Bringing a weapon to work.
- Threatening the physical safety of owners, managers, supervisors, coworkers, clients, guests, vendors, or any third parties.
- Physically and/or verbally abusing or assaulting another person at work.
- Using, possessing, or working under the influence of alcohol and/or controlled substances (as defined by federal law), while at work.
- Refusing or failing to carry out reasonable job assignments.
- Fraud.
- Making false statements on a job application or other employment record.
- Discrimination and/or harassment.
- Any other illegal conduct at work.

The organization reserves the right, in its sole discretion, to omit any or all of these steps and to repeat, add to, or modify any or all of these steps in any particular situation. Inspiring Lives will take whatever corrective action it determines is appropriate in response to the circumstances of any given situation.

In choosing the appropriate disciplinary measure, we may consider any number of factors including: the seriousness of your behavior; your history of misconduct or performance problems; your employment record; the strength of the evidence against you; your ability to correct the behavior; your attitude about the behavior; action we have taken to respond to similar behavior by other employees; how your behavior affects the company, its customers, and your co-workers; and any other circumstances related to the nature of the behavior. We will give these considerations whatever weight we deem appropriate. Depending on the circumstances, we may give some considerations more weight than others or no weight at all.

Section 5: Hours and Pay Policies

5:1 Employee Classifications

All employees are designated as either exempt or non-exempt under federal wage and hour laws. The following is intended to help you understand employment classifications and employment status. Your entitlement to overtime and certain benefits depends on your employee classification(s). It is essential you understand which of these classifications you fit into; it is possible that more than one classification applies to you.

The minimum hours worked requirement to be considered a full-time employee eligible for certain benefits may vary from that listed below. Please refer to Section 8: *Employee Benefits* for more details. For the purposes of compensation, including the calculation of overtime, employee classifications include the following:

Exempt employee: an employee who is exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA). Exempt employees are generally managerial, professional, administrative, or technical employees who hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor and are paid the same amount for each pay period, or a "salary," regardless of the number of hours worked. Exempt employees expected hours of work are determined at time of employment and may be adjusted from time to time by administration. These changes may be communicated to other staff on a need to know basis. At Inspiring Lives, exempt employees are expected to work 40 hours or more per week. It is an exempt employee's responsibility to notify affected people if they need to deviate from their normal working hours.

Non-exempt employee: an employee whose work is covered by the FLSA and is **not** exempt from the law's requirements concerning minimum wage and overtime. Non-exempt employees will be paid an hourly rate, are eligible for overtime, and may receive a varying amount of compensation for each pay period, based on the number of hours worked and overtime provisions. Each non-exempt worker should expect that they will sometimes be required to rotate shifts, as needed, for the efficient operations of Inspiring Lives and meet the needs of individuals served.

Fill-in employee (also known as PRN): a non-exempt employee that must work at least 16 hours per month to maintain their employment status with the organization.

Full-time employee: an employee who is regularly scheduled to work the organization's full-time schedule of at least 30 hours per week.

Part-time employee: an employee who is regularly scheduled to work less than the organization's full-time schedule of 30 hours per week.

Regular employee: an employee who is not in a temporary status, is not classified as an intern, and has successfully completed the introductory 90-day period.

Introductory employee: an employee who is not in a temporary status, is not classified as an intern, and has not yet successfully completed the 90-day introductory period.

Temporary employee: an employee who is hired as an interim replacement to temporarily supplement the workforce or to assist in the completion of a specific project and is scheduled to work either full-time or part-time for a limited duration, not to exceed six (6) months' duration.

Intern: an individual who meets one or more of the following criteria:

- Is currently enrolled at an accredited college, university, community college, or high school and is engaged in experiential learning in the workplace in return for academic or course credit.
- Is obtaining work experience that is required for professional licensure or certification under the supervision of a licensed or certified professional (e.g., Social Workers, Engineers, Nurses, and Accountants) for a period not to exceed 18 months in duration.
- Is engaging in experiential learning in a profession under the supervision of an appropriate university supervisor or manager for a period not to exceed 18 months in duration.

5:2 Regular Hours of Business

The Inspiring Lives Business Office's hours are 8:00am to 4:00pm from Monday through Friday. However, we are open 24/7 to provide services to our individuals. Regularly scheduled working hours for employees will depend on department requirements and will be detailed by your direct supervisor. Hours may vary by department depending on client needs, scheduling, and location demands, and you may be required to start earlier or stay later to meet those needs.

For all Inspiring Lives employees:

- Working hours will be scheduled by your Team Leader and any changes need to be approved by direct supervisor.
- Permanent schedule changes need to be approved by CEO.
- Employees are generally hired for work on specific days and hours, however, all staff are expected to fill in additional hours and change hours and responsibilities as needed.
- Punctuality and regularity of attendance are essential to successful work performance. Notification of direct supervisor or on-call supervisor is required if you must be absent or tardy for any reason. Such notification should be made as far in advance of scheduled shift as possible.
- Staff are not to be at assigned work site more than 15 minutes before their shift starts and no more than 15 minutes after checking out. Staff are not to be at the worksite if not working.
- Any trading of hours or assignments is permitted only with the consent of the direct supervisor.

5:3 Attendance Expectations

We expect each of our employees to maintain an acceptable attendance record by reporting to work on time and working until the end of his/her scheduled workday. Regular, predictable, and punctual attendance is an essential function of all jobs. Your attendance record can be a significant factor in the annual review process, including evaluating your performance and eligibility for raises and promotions. An unsatisfactory attendance record, including frequent tardiness or absences, long lunch breaks, or early departures may be cause for disciplinary action, up to and including termination of employment.

Reporting Absences or Tardiness

Inspiring Lives recognizes that circumstances beyond your control may cause you to be absent from work from time to time. Any foreseeable absence should be scheduled with your direct supervisor at least two weeks in advance. Staff are to find their own replacement without creating an overtime situation and must get prior approval from their direct supervisor to switch hours. If your absence is unexpected, you should notify your direct supervisor as soon as possible, but no later than two (2) hours before the start of your scheduled shift. Phone calls and text messages are considered acceptable methods of notification. In the absence of a personal conversation, a phone number where you can be reached should be included. Employees are expected to call in each day they are absent, unless a request for a leave of absence has been approved. Failure to notify the organization each day prior to the approval will result in those absences being recorded as no-call, no-show absences.

For any absence, whether planned or unplanned, employees are expected to find their own replacement. Employees must get prior approval from their direct supervisor to switch shifts. Employees are strongly encouraged to find a replacement that prevents the other employee from working overtime hours to control costs to the organization. Employees requesting time off two weeks in advance and prior to the release of the schedule may seek assistance from their supervisor to assist with filling their shifts. However, coverage ultimately remains the employee's responsibility.

We realize that, on occasion, tardiness also cannot be avoided. In the event this occurs, please notify designated staff as soon as you are aware that you will be late. Frequent absenteeism or tardiness may result in disciplinary action, up to and including termination of employment.

Inclement Weather Policy

The organization generally opens and closes at the normal times regardless of weather conditions. While it is anticipated that most employees will report to work regardless of weather conditions, no employee is to endanger his/her personal health and safety by doing so. If you are unable to report to work, or will be late due to weather, you are responsible for contacting your direct supervisor, and you will be expected to use PTO to cover this time off.

Staff Meetings and In-Service Training

Inspiring Lives holds staff meetings and in-service trainings. Depending on your position and the event type, your attendance may be mandatory. All positions are required to attend in-service trainings.

Staff in-services are scheduled and provided biweekly. In-services address the training and competency development of staff relating to general client population and care needs. We require staff to attend. If unable to attend, the staff must notify their supervisor in advance for approval. Staff who missed the in-service must notify and gain approval from their direct supervisor prior to the absence, watch the recording of the in-service prior to the next in-service, and take a quiz to demonstrate understanding.

Non-exempt employees attending required staff meetings and in-service training during their non-working hours will be paid for the amount of time at the in-service.

Inspiring Lives encourages educational and career development and may pay for such training. (See Section 8:8, "Tuition Assistance")

Organization-Related Events

From time to time, Inspiring Lives may require your attendance at other organization-related event outside of your normal schedule. Depending on the nature of the event, your attendance may or may not be mandatory, which management reserves the right to determine. If attendance is mandatory, non-exempt employees will be paid for the time spent at the event, and in certain instances, the time spent traveling to and from the event. See the Human Resources Specialist for further clarification on eligibility for compensation.

Job Abandonment

Not reporting to work and not calling or texting to report the absence is considered a no-call/no-show and is a serious matter that will be dealt with through our disciplinary action process. Employees who fail to report to work or contact their Supervisor for three (3) consecutive workdays shall be considered to have voluntarily abandoned their job without notice, effective at the end of their normal shift on the third day. Exceptions may be made if the absences are later determined to pertain to an emergency situation, such as an FMLA-qualifying absence. Employees who leave the organization due to job abandonment are ineligible for payout of accrued PTO and are ineligible for rehire.

5:4 Breaks and Lunches

Smoking Breaks

Smoking is allowed in designated areas based on site.

Lunch Breaks

The office will remain open over the lunch hour to provide services to our individuals; therefore, employees' lunch breaks will be staggered as directed by management. Generally, employees are allowed a 20 minute paid lunch break. Breaks are not guaranteed and dependent on client needs/workloads. Employees are not allowed to

leave Inspiring Lives grounds during paid breaks. In certain circumstances, you may be asked to end your lunch break early to return to work.

Break Time for Nursing Mothers

Inspiring Lives will provide nursing mothers reasonable break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view, free from intrusion from co-workers and the public, and that has a lock on the door and an electrical outlet. Nursing mothers wishing to use this room must request/reserve the room by contacting the Human Resources Specialist. Employees who work offsite or in other locations will be accommodated with a private area as necessary.

Expressed milk can be stored in organization refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

Break time should, if possible, be taken concurrently with any other break time already provided. Breaks of more than 20 minutes in length will be unpaid, and the employee should indicate this break period on her time record.

No provision of this policy applies, or will be enforced, if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law, or regulation.

5:5 Temporary Remote Work

On a case-by-case basis, Inspiring Lives may allow certain employees to work remotely. Due to the nature of our business, remote work is available only for specific positions and in limited circumstances. In general, the following positions are not suitable for remote work; positions requiring face-to-face interactions with clients, and positions where being onsite and/or use of organization equipment or tools is required to perform the job.

If your position allows for remote work, you must gain prior approval from your direct supervisor to work remotely. The direct supervisor is responsible for notifying the CEO. In the case of the CEO requesting to work remotely, the Board President must provide prior approval. Remote work will only be approved at the discretion of your direct supervisor and shall be on a temporary basis or in unique circumstances; for example, if you are too ill to come onsite but can work remotely, or if there are other personal situations where you must be home but can still give full and appropriate attention to your work. While remote work can be helpful in temporary situations, we ask that you use PTO and/or EIB if you are unable to give appropriate attention to your work when working offsite.

Remote work is not an entitlement, it is not a company-wide benefit, and it in no way changes the terms and conditions of employment with the organization. Inspiring Lives

reserves the right to modify or cancel this policy at any time, with or without advance notice.

An employee working remotely is expected to communicate regularly and effectively with supervisors, co-workers and the individuals they serve to the same degree that would be achieved if working from their Inspiring Lives office. The employee must demonstrate an understanding about time management, productivity and accountability for their work quality and deadlines, and the employee must take care of business-related matters for the requisite number of hours each day while working remotely.

Individual employee's schedule may be modified to accommodate childcare needs; for example, if an employee does not have childcare from 9 AM to 11 AM one day, he/she could request to work, either remotely or in-person, 11:30 AM – 7:30 PM that day to balance childcare and work needs. As always, the focus of the arrangement must remain on job performance and meeting business demands. Therefore, time spent providing direct childcare needs cannot be counted as work time. Detailed schedules to include task lists must be communicated with the employee's supervisor and the CEO. If scheduled tasks are not completed, an explanation must be—reported to the supervisor.

Employees may, at the discretion of their supervisor or CEO, be called to work at their Inspiring Lives office or within the community to meet workload demands. There may be instances when no advanced notice of in-office or in-community work is possible. If an employee is working in a remote location during the workday and he/she comes into their Inspiring Lives office, the time traveling from the employee's home to the worksite must be treated as job site travel and therefore be counted as hours worked and compensated accordingly.

When working remotely, an employee shall not hold in-person business meetings with internal or external individuals or colleagues at their personal residence, however televideo/teleconferencing meeting must be held in a private area if confidential information is being discussed. Employees shall not conduct any unauthorized (non-Inspiring Lives) work during their remote work schedule.

The employee's supervisor may regularly request progress reports to check on the status of the employee who is working remotely. Inspiring Lives reserves the right to monitor network access logs to verify activity.

Organization guidelines, including but not limited to those related to computers, email, social media, and harassment and discrimination, must still be followed when working remotely.

Work Equipment & Supplies

Employees are responsible for maintaining a safe and ergonomic working environment while working from home. Employees must have a secure private location to perform job duties while maintaining HIPAA compliance.

While working remotely, employees will preferably use an authorized company electronic device, laptop computer or tablet which is maintained by Inspiring Lives. If utilizing a personal computer, Inspiring Lives IT must have access to it prior to using it at home to install the requisite application. Employees must conform to the Inspiring Lives software and security standards. Decisions regarding the best computer technology will be made by the IT department and employees will use equipment that best meets their needs for access to the Inspiring Lives network. Computer use is subject to all Inspiring Lives policies. Inspiring Lives reserves the right to ensure PHI and proprietary items are removed from the computer when approved to use your own personal electronic device (PED).

Employees must be able to access internet compatible with Inspiring Lives network. Cost for internet access will not be reimbursed by Inspiring Lives

Due to HIPAA requirements, all documents must be printed and scanned at the Inspiring Lives office. Inspiring Lives assumes no responsibility for any operating costs associated with an employee using his/her personal residence as an alternative work site. This includes home maintenance, insurance, utilities, telephone, internet, etc.

The employee is responsible for returning equipment to the Inspiring Lives office for repair or replacement, or upon request from the organization for any reason. If an employee neglects or inappropriate care is the cause for necessary repair or replacement, the employee is expected to pay associated costs. If it is a personal computer, Inspiring Lives must have access to clear out any Inspiring Lives information at any time.

Upon separation of employment, the employee shall return all Inspiring Lives owned equipment and supplies along with printed or electronic documentation/documents within one (1) working day. If Inspiring Lives equipment is not returned within one (1) day, legal action may be taken.

Inspiring Lives will not be responsible for injuries to third parties or members of the employee's family that occur on the employee's premises. Injuries and illness that occur while an employee is working at home will be considered work-related if the injury/illness is directly related to the performance of the work. In the event of a work-related injury, the employee will allow home office inspection conducted by Inspiring Lives.

Confidentiality and Security

It is the employee's sole responsibility to maintain the confidentiality and proper storage of Inspiring Lives information, to prevent unauthorized access to any Inspiring Lives system or information, and to dispose of work-related documents in a manner that will not jeopardize the interests of Inspiring Lives. We require employees to work in a private area with a closed door to avoid distractions and to maintain confidentiality.

Employees must comply with Inspiring Lives security procedures to ensure adequate security measures are in place to protect the equipment and information stored on assigned computers.

Failure to comply with confidentiality and security procedures and regulations, or any aspect of our remote working policy, may be grounds for disciplinary action, up to and including termination of employment.

5:6 Record of Hours Worked

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable federal and state wage and hour laws. To ensure that you are paid properly for all time worked and that no improper deductions are made, non-exempt employees must accurately record all work time. Non-exempt employees may not engage in off-the-clock or unrecorded work.

Time records will be reviewed for accuracy prior to processing of each payroll. You must correct any errors brought to your attention prior to the payroll processing. Employees who fail to properly record all time worked for a particular pay period, resulting in an underpayment for that pay period, will be paid for the time during the next pay period unless otherwise required by law.

Any falsification of time keeping records, including clocking in and out for another employee, will result in disciplinary action, up to and including termination of employment.

Non-exempt employees may be eligible for compensation for travel time in accordance with federal and state wage payment laws while traveling for organization business. Please see the Human Resources Specialist for additional information.

5:7 Overtime

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour laws; exempt employees are not eligible for overtime.

Overtime is paid at a rate of not less than one and one-half (1.5) times your regular rate of pay for all hours worked in excess of 40 hours in one (1) work week. The work week for overtime calculation runs from Saturday at 12:00 AM – Friday at 11:59 PM. Only time actually spent working counts as hours worked in the computation of overtime. Therefore, any other paid benefit time during which an employee did not actually work **does not** count toward hours worked and is not considered in the computation of overtime.

In the event you find it necessary to work beyond your regularly scheduled work hours, you will need to obtain permission in advance from your direct supervisor. Without such approval, overtime is unauthorized and disciplinary action may apply.

5:8 Differential Pay

Non-exempt employees are eligible for shift differentials for overnight and weekend shifts as outlined below.

| | Designated Hours | Shift Differential |
|-----------------|--|----------------------|
| Overnight Shift | 6:00 PM – 6:00 AM | \$0.50 more per hour |
| Weekend Shift | 6:00 AM Saturday through the overnight shift on Sunday | \$1.00 more per hour |

Eligible employees who are scheduled to work an overnight or weekend shift will receive a shift differential in addition to their regular rate of pay for all hours worked. Shift differentials will be paid out at the same rate, as defined above, for all eligible employees. Shift differentials are only paid for actual time worked and are included in overtime calculation.

5:9 Pay Periods and Payday

Inspiring Lives's pay cycle is bi-weekly and employees will be paid 26 times per year. Inspiring Lives's pay period runs from 12:00 AM on Saturday through 11:59 PM on Friday, 14 days later.

Payday is the Friday following the end of the pay period and includes all compensation due during the prior pay period, or "in arrears." If the normally scheduled payday falls on a holiday, employees will be paid on the previous business day.

5:10 Payroll Deductions

In addition to statutory requirements for the withholding of taxes, Inspiring Lives will make deductions from your paycheck when authorized by you and when required by applicable law. This includes income and unemployment taxes, Federal Insurance Contributions Act (FICA) contributions (Social Security and Medicare), and any other deductions required under law. The amount of your tax deductions will depend on your earnings and the number of exemptions or additional withholding you list on your federal Form W-4 and applicable state withholding form. In addition to required tax withholdings, Inspiring Lives is required by law to deduct the following:

- Garnishment: a court order that requires part of the employee's wages be withheld in order to satisfy a debt;
- Levy: a requirement by the federal government which requires part of the employee's wages to be withheld until a debt is satisfied;
- Court-ordered child support; and
- Court-ordered spousal support.

In the event that any of these mandatory deductions from your paycheck will take place, you will receive advanced notification from the Finance Team.

Authorization forms for other payroll deductions, such as benefit plan premiums and optional salary deferrals, will be provided to you upon your eligibility for each benefit.

Please see the Human Resources Specialist or Accounting Specialist to make changes to your voluntary payroll deductions or income tax withholdings.

We make every effort to ensure our employees are paid correctly, and we prohibit deductions that violate the FLSA. Please review your pay stub each time you are paid to make sure it is accurate. If you believe an error has occurred, please contact human resources immediately upon discovering the error. Reports of payroll errors and improper deductions will be promptly investigated. If it is determined that an error or improper deduction has occurred, you will be reimbursed.

5:11 Direct Deposit

As a condition of employment with Inspiring Lives, you are required to have your paycheck direct deposited into an account at the financial institution of your choosing.

You will be given the necessary paperwork to set up direct deposit of your paycheck during your initial days of employment.

5:12 Expense and Mileage Reimbursements

There are three (3) ways that employees may request money from the organization to purchase items or services needed by the organization. They are:

1. Complete a requisition form to receive money from Inspiring Lives before making a business-related purchase (generally for a non-immediate purchase),
2. Request petty cash (up to \$10) to receive money from Inspiring Lives before making a business-related purchase (generally for an immediate purchase up to \$10), or
3. Make the purchase with your personal method of payment and request reimbursement.

Requisition Form

Employees may be asked to complete a requisition form and turn it into your direct supervisor before making a purchase. The form shows how much the item costs and where it should be purchased from. The direct supervisor will turn the form into the CEO, who will then submit it to the Accounting Specialist.

Petty Cash

If making a minor purchase (up to \$10), employees can request petty cash in advance by completing the form and submitted it to the Accounting Specialist. When doing so, please request the estimated cost of the item and bring in a receipt.

Expense Reimbursements

The organization will reimburse you for qualified business expenses you incur while conducting the organization's business. When incurring expenses on behalf of the organization, you should spend the organization's money wisely and follow these procedures to get reimbursed:

- Gain pre-approval from your direct supervisor before incurring an expense.
- Use approved vendors if possible.
- Keep a receipt or other proof of payment for every expense.

- Record your expenses on an authorized Inspiring Lives reimbursement form.
- Submit your receipts and the Inspiring Lives expense form to your direct supervisor for approval by the 2nd business day of the following month.

All qualifying expenses will typically be reimbursed within two (2) weeks. Management reserves the right to reject a submitted expense if an employee fails to follow the procedures outlined in this policy.

Mileage

When necessary to use your personal vehicle for trips beyond an established distance from your home office, Inspiring Lives will reimburse you based on your actual mileage at an established rate of \$0.39 per mile. This reimbursement is to compensate for the cost of gasoline, oil, depreciation and insurance. Questions regarding mileage and coverage area should be directed to your direct supervisor.

If you have any questions regarding the expense policy or which expenses are considered appropriate, please contact a member of management. Any employee found to violate this policy may be subject to disciplinary action, up to and including termination of employment.

Section 6: Health and Safety

6:1 Drug and Alcohol-Free Workplace

Inspiring Lives is committed to providing a safe, comfortable, and productive work environment for our employees. Employees who abuse drugs or alcohol at work, or who appear at work under the influence of alcohol or controlled substances (as defined by federal law), pose a threat to themselves, other employees, clients, and the organization's facilities and equipment. As a result, we strictly prohibit employees from doing the following:

- Possessing, distributing, selling, or manufacturing any controlled substances (as defined by federal law) while on Inspiring Lives premises or on organization-paid time.
- Consuming or being under the influence of alcohol or any controlled substances (as defined by federal law) while on Inspiring Lives premises, in organization vehicles, while driving a personal vehicle for organization business, while using any organization equipment, or while conducting business-related activities off Inspiring Lives premises, whether on work time or not. This prohibition includes the use, sale, transfer, possession, or manufacture of alcohol and controlled substances (as defined by federal law).
- Using or being under the influence of legally-obtained drugs while on Inspiring Lives premises, in organization vehicles, while driving a personal vehicle for organization business, while using any organization equipment, and while conducting business-related activities off Inspiring Lives premises, if said use poses a threat to your own safety or the safety of others, or if your job performance is significantly affected by this medication. All employees are required to notify the Human Resources Specialist or a member of management if they are taking a legally-obtained drug that may affect an employee's safety, job performance, or the safety of others.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. Therefore, you may not consume or be under the influence of marijuana while on duty or at work.

Employees who have an alcohol or drug abuse problem are strongly encouraged to seek appropriate counseling. However, when work performance is impaired, participation in a counseling program, such as an EAP, does not preclude appropriate action by the organization.

Inspections

Inspiring Lives reserves the right to inspect all portions of its premises for alcohol, controlled substances, or other paraphernalia (as defined by federal law). All employees, contract employees, and visitors may be asked to cooperate in inspections of work areas and organization property that might conceal alcohol, a controlled substance, or other paraphernalia (as defined by federal law). Employees who possess such items, refuse to cooperate in such inspections, or who are otherwise in violation of this policy may be subject to appropriate disciplinary action, up to and including termination of employment. Law enforcement personnel will be notified, as appropriate, when criminal activity is suspected.

The organization will evaluate its obligations in accordance with state and other applicable laws where required on a case-by-case basis.

Please see our full Drug Free Workplace Policy for further details.

6:2 Smoke-Free Workplace

Inspiring Lives prohibits smoking in all organization buildings in order to provide and maintain a safe and healthy work environment for all employees. Employees who are legally able to smoke and use e-cigarettes may do so in designated areas only. Staff are not allowed to smoke with or around clients.

The smoke-free workplace policy applies to:

- All employees, individuals, visitors, vendors, contractors, consultants, and other third-party visitors to the organization premises.
- All areas of organization buildings.
- All organization-sponsored, off-site conferences and meetings.
- All vehicles owned, rented, or leased by the organization.

If an employee is working at a community-based site, there may be no designated areas, and the employee will not be able to smoke until the end of their shift.

Employees who violate the smoke-free workplace policy will be subject to disciplinary action, up to and including termination of employment.

6:3 Safety

The Occupational Safety and Health Administration (OSHA) defines health and safety standards for working conditions, provides for inspections, and requires that companies and employees follow special internal reporting procedures and maintain detailed records of employee occupational injuries and illnesses.

Management requires that every employee assumes the responsibility for individual and company safety. It is the responsibility of each employee to conduct all tasks in a safe and efficient manner, complying with all federal, state, and local safety and health regulations; program standards; and with any special safety concerns in a particular area or with a customer. In the event of a workplace accident, injury, or illness, each employee involved is required to participate in the completion of the first report of injury or other applicable forms, any subsequent investigation into the incident, and any necessary follow-up actions.

Each location shall have an emergency plan detailing procedures in handling emergencies such as fire, weather-related events, medical crises. In addition, each location shall have medical supplies such as first-aid kits. Each employee has the responsibility to familiarize himself/herself with the emergency plans for his/her working area.

Depending on the nature of your job and the location, you may be required to wear certain personal protective equipment (PPE) such as safety glasses, hearing protection, safety shoes, gloves, or other items throughout your shift or while performing certain tasks. Your direct supervisor will inform you of any special PPE requirements for your job, and any relevant Safety Data Sheets (SDS) will be available in each location.

Failure to follow company safety and health guidelines; engaging in conduct that places an employee, another individual, or company property at risk; or failure to report work-related hazards, accidents, injuries, and illnesses can lead to employee disciplinary action, up to and including termination of employment.

Safety precautions are always to be followed. The following list provides helpful guidelines, but is not all inclusive; please speak with your direct supervisor for more information:

- Read and always follow directions when using supplies, chemicals, and equipment.
- Inspiring Lives expects and encourages appropriate use of precautionary clothing, systems and equipment as recommended by the manufacturer.
- Use good body mechanics. Properly stretch muscles before physical activity. Lift with your knees, not your back.
- Except in cases of emergency, running on facility property is prohibited. Employees may not wear flip-flops or heels above 2". Those doing direct care must wear closed-toed footwear.
- Removal of locks, guards, safety devices or danger tags on any equipment is prohibited.
- Employees should not attempt to catch falling objects.
- Make certain all emergency equipment, such as fire extinguishers, alarms, and exit doors are accessible at all times.
- Know the locations of all fire and safety exits.
- Wear safety glasses in all jobs where there is potential for eye injury.
- Keep your area clean. A clean area is a safe area.
- Horseplay and impractical jokes are prohibited.
- Injuries must be reported immediately to your direct supervisor or the person in charge.

As safety concerns are identified.

- Staff will document on "Maintenance Work Request" or safety checklist, any equipment or environmental concern that does or may create a hazard, which can be corrected.
- Staff will notify the CEO or designee immediately of any unresolved safety concern that may cause an immediate danger.
- Staff will document to the safety committee, with a copy to the administrator, any other safety concern or above-mentioned concern not corrected by the assessed timeframe.
- Staff will notify their supervisor and the CEO in writing whenever there is a question or problem with adherence with federal and state safety regulations.

Hazardous Chemicals

- All hazardous chemicals must be kept locked up or under direct staff supervision.
- Each employee is trained on hazardous communications at orientation and annually. Training also includes the location and purpose of Safety Data Sheets (SDS) and the review of P-11 Hazard Communication Program.
- The Training & Development Specialist must provide written verification for the personnel files that the Hazcom training was taken and that each employee passed the written test.
- Inspiring Lives maintains a list of hazardous chemicals and Safety Data Sheets (SDS) on each chemical in the RCF.
- SDS sheets are located in the back business office in the Resource Cupboard at PV RCF. It is the responsibility of all staff to read the SDS sheets on all chemicals before using the chemicals.
- Department supervisors are each responsible for informing contractors and individuals who are not employees of any hazardous chemicals that may be harmful to them while at Inspiring Lives.

The Safety Committee will work with other staff to establish a safe environment. The Safety Committee is selected by the CEO. Memberships may include staff from direct care, maintenance or housekeeping departments, and the department with the most workers' compensation claims.

The chair person will call at least four (4) meetings throughout the year during which the members will:

1. Tour of the facility and grounds, looking over potential health safety concerns.
2. Review all workers compensation incidents, accident investigation reports, and potential safety risks.
3. Track injuries closely to discover underlying causes, and make recommendations to increase safety.
4. Review written maintenance work request.
5. If necessary, call other staff in for consultation.
6. Identify and present to the CEO recommendations to increase safety.

Record-keeping, trending analysis, and violence prevention program recommendations are completed and reviewed as a part of the Safety Committee. Reports and recommendations are made to the CEO, who communicates with the Board of Directors. The overall effectiveness and enforcement of the program will be reviewed and changes made as needs are identified.

Minutes are kept of all meetings, maintained for a period of time in the "Other Report Book" for staff reading, and filed in the business office.

Please review our Safety Policies for further details.

6:4 Client Safety Issues

When staff identify an imminent safety issue involving a client, that staff will immediately remove the danger or remove clients, staff, and visitors from the danger. Staff will utilize a team approach and communicate with co-workers, including notifying the Operations On-call. Any staff may contact 911 if needed.

If the immediate danger is to a client and if in the process of removing the danger, the client is limited in any way, the Operations On-call will be promptly notified. They may consult with the client and physician to get consent and expert input regarding necessary decision-making.

Specific information regarding client safety issues and direct supervision may be found in our Safety Policies.

6:5 Emergency Event, Prevention and Plan

It is our goal to maintain a safe and harmonious workplace. Prevention and planning before an emergency occurs can help us effectively respond and help people during a crisis. When a disaster occurs, no matter how devastating, recovery starts immediately, with people working together. Whether it's a natural disaster or accident, this is our plan to help people.

Preventing Potentials for Violence in the Workplace.

- Always treat other people with dignity/respect, never humiliating or shaming another.
- Offer assistance/help.
- It is all staff responsibility to maintain an environment of respect and positive conflict resolution.
 - Regarding:
 - any serious act which is intended to intimidate, annoy, and/or alarm another person;
 - any act which is intended to cause pain or injury to or which is intended to result in physical or personal contact which will be insulting/offensive to another.
 - Staff will gather information and report to the CEO.
 - Communicate unresolved concerns:
 - In Therap T-logs regarding clients.
 - To your direct supervisor, on-call supervisor, or Program manager on-call. The direct supervisor, on-call supervisor, or Program Manager on-call will determine who else needs to be notified.

If you see someone who you question why they are at the facility or in the home and/or what they are doing, it is each employee's responsibility to verbally approach that person in a cordial way. For example: "Hi, I'm [Name], May I help you?"

Staff are to recognize and report the following warning signs:

- Making threats (such as veiled or conditional threats, identifying or sympathizing with perpetrator, aggressive verbal confrontations with others).
- Excessive behaviors (such as taking notes about the actions of others, refuses self accountability, surveillance of others, etc.)
- Advocating extreme beliefs.

If any employee has knowledge of, or has concern regarding potential violence in a situation, they must report it to the CEO.

An employee has the right to terminate a telephone call that is non-productive due to a caller's abusive or threatening language or attitude. The employee should ask the caller to calm down and advise them that the conversation will be terminated if this doesn't happen. Also, tell the caller they may call back when they are able to converse appropriately. Document the conversation and report it to your supervisor.

Vehicles parked on Inspiring Lives or county property are subject to search.

There is zero tolerance for weapons at Inspiring Lives service locations with exceptions of Peace Officers & others issued professional weapons permits.

Identified staff have portable phones. To enhance communications between staff members and to address staff safety, all staff identified per policy are required to wear a 2-way radio (walkie talkie) at all times during a shift or accompanied by a staff that has a 2-way radio. All staff are to respond and assist when summoned.

Staff are trained in managing difficult situations and follow CPI de-escalation skills.

Safety of staff is a priority. In situations where staff are or feel threatened, staff are expected to use coworker support and on-call. If a worker is assaulted by a client, they employee should first and always attempt to escape the assault. The employee may use CPI techniques to defend themselves from injury or loss. Physical Intervention should only be used for the purpose of defending oneself or another and only as a last resort.

If a client wishes to file charges for any reason, contact the CEO or designee.

Each employee is responsible to monitor other staff behavior or conduct and report violations of policies by self or co-workers (See 4.2 "Code of Conduct").

If a visitor's behavior is not healthful/socially appropriate, take action. This may include asking them to leave and calling the sheriff's department, if necessary.

Affirmative Duties:

- An employee who is the victim of workplace violence shall report the incident immediately.
- An employee witnessing or having knowledge of workplace violence or the potential for such violence directed at another person or property of the agency,

shall report such incidents.

- Employees will cooperate fully with all appropriate individuals in the investigation and prosecution of criminal acts, this policy, and the pursuit of any civil remedies in order to create and maintain a violence-free workplace.
- Employees are supported and encouraged to contact law enforcement regarding threats or assaults. Law enforcement may be called at any time an employee is assaulted and they may file a complaint with the authorities. The County Attorney has the discretion in determining whether or not to pursue a complaint.
- If there is a high-risk situation, use your good judgement and telephone 911 and the CEO as soon as practical. If the facility telephone system is not working, emergency responders may be contacted through cell phone.

Bomb Threat:

- If it is necessary to evacuate the building, make a general page announcement and activate the alarm (pull the fire alarm).
- Escape routes are posted, which indicate exits.
- Clients go to the designated fire drill evacuation location. Roll call is completed.
- Staff may take clients to a safe and secure area (i.e. courthouse, school, police station). Notify the person in charge of the location and names of staff and clients.

Gas Leak:

- If it is necessary to evacuate the building, staff will go room to room to all clients and staff to evacuate.
- Escape routes are posted, which indicate exit areas.
- Staff may take clients to a safe and secure area (i.e. courthouse, school, police station). Notify the person in charge of the location and names of staff and clients.
- Staff may be asked by emergency personnel, to walk through the building to check the building prior to authorizing re-entry (without turning anything off or on).

Nuclear Accident/Attack

- In case of nuclear accident/attack, staff and clients will go to the area designated for tornado shelter.
- CMA will move all medications to the food pantry. Designated staff will take headcount and check client rooms.
- Staff will bring blankets, pillows and battery powered radios to designated location.
- Staff will fill clean containers with water and cover.
- Staff will make sure windows and doors are shut.

Active Shooter/Armed Citizen

Follow ALICE Procedure. ALICE stands for Alert, Lockdown, Inform, Counter, and Evacuate/Escape. It is not a linear, progressive response.

- Alert

- Call 911 as soon as you recognize the situation. Inform authorities of:
 - Physical/clothing description and name of person (if known).
 - Number of shooters/weapon types
 - Direction of travel of the shooter.
- Know where YOU are and know your exits.
- Lockdown
 - Don't duck and cover, it only makes you an easier target.
 - Turn lights off and close all doors. Lock the door of the room you're in.
 - Be in charge and direct others as needed.
 - Barricade the door to be a harder target.
 - Do not use exterior signals (i.e. posted sign, etc.), the shooter will also see it.
 - React if the shooter enters the room and work as a team.
- Inform
 - Use overhead page/two-way radios to announce the threat and then give updates. Listen carefully.
 - Do not use the radios to find out what you should do. Know what to do and take charge. Only use it to inform others of armed person's location. If you announce your own location, the armed person will know where to find you.
- Counter
 - Be ready to react. This may be a life or death battle. Guard your door. Don't worry about destroying property to survive. If the shooter enters your room, react. Use what you know and what you have.
- Evacuate/Escape

Again, use what you have and react. Have a plan, like a route and a meeting point. Move fast but stay together.

When breaking windows to exit, break them in the corner, not in the middle.

Be cautious until you're in the clear and move. Never go back inside once you're outside, make distance.

Know what to do if you encounter law enforcement. When law enforcement arrives, the 1st officer on the scene will not stop to help victims. Their priority is locating the threat before more are hurt. Remain calm and put down any items in your hands. Raise hands and spread fingers. Keep hands visible at all times. Avoid quick movements, pointing and screaming. Do not stop to ask the officer for directions, just proceed to where the officer came from.

Threatening Phone Calls

If you receive a threatening phone call, listen carefully and take notes if possible. Keep the person on the line for as long as they are willing to talk. If any employee has knowledge of or has a concern regarding violence or potential situation in the workplace, they must report it to the CEO.

Airborne Chemicals

- If smoke or hazardous chemicals are outdoors, close windows and doors. General page announce for all to stay indoors.
- Hazardous Chemicals in the building are any matters that pose a physical or health hazard. Staff are to follow SDS policy when handling chemicals. When in doubt, evacuate areas where hazardous chemical spills/vapors pose exposure threats to health.

Response to Suicidal Telephone Calls

If Inspiring Lives' staff receive a phone call from an individual who voices suicidal intent or ideation, staff will attempt to gather the following information:

- Caller's full name.
- Caller's location (address) at the time of the call and their phone number there.
- Specifics about the caller's plan and access to means (i.e. if planning to overdose, do they have access to drugs/medications; If planning to shoot self, do they have access to gun; etc.)

Staff will try to keep the caller on the phone as long as possible, allowing time for emergency personnel to respond.

Staff will ask caller to wait a period of time before acting on their impulse (an hour, a day, etc.) this allows time for emergency (911) personnel to respond and give caller an opportunity to "cool down" from any immediate impulses.

If possible, staff talking to the caller will alert another staff member to the situation and have them call 911 with the information gathered.

If caller hangs up or the call ends before 911 is contacted, staff will immediately contact 911, relaying information gathered.

Document content of call and responses/interventions, noting date and time. Document is given to the CEO.

Post-Incident

If you are a victim or witness, you must cooperate with investigation, administration proceedings, criminal prosecution, and pursuit of civil remedies.

Property that is damaged as a result of an incident of violence may be replaced by the responsible person or at Inspiring Lives' expense. To request repair/replacement, complete an Inspiring Lives Damage Report and Expense Voucher and submit them to your supervisor.

Staff will de-brief with the client and co-workers. Employees who are directly or indirectly affected by a violent incident may participate in the Employee Assistance Program (Section 8:9). Involved staff will communicate to find ways to improve the plan and process in the future.

The Post-Incident Leader will be the staff member who initially responded to the incident and/or has the most knowledge. Safety and security needs should be coordinated by law enforcement. Family liaison is designated by the Post-Incident Leader.

Media relations will be handled by the CEO or the President of the Board of Directors.

Record keeping, trending analysis, and safety recommendations are completed and reviewed as part of the Safety Committee.

6:6 Abuse

All clients have the right to live free of abuse, or the fear/threat of abuse. Each client shall receive kind and considerate care at all times.

Definitions of Dependent Adult Abuse and Child Abuse.

“Dependent Adult Abuse” means:

Any of the following as a result of the willful misconduct or gross negligence or reckless acts or omissions of a caretaker, taking into account the totality of the circumstances:

- A physical injury to, or injury which is at a variance with the history given of the injury, or unreasonable confinement, unreasonable punishment, or assault of a dependent adult which involves a breach of skill, care, and learning ordinarily exercised by a caretaker in similar circumstances. “Assault of a dependent adult” means the commission of any act which is generally intended to cause pain or injury to a dependent adult, or which is generally intended to result in physical contact which would be considered by a reasonable person to be insulting or offensive, or any act which is intended to place another in fear of immediate, physical contact which will be painful, injurious, insulting, or offensive, coupled with the apparent ability to execute the act.
- The commission of a sexual offense under chapter 709 or section 726.2 with or against a dependent adult.
- Exploitation of a dependent adult. “Exploitation” means a caretaker who knowingly obtains, uses, endeavors to obtain to use, or who misappropriates, a dependent adult's funds, assets, medications, or property with the intent to temporarily or permanently deprive a dependent adult of the use, benefit, or possession of the funds, assets, medication, or property for the benefit of someone other than the dependent adult.
- Neglect of a dependent adult. “Neglect of a dependent adult” means the deprivation of the minimum food, shelter, clothing, supervision, physical or mental health care, or other care necessary to maintain a dependent adult's life or physical or mental health.
- Sexual exploitation of a dependent adult by a caretaker whether within a facility or program or at a location outside of a facility or program. “Sexual exploitation” means any consensual or nonconsensual sexual conduct with a dependent adult which includes but is not limited to kissing; touching of the clothed or unclothed breast, groin, buttock, anus, pubes, or genitals; or a sex act, as defined in section 702.17. “Sexual exploitation” includes the transmission, display, taking of

electronic images of the unclothed breast, groin, buttocks, anus, pubes, or genitals of a dependent adult by a caretaker for a purpose not related to treatment or diagnosis or as part of an ongoing investigation. Sexual exploitation does not include touching which is part of a necessary examination, treatment, or care by a caretaker acting within the scope of the practice or employment of the caretaker; the exchange of a brief touch or hug between the dependent adult and a caretaker for the purpose of reassurance, comfort, or casual friendship; or touching between spouses or domestic partners in an intimate relationship.

- "Personal degradation" means a willful act or statement by a caretaker intended to shame, degrade, humiliate, or otherwise harm the personal dignity of a dependent adult, or where the caretaker knew or reasonably should have known the act or statement would cause shame, degradation, humiliation, or harm to the personal dignity of a reasonable person. "Personal degradation" includes the taking, transmission, or display of an electronic image of a dependent adult by a caretaker, where the caretaker's actions constitute a willfull act or statement intended to shame, degrade, humiliate, or otherwise harm the personal dignity of the dependent adult, or where the caretaker knew or reasonably should have known the act would cause shame, degradation, humiliation, or harm to the personal dignity of a reasonable person. "Personal degradation" does not include the taking, transmission, or display of an electronic image of a dependent adult for the purpose of reporting dependent adult abuse to law enforcement, the department, or other regulatory agency that oversees caretakers or enforces abuse or neglect provisions, or for the purpose of treatment or diagnosis or as part of an ongoing investigation. "Personal degradation" also does not include the taking, transmission, or display of an electronic image by a caretaker in accordance with the facility's or program's confidentiality policy and release of information or consent policies.

"Child abuse" or **"abuse"** means:

- Any non-accidental physical injury, or injury which is at variance with the history given of it, suffered by a child as the result of the acts or omissions of a person responsible for the care of the child.
- Any mental injury to a child's intellectual or psychological capacity as evidenced by an observable and substantial impairment in the child's ability to function within the child's normal range of performance and behavior as the result of the acts or omissions of a person responsible for the care of the child, if the impairment is diagnosed and confirmed by a licensed physician or qualified mental health professional as defined in section 622.10.
- The commission of a sexual offense with or to a child pursuant to chapter 709, section 726.2, or section 728.12, subsection 1, as a result of the acts or omissions of the person responsible for the care of the child. Notwithstanding section 702.5, the commission of a sexual offense under this paragraph includes any sexual offense referred to in this paragraph with or to a person under the age of eighteen years.
- The failure on the part of a person responsible for the care of a child to provide for adequate food, shelter, clothing or other care necessary for the child's health and welfare when financially able to do so or when offered financial or other

reasonable means to do so. A parent or guardian legitimately practicing religious beliefs who does not provide specified medical treatment for a child for that reason alone shall not be considered abusing the child, however this provision shall not preclude a court from ordering that medical service be provided to the child where the child's health requires it.

- The acts or omissions of a person responsible for the care of a child which allow, permit, or encourage the child to engage in acts prohibited pursuant to section 725.1. Notwithstanding section 702.5, acts or omissions under this paragraph include an act or omission referred to in this paragraph with or to a person under the age of eighteen years.
- An illegal drug is present in a child's body as a direct and foreseeable consequence of the acts or omissions of the person responsible for the care of the child.
- The person responsible for the care of a child has, in the presence of the child, as defined in section 232.2, subsection 6, paragraph "p", manufactured a dangerous substance, as defined in section 232.2, subsection 6, paragraph "p", or in the presence of the child possesses a product containing ephedrine, its salts, optical isomers, salts of optical isomers, or pseudoephedrine, its salts, optical isomers, salts of optical isomers, with the intent to use the product as a precursor or an intermediary to a dangerous substance.
- The commission of bestiality in the presence of a minor under section 717C.1 by a person who resides in a home with a child, as a result of the acts or omissions of a person responsible for the care of the child.

Pursuant to Iowa Code chapter 235B, a mandatory reporter of dependent adult abuse is any person who, in the course of employment, examines, attends, counsels, or treats a dependent adult and reasonably believes the dependent adult has suffered abuse. This includes a member of the staff or employee of this care facility.

Per Iowa Code 481-52.1 (235E) Definitions:

- "Staff member" means an individual who provides direct or indirect treatment or services to residents in a facility or program. Direct treatment or services include those provided through person-to-person contact. Indirect treatment or services include those provided without person-to-person contact such as those provided by administration, dietary, laundry, and maintenance. Specifically excluded from the definition of "staff member" are individuals such as part-time volunteers, building contractors, repair workers or others who are in a facility or program for a very limited purpose, are not in the facility or program on a regular basis, or do not provide any treatment or services to the residents of the facility or program.
- "Dependent adult" means a person 18 years of age or older whose ability to perform the normal activities of daily living or to provide for the person's own care or protection is impaired, either temporarily or permanently.

Staff will immediately notify the CEO or designee if they suspect or it has been reported to them:

1. If abuse has been committed.
2. If another staff or any person associated with Inspiring Lives commit abuse.

3. If they are the object of an investigation of abuse.
4. If they have a reason for concern for the possibility of abuse.

Staff will perform the following steps as needed upon learning of an allegation of or suspected abuse to address the client's safety:

1. Intervene.
2. Provide first aid if necessary and provide for safety of client. Call On-call and On-call will then notify CEO.
3. Determine identity of client(s). Call for additional staff to assure 1:1 direct supervision of clients in different areas.
4. Assess for injuries of client(s) without changing clothing. In the case of a report of possible sexual abuse, rape, or exploitation of a client is made to staff **or** if staff observe or suspect client activity that has the appearance of possible sexual abuse or exploitation, as evidenced by, but not limited to crying, screaming, attempting to break away, kicking, hitting, scratching, or physical signs such as bruises, scratches, skin tears, etc., staff will: Provide emergency first aid only. **Do not disturb evidence. DO NOT ALLOW:**
 - a. Bathroom privileges, if at all possible.
 - b. Hand washing.
 - c. Bathing.
 - d. Drinking, eating, or tooth brushing (NPO).
 - e. Change of clothing.
 - f. Secure any articles of clothing that have been removed and/or bed linens, towels, etc. that may be evidence; place in a separate paper bag and label with name of client, date and time, and list of concerns.
5. Initiate Incident Report.
6. If internal investigation indicates a possible criminal act, law enforcement authorities will be notified by charge person for that shift, On-call, or the CEO.

Report suspected abuse;

- The CEO or designee notifies the Iowa Department of Inspections and Appeals and Dept. of Human Services of abuse by caretakers working for or associated with Inspiring Lives within 24 hours or the next business day, per Iowa Code Section 235E.2.
- Iowa law, Iowa Code section 235B.3(3)(a), requires staff members or other service providers to report suspected abuse immediately (within 24 hours) to both their supervisor and the Iowa Department of Human Services (DHS).
- The Centers for Medicare & Medicaid Services require health care providers to report to the Department allegations of mistreatment, neglect, abuse, misappropriation of property, and injuries of unknown sources. There are two conditions that must be met before a provider is required to report an injury of unknown source.
 - The source of the injury was not observed by any person or the source of the injury could not be explained by the resident, and
 - The injury is suspicious because of the extent of the injury, or location of the injury (e.g. injury located in area not general vulnerable to trauma), or

number of injuries observed at one particular point in time, or in the incident of injuries over time.

- The CEO or designee may have up to 5 working days to investigate the incident and take necessary corrective action including:
 - Immediately separate the alleged perpetrator and victimized resident/s. Maintain this separation until the Dept. has completed its abuse investigation.
 - Document the following information:
 - When the facility CEO or designee was notified;
 - When the facility's internal investigation began;
 - Who conducted the facility's investigation;
 - Any records of statement and/or interviews with the resident/s, the suspect (if known), and any witnesses; and
 - Any relevant documents concerning the incident such as clinical notes detailing the injury. Where there is obvious tissue damage, take photographs of the injuries.

As required by the Iowa Department of Human Services:

1. There may be legal ramifications for mandatory reporters who fail to report an allegation of abuse.
2. Staff will follow steps, as needed, outlined in this policy for all allegations of any type of abuse in order to address consumer safety upon learning of an allegation.
3. The CEO or designee will cooperate with the DHS Investigation, internal investigatory process will not impede with the DHS Investigation in any way.

6:7 Work-Related Accidents, Injuries and Illnesses

The company is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries or illnesses should follow these guidelines:

1. Immediately report the injury or illness to the Human Resources Specialist or your Supervisor.
2. For treatment, you will be sent or taken to the facility designated by Inspiring Lives, unless emergency situations dictate otherwise.
3. You must report to the facility designated by Inspiring Lives and see one of the doctors on staff there for any and all follow-up treatment.

If a workers' compensation claim needs to be filed, Inspiring Lives will file the appropriate paperwork in accordance with federal and Iowa laws. Failure to report an injury or illness in a timely fashion may jeopardize your right to collect workers' compensation and payment for medical expenses. The law provides that the employer must have notice or knowledge of an alleged injury within 90 days of its occurrence; if not, benefits may be denied. The 90-day period begins to run when the employee knew, or should have known, the injury arose out of and in the course and scope of employment.

Inspiring Lives' organization policy is to accommodate restrictions due to a work-related injury, when applicable. Once an injury has been determined to be work-related, Inspiring Lives will review any restrictions provided by the treating physician. If the

employee is temporarily, partially disabled, Inspiring Lives will provide a written offer of suitable work consistent with the employee's disability in accordance with Iowa law. The offer will include the following:

- Description of transitional work hours, duties, and pay rate.
- Details of lodging, meals and transportation, if applicable.
- Notification that the employee has the option to accept or refuse the offer of temporary work.
- Notification that if the employee refuses the offer of temporary work, the employee must communicate that refusal in writing and include the reason for refusal.
- Notification that should the employee refuse the offer of temporary work, during the period of refusal the employee will not be compensated with workers' compensation benefits unless the work refused is not suitable.

Inspiring Lives' organization policy regarding non-work-related injuries and illnesses is to not accommodate any restrictions, except those required by law.

6:8 Vehicle Use

For the purposes of this policy, organization vehicles include any vehicle owned, leased or rented by the organization. Organization vehicles are only to be used by approved employees for approved business purposes and may not be removed from the premises except for business use. Additionally, we have invested in our organization vehicles and need your help in keeping them in good condition. Please immediately report any accidents or mechanical problems. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

Employees who drive an organization vehicle or their own personal vehicle for organization business are required to have a valid driver's license and personal auto insurance coverage. Those employees who regularly drive for organization business may also be subject to annual moving vehicle record (MVR) checks to verify insurability; driving privileges may be suspended or terminated if the driver's record indicates an unacceptable number of accidents or violations. Employees and contracted staff who use their personal vehicle for work-related purposes must carry adequate liability insurance amounts. This will be at least \$100,000 combined single, or \$100,000/\$300,000 bodily injury with \$50,000 of property damage coverage. Any changes to your driver's license or insurance that may make you ineligible to drive for organization business must be reported immediately to the Human Resources Specialist.

When driving an organization vehicle or a personal vehicle for organization business, employees are expected to drive safely, courteously, and observe all traffic laws. Traffic violation fines received while driving the organization vehicle or for organization business will be the responsibility of the driver, not the organization. Additionally, you may not smoke in organization vehicles or drive for organization business while under the influence of alcohol; a legally-obtained drug that affects your ability to operate a vehicle; a controlled substance (as defined by federal law); or while otherwise impaired.

Inspiring Lives requires safe use of cell phones by employees while driving on organization time. Under no circumstances is an employee allowed to drive in a distracted or inattentive manner, such as texting, emailing, reading texts/emails, making/receiving phone calls, or checking social media accounts while driving on organization time. If you need to use your phone, you must pull over to the side of the road in a safe area where the vehicle can remain stationary. Inspiring Lives does not condone employees using hand-held cell phones while driving.

Individuals not employed by Inspiring Lives are prohibited from driving an organization vehicle. Violation of rules related to vehicle use may lead to disciplinary action, up to and including termination of employment.

6:9 Travel

Staff and clients should be protected from danger when traveling. This list is not all inclusive, as there are other reasons that may prohibit travel and other safety measures which may be implemented.

Responsibilities when supporting individuals with travel to places outside of the person's home:

- Observe clients and require proper dress i.e.: clean clothes, clean body, hair combed, & shaved. Staff will remind and assist clients to bathe and dress appropriately well in advance of planned outing. Winter coat & gloves or mittens are recommended if near 32 degrees or below and hat/scarf/boots if near 0 degrees or colder or below.
- Check Individual Service Plans (ISP's) to assure client may go & special conditions regarding the amount of supervision needed.
- Supervise all clients, as needed, who do not have unsupported approved time.
- Remind clients who are unsupervised per ISP of safety issues.
- Wearing seatbelts is required. Request that every passenger have their safety belt properly secured.
- Assist and help the passenger buckle their safety belts if needed. If the passenger does not secure the belt or allow the driver to help assist them in securing their safety belt, the vehicle doesn't move. An ISP may be written that may eliminate transportation services to that passenger.
- Put wheelchair(s) or walker(s) in trunk or back of van.

Employees will properly buckle/fasten his/her safety belt when driving or riding in any facility vehicle, when traveling on Inspiring Lives' time. This rule is to ensure safety of all persons. Staff are to maintain control of all vehicle keys. Vehicles are to be locked when not in use. Fill up Inspiring Lives' vehicle(s) when they are less than half full of fuel, before bringing them back to the facility.

Inspiring Lives' vehicles are generally available for transporting clients on work time. Staff are to check out a vehicle for their use by writing the information on the vehicle log in the

Fayette campus back office. Clients must not be left in the vehicle unattended.

Inspiring Lives' insurance can be used only as a secondary insurance, if a claim is made while staff is not using an Inspiring Lives vehicle. Employees cannot use Inspiring Lives vehicle for personal use unless approved in advance by the CEO.

When the news media announces that no travel is advised, do not take clients out unless medically or psychiatrically necessary. In advance of that travel, phone the medical facility to notify them of the situation and get their recommendations.

When travel is necessary during inclement weather, due to service commitments i.e.: meals, bakery, and laundry deliveries, cleaning services, etc., employees must take the minimum number of clients needed.

When schools or other activities are closed in the area in which you will travel or the media advises that conditions are dangerous, do not take clients out for recreational activities or routine appointments. Plan alternative in-house activities or reschedule the appointments.

The staff who is driving for organization business is responsible for ensuring an Emergency Roadside & First Aid Kit is in the vehicle, and they are able to take their personal cell phone for emergency use only.

If away from the site when dangerous weather conditions or accident occurs, initially assure the safety of yourself and clients. Then notify the operations on-call regarding the situation and re-contact them hourly until the danger has passed.

Do not drive through the water during flash floods.

Each site is responsible for cleaning vehicles, as needed.

What should be done in case a vehicle breaks down:

- Park the vehicle far off the travelled portion of the roadway if possible.
- Turn on the four-way emergency flasher (hazard lights).
- Open the vehicle's hood and leave it open.
- Tie a light colored (preferably white) cloth or handkerchief to the antenna or traffic side door handle.
- Use your personal cell phone to call for help.
- Notify Inspiring Lives on-call supervisor, they may be able to guide you or make contacts to get help.
- The Iowa State Patrol Emergency phone number allows callers to report highway emergencies to the nearest Iowa State Patrol Communication Center. This is to be used to report emergencies such as accidents, vehicle breakdowns, erratic drivers, criminal activity, etc. Please do not use this number for information on road or weather conditions, as it is for emergencies only. To obtain assistance you may call 800-525-5555. You may also call 911 for additional assistance.
- Ordinarily stay in your vehicle until a police officer or professional vehicle repair person arrives (especially at night or in inclement weather).

- If a helpful citizen stops, open your window partially and ask them to call for assistance, if needed.
- If you decide you and clients must walk from the vehicle, WRITE DOWN AND LEAVE IN THE VEHICLE the following information: YOUR NAME, CLIENT(S) NAME(S), THE DATE, TIME YOU LEFT, DIRECTION YOU ARE GOING, AND WHAT YOU ARE WEARING.
- If you decide you (and clients, if with you) need to ride with a passing motorist to obtain help, BE SURE AND LEAVE A WRITTEN MESSAGE IN THE VEHICLE containing the following information: YOUR NAME, CLIENT(S) NAME(S), THE DATE, TIME YOU LEAVE, DIRECTION YOU ARE GOING, WHAT YOU ARE WEARING, THE MOTORIST'S NAME, THE MOTORIST'S VEHICLE LICENSE PLATE NUMBER, AND A DESCRIPTION OF THE MOTORIST'S VEHICLE.
- TO GIVE HELP: When you see a "Send Help" card displayed or other signals indicating distress, we recommend that you not stop, but signal your intention to send help by sounding horn. Then proceed to the nearest available phone and contact someone who is in the business of rendering assistance such as the Iowa State Patrol, a police department, or the local sheriff's office. Take no chances, your personal safety is important.

What should be done in case of an accident:

- Stop, do not leave the scene.
- Call the local law enforcement immediately to report the accident, and the need for medical assistance if applicable.
- Warn other motorists by turning on your vehicle's flashers. Signal for assistance, if necessary, by tying something white to your vehicle's antenna.
- Do not accept responsibility or otherwise discuss the accident with anyone except law enforcement authorities, the CEO and independent insurance agent. Do not accept monetary settlement at the accident scene.
- Remain calm and courteous.
- Write down driver's license number, license plate number, and state of any other motorist(s) involved in the accident, if applicable. Also, get their insurance company's name and policy number, plus make model, year and description of vehicle(s). Lastly record the name, address and telephone numbers of the driver(s).
- Write down the name and address of all passengers, injured person(s), and anyone with property damage.
- Get the names and contact information from at least two witnesses if possible. This is very important when the fault of an accident may be questionable.
- Take time to note the conditions of the day, time, weather, and roadway. Write down any other details you feel are important.
- Report the accident as soon as possible to CEO and the business office. You will be asked to complete an accident incident report.

Emergency Phone: 911 or 800-525-5555

Road &Weather: 515-288-1047 or 511

6:10 Building Security

All employees are responsible for helping to make Inspiring Lives a secure work environment. Upon leaving work, ensure all equipment is shut off properly, turn off all lights, and ensure doors are closed and locked.

Report any lost or stolen keys or similar devices to your direct supervisor immediately. Refrain from discussing specifics regarding organization security systems, alarms, passwords, etc. with those outside of the organization.

Immediately advise your direct supervisor or any member of management of any known or potential security risks and/or suspicious conduct of employees, individuals, or guests of the organization. Safety and security are the responsibility of all employees, and we rely on you to help us keep our premises secure.

For more information on building safety, please see our Safety Policies.

6:11 Workplace Violence

Inspiring Lives is committed to maintaining a safe work environment and preventing workplace violence. Inspiring Lives will not under any circumstances tolerate threats, violent acts, or intent to commit a violent act that jeopardizes the safety of employees, other individuals, or any physical assets of the organization.

Fighting, horseplay, or other conduct that may be dangerous to others is prohibited. This includes verbal or physical threats, jokes, or offhand remarks about violence that may cause others to feel unsafe, intimidated, anxious, or threatened in the workplace. Other prohibited conduct includes, but is not limited to,

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means, or with a weapon.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Inspiring Lives' property or while performing organization business, except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order that relates to the workplace or another employee.

Employees who have knowledge of or observe potential or actual violence are expected to immediately report it to a member of management. This includes threats by employees, as well as threats by individuals and other third parties. All suspicious individuals and activities should also be reported as soon as possible to your direct supervisor or the Human Resources Specialist.

When reporting a threat of violence, please be as specific and as detailed as possible. The organization will investigate any complaint of violence promptly and thoroughly, and Inspiring Lives reserves the right to determine if actions are considered threatening,

violent, or intimidating. The investigation will be conducted as confidentially as possible in light of the circumstances involved.

Our commitment to keeping our employees safe extends to situations of ongoing violence outside of work. Employees should promptly inform the Human Resources Specialist of any protective or restraining order that they have obtained that lists the workplace as a protected area, or if a restraining order has been granted against them.

Any employee found to be responsible for threats of violence, actual violence, or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment.

Victims, witnesses, or individuals reporting workplace violence in good faith will not be retaliated against in any manner. Any employee found to initiate, participate, be involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, will be subject to disciplinary action, up to and including termination of employment. If you believe you have been wrongfully retaliated against, immediately report the matter to the Human Resources Specialist.

6:12 Weapons

Employees are strictly prohibited from possessing or bringing any type of weapon to organization-owned or leased buildings, client homes, organization-sponsored events, or in vehicles, whether on or off site.

Weapons include firearms, knives, brass knuckles, martial arts equipment, clubs, bats, explosives, and any other dangerous or hazardous devices or substances. This includes visible and concealed weapons, even if licensed to carry the weapon. A weapon may also include an object that has been altered from or used in a manner different from its intended purpose, if such alteration or use is designed to cause harm or inflict injury on another. Weapons do not include small pocket knives and any weapons brought onto the property by authorized police officers or security personnel, or an item an employee must possess in order to perform the employee's job. If circumstances require you to bring an item that might qualify as a weapon onto organization property, you are responsible for receiving prior authorization from a member of management to bring that item to work.

Anyone who sees a weapon in the workplace must contact a member of management immediately. If an employee feels there is an immediate danger to someone's safety, including their own, they should contact law enforcement authorities directly.

This policy applies to all employees, individuals, visitors, and other third parties. Inspiring Lives reserves the right to inspect, with or without notice, for any business reason, all packages or other items that come onto organization premises to ensure compliance with this policy. Any employee found with an unauthorized weapon in the workplace, or who otherwise violates the organization's weapons policy, will be subject to disciplinary action, up to and including termination of employment.

Section 7: Time Off & Leaves of Absence

7:1 Paid/Personal Time Off (PTO)

Inspiring Lives provides eligible employees with PTO to enjoy time away from work to help balance their lives. PTO provides employees the freedom to decide how to use their time off, and employees can use their PTO in a number of different ways. For example, it may be used as vacation, personal business, periods of illness, doctor or dental appointments, personal or family emergencies, in the event of severe weather or driving conditions, or for other events and occasions. Eligible employees are those regularly scheduled to work a part-time or full-time schedule.

PTO accrues based on the following schedule for full-time employees:

| Length of Employment | PTO | Maximum Annual Accrual |
|--|---|------------------------|
| Beginning day 1 through the day before the employee's second anniversary | 0.077 PTO hours accrued per 1 hour of work. | 160 hours |
| Beginning the employee's second anniversary through the day before the employee's eighth anniversary | 0.096 PTO hours accrued per 1 hour of work. | 200 hours |
| Beginning on the employee's eighth anniversary date | 0.115 PTO hours accrued per 1 hour of work. | 240 hours |

Please note that any hours beyond 80 in a pay period are not counted towards accrual calculations.

PTO accrues from the first day of employment; however, during the first three (3) months of employment, employees are not entitled to use any paid time off. Thereafter, PTO can be used at any time after it is accrued; however, it is the responsibility of the employee to manage this time and budget for hardship events.

If there is a circumstance in which an employee wants time off during their first three (3) months of employment, it must be requested to their supervisor and if approved, this will be unpaid time off.

PTO should be requested at least two weeks in advance or as early as possible, unless it is an urgent situation. PTO must receive prior approval and may be denied due to coverage needs. PTO is approved on a first come basis, but if needed, length of employment may also be considered.

PTO can be used in 15-minute increments by non-exempt employees, and in either four or eight-hour increments by exempt employees. PTO is not payment for hours worked and therefore is **not** considered in the computation of overtime. PTO is only accrued for

hours worked and therefore does not continue accruing during a leave of absence. PTO is not able to be donated.

Any unused PTO may be rolled over to the next year, up to a maximum of 320 hours. If an employee will have more than 320 hours of PTO in their bank when rolling over hours, any unused PTO hours will be forfeited so that the employee does not exceed the maximum limit.

Staff who have completed their annual trainings before their anniversary date, may request to have any excess of 200 PTO hours paid out. Employees who are electing pay out must leave a minimum of 200 hours in their PTO bank. Requests must be submitted in writing to payroll on or before your anniversary date. PTO payouts are issued the pay period following the anniversary date.

Staff who have given the required prior notice of their resignation, worked their regularly scheduled days during the resignation notice period, and have returned all Inspiring Lives' property, will be paid unused accrued PTO at your base rate of pay in accordance with the following vesting schedule:

| Employment Duration | PTO Paid Out Upon Termination |
|---|----------------------------------|
| 1 year – 3 years (i.e. before the third anniversary date) | $\frac{2}{3}$ unused accrued PTO |
| 3 years – 8 years (i.e. before the eighth anniversary date) | $\frac{3}{4}$ unused accrued PTO |
| 8 years + | Total of unused accrued PTO |

Buy-Back Options

Staff that have completed their trainings by their anniversary date, may request and be paid for time off in excess of 200 hours of accumulated PTO. Request made by staff completing a "Variance Report" form by their anniversary date with supervisor approval.

Bereavement Leave

Inspiring Lives recognizes the importance of being with family in times of need and that certain responsibilities exist after the death of a family member. Knowing that a death can be very difficult, employees are entitled to be absent from work for the purpose of arranging or attending the funeral. Employees will be allowed up to three (3) days of PTO for those absent days. If PTO is not available, the employee can request UPTO (Unpaid Time Off).

Inspiring Lives defines immediate family is defined as follows: mother, father, spouse, child, brother, sister, mother-in-law, father-in-law, brother-in-law, sister-in-law, step-father, step-mother, step-children, grandparent, grandchild, son-in-law, daughter-in-law

In the event of a death of a relative of lesser degree of relationship, employees shall be allowed one (1) day of leave. The employee will use PTO for the leave or if PTO is not available, the employee shall request UPTO.

An employee serving as a pall bearer shall be allowed one (1) day of leave. The employee will use PTO for the leave or if PTO is not available, the employee shall request UPTO.

Additional PTO/UPTO may also be granted depending on the circumstances such as distance, the individual's responsibility for funeral arrangements, and the employee's responsibility for taking care of the estate of the deceased.

Please contact the Human Resources Specialist if a qualifying even has occurred under this policy.

7:2 Unpaid Time Off (UPTO)

Unpaid time off may be available on a case-by-case basis and requires prior approval from your direct supervisor. All PTO must be used before going into an unpaid status. Abuse of this policy may result in disciplinary action, up to and including termination.

7:3 Extended Illness Bank (EIB)

This benefit is available for regular full-time and part-time employees who have successfully completed 6 months of employment. Fill-ins, temporary employees, and interns are not eligible for this benefit.

Extended Illness Bank (EIB) hours accrues at a rate of 0.023 hours per one (1) hour of work for eligible staff, or 48 hours annually for full-time staff. Staff may accrue up to 640 hours of EIB. When rolling over EIB hours, if an employee has more than 640 hours of EIB in their bank, any unused EIB hours will be forfeited so that the employee does not exceed the maximum limit.

This benefit can be used in place of PTO after the employee has been ill or injured for 24 scheduled work hours within consecutive scheduled shifts. If within 2 days after return to work from EIB, and the employee has a re-occurrence for the same illness/injury, the employee may continue to use EIB and not start over with PTO. Inspiring Lives may request a doctor's verification of the continuation of the illness or injury.

Donation of EIB is not allowed. EIB is not paid out upon termination and not included in overtime calculation.

EIB can only be used for the employee's illness/injury. It is not able to be used for care of a family member, friend, etc.

7:4 Holiday Pay

Inspiring Lives recognizes the following days as holidays and pays employees working on the below holidays at a premium rate. If the holiday falls on a weekend, it will be observed on the adjacent Monday or Friday.

New Year's Day

Thanksgiving Day

Memorial Day

Christmas Eve

Independence Day

Christmas Day

Labor Day

New Year's Eve

Holiday Pay

Time and a half will be paid for the actual hours worked by employees on all of the above holidays (12am to 11:59pm on the day of the holiday).

Veterans Day

In compliance with Iowa law, Inspiring Lives provides employees, who are veterans, with holiday time off for Veterans Day, November 11, if they would otherwise be required to work that day. Employees who wish to request Veterans Day as holiday time off must provide Inspiring Lives with written notice of their intent to take the day as time off at least one month prior to Veterans Day. The request should include a copy of a federal certificate of release or discharge from active duty, or such similar federal document, for purposes of determining the employee's eligibility for the benefit.

Inspiring Lives does have the discretion to deny a request if providing the time off would impact public health or safety, or if it would cause Inspiring Lives to experience significant economic or operations disruption. Inspiring Lives will notify the requesting employee at least ten (10) days prior to Veterans Day of the approval of time off from work and whether the time will be paid or unpaid.

7:5 Jury Duty and Witness Duty

Inspiring Lives encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees must present any jury summons to the Human Resources Specialist on the first working day after receiving the notice, obtain a jury duty work release from the courthouse, and submit the release to the Human Resources Specialist following the conclusion of jury duty. If an employee is not required to serve on a day he/she is normally scheduled to work or is excused from jury duty prior to the end of his/her normal workday, he/she is expected to report to work.

This time will be unpaid for non-exempt employees and paid for exempt employees in accordance with state law.

Non-exempt employees may request to use PTO, if desired.

Witness Duty Pay

Inspiring Lives will pay exempt employees their full salary for any week in which work was performed, if subpoenaed to appear as a witness in a court proceeding. Employees are expected to report to work when excused by the court prior to the end of their normal workday. Employees are also expected to report to work on any day(s) the employee is not required to report for witness duty. If you have received a subpoena, please notify your Supervisor and Human Resources.

7:6 Time Off to Vote

Inspiring Lives encourages employees to exercise their right to vote. According to Iowa state law, if your work schedule and the location of your polling place will make it difficult for you to get to the polls before they close, you are entitled to take time off work, as

designated by Inspiring Lives, to cast your ballot. If you do not have three (3) consecutive hours in the time period between the opening and closing of the polls, during which you are not required to be present at work, you are entitled to take time off work. This time will be paid in accordance with state law.

Employees who will need to take time off work to vote are expected to inform the Human Resources Specialist in advance. Employees are expected to work to ensure their absence doesn't negatively impact Inspiring Lives' operations. Employees who take time off to vote may be required to supply proof that they actually voted.

7:7 Leaves of Absence

Leaves of absence for qualifying reasons will be granted to eligible employees on an individual basis. Illnesses, disability, and military service are examples of qualifying reasons for a leave of absence. If you feel you need to request a leave of absence, the Human Resources Specialist can help clarify your eligibility for leave and available types of leave.

Employees are expected to notify the organization each day they are absent until the request for a leave of absence has been approved. Failure to notify the organization each day prior to the approval will result in those absences being recorded as no-call, no-show absences. Refer to Section 5:3 "Attendance Expectations" for more information on call-in procedures.

The presence of each employee is important to the operation of our business. While Inspiring Lives follows all applicable laws that might apply to a leave of absence, we cannot guarantee continued employment to employees who fail to follow call-in procedures or fail to provide requested information or documentation necessary to consider and approve a leave of absence. Employees who continue to be absent without an approved leave of absence may be subject to Inspiring Lives attendance policies and associated disciplinary action, up to and including termination of employment.

7:7:A Military Leave

Inspiring Lives complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to the Human Resources Specialist.

When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your direct supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact the Human Resource Specialist.

7:7:B Family and Medical Leave Act (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), Inspiring Lives provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

1. Have worked for the organization for at least 12 months, although it need not be consecutive;
2. Worked at least 1,250 hours in the last 12 months; and
3. Be employed at a worksite that has 50 or more employees within 75 miles.

Leave Entitlement

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period for any of the following reasons:

- The birth of a child and in order to care for that child (leave must be completed within one year of the child's birth);
- The placement of a child with you for adoption or foster care and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition, which makes you unable to perform any of the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty).

The organization will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any FMLA leave under this policy.

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, child, or next of kin who is a covered service member and who has a serious injury or illness related to active-duty service.

As used in the policy:

- **Spouse** means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.
- **Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.
- **Parent** means a biological, adoptive, step, or foster parent or any other individual who stood in loco parentis to you when you were a child.
- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as his or her caregiver, that individual will be the only next of

kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

- **Serious health condition** means an illness, injury, impairment, or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider. Ordinarily, unless complications arise, cosmetic treatments and minor conditions such as the cold, flu, earaches, upset stomach, minor ulcers, headaches (other than migraines), and routine dental problems are examples of conditions that are not serious health conditions under this policy. If you have any questions about the types of conditions that may qualify, contact Human Resources.
- **Health care provider** means a medical doctor or doctor of osteopathy, physician assistant, podiatrist, dentist, clinical psychologist, optometrist, nurse practitioner, nurse-midwife, clinical social worker, or Christian Science practitioner licensed by the First Church of Christ. Under limited circumstances, a chiropractor or other provider recognized by our group health plan for the purposes of certifying a claim for benefits may also be considered a health care provider.
- **Qualifying exigencies** for military exigency leave include:
 - Short-notice call-ups/deployments of seven days or less (**Note:** Leave for this exigency is available for up to seven days beginning the date of call-up notice);
 - Attending official ceremonies, programs, or military events;
 - Special childcare needs created by a military call-up including making alternative childcare arrangements, handling urgent and nonroutine childcare situations, arranging for school transfers, or attending school or daycare meetings;
 - Making financial and legal arrangements;
 - Attending counseling sessions for yourself, the military service member, or the military service members' son or daughter who is under 18 years of age or is 18 or older but incapable of self-care because of a mental or physical disability;
 - Rest and recuperation (**Note:** Fifteen days of leave is available for this exigency per event);
 - Post-deployment activities such as arrival ceremonies, re-integration briefings, and other official ceremonies sponsored by the military (**Note:** Leave for these events are available for 90 days following the termination of active-duty status). This type of leave may also be taken to address circumstances arising from the death of a covered military member while on active duty;
 - Parental care when the military family member is needed to care for a parent who is incapable of self-care (such as arranging for alternative care or transfer to a care facility); and
 - Other exigencies that arise that are agreed to by both the organization and you.
- A **serious injury/illness** incurred by a service member in the line of active duty or that is exacerbated by active duty is any injury or illness that renders the service member unfit to perform the duties of his or her office, grade, rank, or rating.

Notice and Leave Request Process

If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practicable (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must consult with the organization first regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the organization.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Failure to provide appropriate notice may result in the delay or denial of leave.

Certification of Need for Leave

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification forms from the Human Resources Specialist. When you request leave, the organization will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the organization may require an examination by a second health care provider designated by us. If the second health care provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practicable, may result in delay of further leave until it is provided.

The organization also reserves the right to require certification from a covered military member's health care provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Call-In Procedures

In all instances of absence, the call-in procedures and standards established in Section 5:3 "Attendance Expectations" for giving notice of absence from work must be followed. If an employee is unable to follow the call-in procedure listed in Section 5:3 to report an FMLA-related absence in advance, upon return and/or request by the organization, the employee must explain why the call-in procedure could not be followed.

Leave Increments

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per

workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the organization will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the organization may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis. Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a health care provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced-schedule basis.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid. If you are taking FMLA leave for any reason, you must utilize available PTO and EIB during this leave. If you are receiving workers' compensation benefits during a personal medical leave, you will not be required to utilize PTO. However, you may elect to utilize PTO until workers' compensation begins.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until it is provided.

Health Insurance

Your health insurance coverage will be maintained by the organization during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage lapses that coverage will terminate unless payments are promptly made.

Alternatively, at our option, the organization may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage

that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the organization may require reimbursement for the health insurance premiums paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If you and your spouse are both employed by the organization, the total number of weeks to which you are both entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to 12 weeks per leave year. Similarly, spouses employed by the organization will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The organization is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

Alternative Employment

While on leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the organization. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action, up to and including termination of employment.

Interaction with State and Local Laws

Where state or local family and medical leave laws offer more protections or benefits to employees, the protections or benefits that are more favorable to the employee, as provided by these laws, will apply.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action up to and including termination.

Designation of Leave

If the organization becomes aware of any qualifying reason for FMLA leave, the organization will designate it as such. An employee may not refuse FMLA designation under this policy.

Retaliation

The organization will not retaliate against employee who request or take leave in accordance with this policy.

7:7:C Other Leaves of Absence

Iowa Pregnancy Disability Leave

For employees who are not eligible for FMLA, we follow Iowa state law allowing unpaid leave for disability because of the employee's pregnancy, childbirth, or related medical conditions. The leave of absence will be for eight (8) weeks or until the employee is released to return to work, whichever is less.

An employee who wishes to take leave under this policy must provide timely notice to Inspiring Lives of the period of leave requested. Inspiring Lives reserves the right to require that the employee's disability be verified by medical certification, which states that the employee is not able to reasonably perform the duties of employment, before the leave of absence is granted.

Employees requesting such leave shall first be required to use accrued PTO. If the employee's accrued time off is not sufficient to cover the leave of absence, then the employee may request unpaid leave.

Premium payments for coverage must be maintained by the employee while on pregnancy disability leave. A payment schedule will be communicated to the employee upon approval of leave.

Leave of Absence for Service in Elective Office

An employee of Inspiring Lives who is elected to a municipal, county, state or federal office shall, upon written application to Inspiring Lives, be granted a leave of absence from regular employment to serve in that office, except where prohibited by federal law, up to a maximum of six (6) years.

Except for any partial week worked by an exempt employee, the leave of absence will be unpaid. It shall be granted without loss of net credited service and benefits earned, with the exception of paying pension, group health insurance, and other benefits during the leave period.

An employee on leave for service in elected office shall not be prohibited from returning earlier than expected to regular employment with Inspiring Lives. Leave of absence granted by this section does not apply to an elective office held by the employee prior to the election.

Emergency Services Leave

If you provide Inspiring Lives with written notice that you are a volunteer emergency services provider, the organization will not terminate your employment for being absent or late to work when fulfilling your duties as a volunteer emergency services provider.

A *volunteer emergency services provider* is a:

- Volunteer firefighter;
- Reserve peace officer;
- Emergency medical care provider; or
- Other personnel having voluntary emergency service duties.

Volunteer emergency service providers are not paid full time by the entity for which the volunteer services are performed in the local service area, in a mutual aid agreement area, or in a governor-declared state of disaster emergency area.

Any time you miss from work due to responding to an emergency will be unpaid.

If you may be absent from or late to work due to performing duties as a volunteer emergency services provider, you must notify the organization as soon as possible. If you are already at work, the organization will determine whether you may leave work to respond to an emergency.

The organization may require you to provide a written statement from the supervisor or acting supervisor of the volunteer emergency services unit or organization indicating both:

- That you responded to an emergency; and
- The date and time of the emergency.

PRN Leave of Absence

For a PRN/fill-in employee's own personal medically related reason, if said employee will be unable to satisfy the 16 hours per month requirement, they may request to take an unpaid PRN leave of absence. This is meant for situations in which FMLA is unavailable or exhausted.

The ability to work another job while on approved PRN leave of absence will be determined on a case-by-case basis. Unauthorized other employment while on an approved personal leave of absence will result in disciplinary action, up to and including termination of employment.

An employee must present a doctor's note substantiating the need for leave prior to the leave being approved. Employees must also provide a fitness for duty clearance from their health care provider in order to return to work upon conclusion of the leave of absence.

If a PRN leave of absence is approved, the employee must return to work on the scheduled return date or be considered to have voluntarily resigned from his/her employment. Inspiring Lives will re-evaluate the need for leave every two weeks, but the leave must not go longer than 90 days.

When returning to Inspiring Lives, the employee may or may not return to their previous position based on business need. However, continuing work is generally available.

Section 8: Employee Benefits

As part of our commitment to our employees and their well-being, Inspiring Lives provides eligible employees access to a variety of benefits such as health insurance, dental insurance, vision insurance, flexible spending accounts, life insurance, and a 403(b) retirement plan. Temporary employees are not eligible for benefits except those required by law. The benefits we provide are meant to help employees maintain a high quality of life, both professionally and personally.

Although we introduce you to our benefit plans in this section, we do not provide extensive details of each plan here. You will receive official plan documents and/or benefit summaries for each of our benefit plans at the time of your eligibility. Those documents, along with any updates from the organization, should be your primary source of information about our benefit plans. If you see any conflict between those documents and the information in this Handbook, you should rely on the official plan documents. Please see the Human Resources Specialist with any additional questions regarding our benefit programs and eligibility.

Inspiring Lives reviews its benefit policies annually and may change them at their sole discretion based on availability of plan options, premium costs, and other factors.

Benefits Continuation

An employee or eligible dependent who has health insurance, dental insurance, vision insurance, and/or a flexible spending account with Inspiring Lives on the day of a qualifying event may be eligible to continue his/her coverage under a federally-mandated program called COBRA.

Qualifying events include loss of coverage due to a reduction in hours of employment or termination of employment (except for reasons of gross misconduct by the employee); death of the employee; divorce or legal separation of the employee; the employee's enrollment in Medicare; or a dependent who no longer meets the definition of dependent under the group plan. Employees must notify the employer of a "qualifying event". Supporting documentation may be requested. In the case of an employee's death, an eligible dependent should notify the employer.

The COBRA enrollee is responsible for payment of the total monthly premium, including administration fees. Coverage through COBRA will terminate at the earliest of the following: end of the eligibility period of 18, 29, or 36 months (depending on the qualifying event); when premiums are not received within 30 days of the due date; when the participant is covered by another group plan; or when the participant is enrolled in Medicare.

Coverage levels through the COBRA Extension of Benefits is identical to the coverage provided to similarly situated beneficiaries under the employer's group benefit plan and is not conditioned on any physical examination or other evidence of insurability.

8:1 Health Insurance

Health insurance coverage is available to eligible employees on the first of the month following your first full month of employment with Inspiring Lives. Eligible employees are those regularly scheduled to work an average of 30 hours per week or more, averaged over the course of one year. We offer a number of options regarding which family members can be covered, and there is a premium payment required from you for health insurance coverage. Detailed information on coverage and how the plan works is contained in the Summary Plan Description for this benefit.

Changes to your elected coverage can typically only be made during the annual open enrollment period and when you or your covered dependent has a qualifying event, such as marriage, divorce, death, birth, or adoption of a child, or loss of coverage through the employee's spouse. In cases of a qualifying event, employees must notify the Human Resources Specialist within 30 days of the qualifying event.

8:2 Flexible Spending Accounts (FSA's)

Inspiring Lives offers Flexible Spending Accounts for the benefit of our employees. Part-time and full-time employees are eligible for this benefit. Our plan has several components by which employees can pay for certain items pre-tax. Employees may elect to defer a portion of their pay on a pre-tax basis to pay for dependent care or health, dental, and vision expenses not already reimbursed under a qualified plan. Any amounts contributed to these accounts reduce your federal and state income tax and FICA tax withholdings. Detailed information on eligibility requirements and how the plans work is contained in the Summary Plan Descriptions.

8:3 Dental Insurance

Dental insurance coverage is available to eligible employees on the first of the month following your first full month of employment with Inspiring Lives. Eligible employees are those regularly scheduled to work our full-time schedule of 30 hours per week. We offer a number of options regarding which family members can be covered, and there is a premium payment required from you for dental insurance coverage. Detailed information on coverage and how the plan works is contained in the Summary Plan Description for this benefit.

8:4 Vision Insurance

Vision insurance coverage is available to eligible employees on the first of the month following your first full month of employment with Inspiring Lives. Eligible employees are those regularly scheduled to work our full-time schedule of 30 hours per week. We offer a number of options regarding which family members can be covered, and there is a premium payment required from you for vision insurance coverage. Detailed information on coverage and how the plan works is contained in the Summary Plan Description for this benefit.

8:5 Life Insurance

Full-time employees may be provided up to \$10,000 term Life/AD&D insurance coverage and may enroll during the first full month of employment. Eligible employees are those regularly scheduled to work our full-time schedule of 30 hours per week.

8:6 Accident Insurance

Inspiring Lives offers eligible employees access to voluntary accident insurance on the first of the month following date of hire. Eligible employees are those regularly scheduled to work 20 hours per week or more. Accident insurance provides a fixed cash benefit for the covered employee, for medical treatments associated with a covered accident. We offer a number of options regarding which family members can be covered and employees are required to pay the full cost of premiums, via payroll deduction, for accident insurance coverage.

8:7 Retirement Plan

Inspiring Lives' 403(b) Tax Sheltered Annuity is a retirement plan currently established with T.Rowe Price, VOYA, Annuity Investors, & Protective.

Inspiring Lives determines employee eligibility for Employer Contributions to the plan. (Employees hired under vocational training programs are not eligible for employer contributions.)

- Inspiring Lives contributes a specified percentage rate (which may be changed from time to time) of gross wages to T.Rowe Price. This calculation is based on prior income and is a flat amount. Employees must first complete one year of employment.
- Employees must work 1,000 hours either in their first year of employment or the calendar year in which they are eligible for the Employer Contribution. The employee only has to complete the 1,000 hour requirement in a year once.
- Employees must be employed on the last day (12/31) of that plan year (and each year going forward) to receive the employer contribution unless separation of service is due to death, disability, or attainment of normal retirement age.

Employees may choose only one vendor, T.Rowe Price, to contribute their pre-taxed money. With T.Rowe Price, employees can choose between different mutual funds to create their portfolio. Employee choices may include more risks and potential for growth or losses, which each employee should consider carefully and for which Inspiring Lives is not responsible. Investment options between or within the plans may be changed by contacting Reierson Retirement and Investment Solutions.

Employee's contributions are deducted from the first two (2) payrolls of each month. Each quarter (1/1, 4/1, 7/1, 10/1), employees may make adjustments to the amount of money contributed to the plan. These limits are subject to change per IRS regulations. Employees may stop making contributions at any time. Requests for contribution changes need to be directed to the HR Specialist or Payroll.

Employees may borrow from their TSA and not report the amount received as taxable income if certain conditions are met.

The IRS regulations restrict withdrawals from 403(b) contributions and interest to the following qualifying events; attainment of age 59 ½, separation from service of employer, qualified domestic relations order, death, disability or financial hardship as defined by IRS guidelines. Hardship withdrawals are limited to contributions paid to the contract while income on such amounts cannot be withdrawn. Current IRS regulations require 20% mandatory withholding on distributions paid to plan participants that are not part of required distributions. An additional 10% penalty tax may apply to early distributions, with some exceptions. Product penalties may be assessed on withdrawals that exceed the limits of the annuity contract.

The IRS requires that employees that are no longer employed by the sponsor employer, begin taking withdrawals from their TSA(s) in the year they reach age 72 and at least annually thereafter. The minimum amount required for withdrawal is determined by IRS formulas based on life expectancy.

Additional eligibility and plan details are included in the Summary Plan Description. The plan, current laws, and other applicable regulations take precedence over this policy.

The plan representative, Reierson Retirement and Investment Solutions, (563)422-5338 or 1-800-434-2199, can provide you with more complete details.

Inspiring Lives contributes 5.75% of gross wages to your plan annually when all prerequisites are met.

8:8 Tuition Assistance

Inspiring Lives is supportive of staff growth and development of skills. We encourage staff to enhance their ability to perform their duties or gain skills, knowledge and/or credentials in a subject or discipline needed to further Inspiring Lives.

Tuition assistance is available to full or part-time employees who have worked for Inspiring Lives for at least one year and are in good standing with the organization.

This policy covers the reimbursement of tuition and fees associated with course registration. The maximum allowance per calendar year is \$1,200 per employee.

Applicants must attach a copy of their course description(s) and forward it to the HR Specialist at least two weeks prior to enrollment.

An application for this benefit must meet the following requirements to be approved:

- Coursework is directly related to current job or to next level for which one may logically be considered, and is presented during off-work hours for the applicant.
- Instruction is through accredited school, college, university, or technical training school.

- Subject matter is not available to the applicant through in-house training program.
- Attendance does not create an obvious time conflict with employee duties.
- Approval by the CEO and immediate supervisor in advance of course start date.

Reimbursement will be made at a rate of up to \$125 per approved credit hour for the above approved coursework when the HR Specialist receives an official grade report of at least "C" or equivalent evidence of satisfactory completion, together with receipt of bill for tuition paid by the employee (this benefit does not cover tuition paid by grants or scholarships). The lifetime maximum per employee is \$7,200 for a degreed program. Payment for approved reimbursement will be made within three (3) months following course completed as long as employment remains in good standing.

No other expenses such as books, parking, or meals are reimbursable under this plan. If tuition fee includes any materials or items, they become property of Inspiring Lives when/if Inspiring Lives pays for them. Staff may not use Inspiring Lives vehicles to attend personal educational courses, even courses approved for reimbursement through this policy.

All staff who have been approved with tuition reimbursement benefit will sign an agreement to pay back the following:

- 50% of the tuition if not remaining employed for two (2) years after class is successfully completed or if the employee requests and/or accepts a change of status from a full-time or part-time position to a PRN position.
- 100% of the tuition if the employee fails the class or if not remaining employed for one (1) year after class is successfully completed, or if the employee requests and/or accepts a change of status from a full-time or part-time position to a PRN position.

8:9 Employee Assistance Program

Inspiring Lives is committed to the wellbeing of its employees. The Employee Assistance Program is available to assist employees and their families in resolving emotional and situational problems.

The Employee Assistance Program (EAP) is a voluntary consultation service provided by Inspiring Lives for employees, members of their immediate family, and volunteers at no cost to them. The EAP offers a method of assessing problems, providing short-term consultation, or referral to appropriate resources aimed at alleviating the problems.

Family members include spouse, biological, adopted, or step-children living in the home or dependent upon the employee; and other significant adults living in the home. Employees and their immediate family members are eligible for up to five assessment/consultation sessions with EAP staff per problem/issue.

If the problem requires assistance beyond what is appropriate/available in EAP, staff will be given information on appropriate resources through which they can receive ongoing help. Resources available in the area are reviewed with the client who then selects the

resource of his/her choice. Many services are available on an ability-to-pay basis or may be covered by the client's health insurance. Upon client staff request, the EAP consultant can provide linkage with the agreed upon agency.

If desired, Supervisors may utilize the EAP for management consultation to discuss referral or intervention strategies for individuals or workgroups. Supervisors may refer individual employees whose problems or work-related concerns might be interfering with job performance, either informally or by making a supervisory referral to the EAP.

Staff may be referred to the EAP in two ways:

1. Informal Referral
 - a. Staff may contact the EAP directly to arrange for professional assistance.
 - b. At the time of initial appointment, staff will be asked to sign an "Employee Assistance Program Statement of Understanding". This provides staff with knowledge of the program and confidentiality practices.
2. Supervisory Referral
 - a. When an employee experiences work performance problems and is unable to correct the situation with standard supervisory assistance, a supervisor may encourage the employee to seek assistance through the Employee Assistance Program, utilizing the supervisory referral process involving either a Coaching Session Documentation Form or Performance Improvement Plan. Such referrals provide an additional avenue in attempting to resolve job performance problems.
 - b. A supervisor wishing to make a supervisory referral of an employee to the EAP because of work performance issues is encouraged to contact the EAP and arrange for a management consultation to discuss the referral and/or written documentation of the specific work performance issues to EAP. A supervisor should meet with an employee to discuss work performance issues and expectations and send a copy of the Coaching Session Documentation or Performance Improvement Plan to EAP.
 - c. Whether or not the employee chooses to accept the supervisory referral, it is the employee's responsibility to perform satisfactorily on the job. Standard disciplinary procedures apply to ongoing job performance problems regardless of an employee's decision to seek help through the Employee Assistance Program.
 - d. If the employee would like the supervisor apprised of any additional information about his/her problem(s) or life situation(s), such information will be specified on the Release of Information form.
 - e. The EAP consultant maintains a position of neutrality regarding workplace conflict and/or any disciplinary actions be taken by management.

Inspiring Lives contracts with Gundersen Health System for the provision of EAP services.

Employee Assistance Program (EAP) is available 24 hours a day and may be contacted by placing a confidential call to: (800) 327-9991 or (608) 775-4780.

8:10 Christmas Club

Inspiring Lives has established a Christmas Club Account in which employees may choose an amount to be taken from their paychecks twice a month for the purpose of saving money for Christmas spending.

If the employee chooses to participate in the Christmas Club, he/she decides the amount they would like taken from their paycheck per pay-period and fills out a form. This amount will be deducted from their paycheck twice-a-month.

Inspiring Lives then issues checks to participating staff. The individual members will be issued checks when the 1st payables in November is run (around the 5th). In December of each year, members sign a form on how much they want deducted from their paycheck, beginning in January the following year.

Any interest that is earned will go towards buying something for Inspiring Lives. Employees who participate in the Christmas Club will vote on what to purchase.

8:11 Gym Membership Reimbursement

Inspiring Lives has implemented a wellness benefit that reimburses qualified staff for having a gym membership. Part-time and full-time staff are eligible for this benefit. Fill-in staff are not eligible for this benefit.

Benefit eligibility begins the 1st following one full month of employment or change from fill-in to part-time or full-time.

In order to receive reimbursement, staff will need to provide proof of payment for a gym or fitness center membership each month by paper or email receipt to the HR Specialist. This is due within 60 days following the membership month. Reimbursements of up to \$20 will be paid back to the employee each month they provide proof of membership.

Memberships must be with a bona fide wellness or fitness center in the state of Iowa. Proof of attendance is not required. However, by participating in the reimbursement program, you authorize Inspiring Lives to verify your membership.

Requesting reimbursement for any month in which you did not have a membership is subject to disciplinary action, including and up to termination.

If you purchase an annual membership, you will still be required to provide proof of having a membership each month. This could look like requesting a proof of attendance printout/email, or a monthly verification of membership email.

No other a la carte items or fees are reimbursable according to this policy (i.e. key fobs, lockers, personal trainers, special events/classes).

Employee Handbook Acknowledgment and Receipt

I have received my copy of the Employee Handbook (Handbook) dated 12/20/2023.

The Handbook describes important information about Prairie View Management, Inc. (Inspiring Lives), and I understand that I should consult the CEO regarding any questions not answered in the Handbook. This handbook outlines the policies, procedures and programs that affect my employment. I understand that this handbook supersedes any previous versions and by distributing this Handbook, the organization expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I have entered into my employment relationship with Inspiring Lives voluntarily and acknowledge that there is no specified length of employment guaranteed. **Accordingly, either I or Inspiring Lives can terminate the relationship, with or without cause, at any time, unless such termination is contrary to applicable federal or state law.**

I understand and agree that no supervisor or representative of Inspiring Lives has any authority to enter into any agreement for employment other than at will; only the CEO has the authority to make any such agreement, and then only in writing signed by the CEO and the employee.

I understand and agree that nothing in the Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Inspiring Lives is employment at will, which may be terminated at the will of either Inspiring Lives or me. Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Inspiring Lives, and the organization reserves the right to change, amend, delete, suspend or otherwise modify the information in this handbook at any time at the organization's discretion. Inspiring Lives may also change my hours, wages, and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the CEO of Inspiring Lives has the ability to adopt any revisions to the policies in this Handbook.

I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in the Handbook, including the Harassment and Discrimination Policy, and any revisions made to it.

Employee's Signature

Employee's Name (Print)

Date

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE