



Employee Handbook

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INTRODUCTION

WELCOME TO SINAI FAMILY HOME SERVICES!

We're happy to welcome you to **Sinai Family Home Services (SFHS)**– we're glad you've joined us! We take pride in selecting people such as you to join our organization, and we truly believe you will be a positive addition to our most important asset – our employees.

We hope you will enjoy a productive and pleasant association with us. We have created a work environment, compensation and benefits program, and interactive culture that we believe fosters positive work relationships. We expect that you will enhance the atmosphere by contributing your best efforts in whatever is asked of you.

We believe that you can contribute significantly to our success and want you to share in the growth of our future. We also feel that the best way to help you achieve is to help you understand our organization and your role in it. This Handbook has been prepared as a guide to give you a better understanding of the organization's policies, procedures, and practices. Please familiarize yourself with its contents, and keep it handy for reference.

Our organization values two-way communication, and our “open door” policy encourages you to ask questions if there are policies or procedures you don't understand. We welcome your ideas and suggestions for ways to improve our operations and/or services or to save unnecessary costs during your employment with us.

Again, welcome to our team. We wish you success in your new position and truly value you and the contribution you make during your employment with us. We sincerely hope you will like it here.

David Fuks
Board Chair

Paige S. Coleman, MBA
Executive Director

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OUR HISTORY

Sinai Family Home Services (SFHS) is an independent 501(c)3 non-profit and licensed Comprehensive In-Home Care Agency dedicated to serving those who need a helping hand in Multnomah, Clackamas and Washington counties. This non-profit social enterprise fills a niche in care for elders and people with disabilities who want to remain in their own homes while receiving the care and companionship they may need.

Started in 2007, SFHS is a joint venture by two nonprofit organizations: Cedar Sinai Park and Jewish Family & Child Service of Portland. Founded with strong Jewish values, we recognize and honor the value of each individual for their wisdom, cultural background and personal history. SFHS operates with Five Guiding Organization Principles. These are:

1. **Respect:** We recognize, honor and acknowledge the inherent value of each person, for their wisdom, their culture, their background and their unique history.
2. **Advocacy:** We give voice to our clients' needs and facilitate positive action on their behalf.
3. **Compassion:** We treat everyone with caring, sensitivity, understanding and supportive responsiveness.
4. **Intention:** We approach our work and each task with thoughtful consideration as to what we are doing and why we are doing it, as individuals and as an agency.
5. **Accountability:** We are responsible individually and as an agency for honest, accurate work and interaction with others. We plan strategically and provide measurable quality care with clear fiscal and ethical responsibility.

Our exceptional in-home service program offers support to both clients and their families with respect and integrity. We have three levels of care: Homemaker/Companion Care, Personal Care and Complex Care. Our services range from housekeeping, assistance with activities of daily living, medication management, memory care support as well as consideration of any other special needs. With a minimum shift of three hours, we are available at any time of day, seven days a week.

All of our services begin with a thorough in-person assessment with an SFHS representative and the client and any family members involved. During this interview, we explore the different ways that the client and family may need support. As a result, a personalized care plan is developed by our professional staff and placed in the home and SFHS office for client and staff to have for reference. This care plan guides SFHS staff in providing the best possible support for a client's situation.

SFHS staff stay involved and maintain communicate each individual client's ongoing needs, progress and changes to physicians, family and members of their care team. Homemaker Care and Personal Care services are supervised by the SFHS Home Care Program Manager while Complex Care cases and Medication Management are supervised by, SFHS Nurse, a licensed and registered nurse in the state of Oregon.

Sinai Family Home Services is proud to have friendly, reliable and qualified staff and to provide ethical and value-driven care. We are well-connected to resources in the greater Portland Metropolitan area and ensure that our clients receive a continuum of care options as their needs may change over time.

ABOUT THIS HANDBOOK

This Employee Handbook is a guide to help you to understand our employment provisions and expectations. The Handbook applies to all of our employees. It is intended to be a positive document that begins to establish the relationship between us.

Please remember that this Handbook contains only general information and guidelines. It is not intended to address all the possible applications of or exceptions to general policies and procedures. Our policies are based on the belief that common sense, good judgment, and consideration for the rights of others are paramount to our ability to serve our customers and ourselves. While we have tried to anticipate many of your questions, keep in mind that this document won't provide every answer. If you have any questions concerning eligibility for a particular benefit or how a policy or practice applies to you, please ask your supervisor.

We know that employees have varied skills, goals, perceptions, and values, and that such diversity may create situations not fully addressed within this Handbook. In that event, we'll try to make fair and equitable decisions while making sure that the best interests of the organization are served.

Neither this Handbook nor any other organizational document confers any express or implied contractual right to remain in Sinai Family Home Services' employ. Nor does it guarantee any fixed terms or conditions of your employment. Your employment is not for any specific period of time and may be terminated at will, with or without cause, and without prior notice by SFHS or you for any reason at any time.

The procedures, practices, policies, and benefits described here may be modified or discontinued from time to time. We recognize our responsibility to keep employees informed of changes that may affect them, and will provide replacement pages so you can keep your Handbook current.

Some subjects described in this Handbook, such as benefit plan information, are covered in detail in official policy documents. You should refer to these documents for specific information since this Handbook provides summaries only. Please note that when discrepancies occur between benefit language in this Handbook and in the official policy documents, the terms of the written insurance policies are controlling. We encourage you to use caution when making decisions with long-term impact based on our current benefit offerings, given that we may find it necessary to make changes to these programs.

You are encouraged to offer suggestions for improvement to these policies, employment practices, or working conditions. Please read through the Handbook carefully and share it with your family members so that they will also understand your work environment. If you have additional questions or need further details, please talk with your supervisor, who can advise you or refer you to the appropriate resource.

EMPLOYMENT POLICIES

EMPLOYMENT RELATIONSHIP

You and **Sinai Family Home Services** are engaged in an “at-will” employment relationship. Therefore employment at **SFHS** is for no definite period of time and may, regardless of the time and manner of payment of wages and salary, be terminated at will. This means that either you or the organization may terminate the employment relationship at any time, with or without reason or advance notice.

No one in the organization has the authority to enter into any agreement contrary to this at-will relationship except the Executive Director or the Board President. It cannot be altered except when in writing and signed by the Executive Director or the Board President and you. **SFHS** is also not bound by any oral promises concerning the length or terms of your employment.

EQUAL EMPLOYMENT OPPORTUNITY

Sinai Family Home Services (SFHS) is an equal opportunity employer and, as such, considers individuals for employment according to their abilities and performance. Employment decisions are made without regard to race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity, genetic information or any other classification protected by law. All employment requirements mandated by local, state, and federal regulations will be observed. These policies of nondiscrimination will prevail throughout every aspect of the employment relationship, including recruitment, selection, compensation, promotion, transfer, layoff and recall, termination, training, and dispute resolution.

Our organization recognizes same-sex and opposite sex domestic partners, consistent with the law. If you have any questions regarding this matter, please direct them to the Human Resources Coordinator or Executive Director.

In keeping with our philosophy and applicable laws, our advertising and recruiting materials will contain the following statement to encourage qualified applicants to apply: “Equal Opportunity Employer.” Our policy as an equal opportunity employer is to employ those legally entitled to work in the United States without regard to citizenship, ethnic background, or place of national origin. However, in conformity with the relevant immigration statutes and regulations, our policy is to hire only those who are eligible to work in the United States. Verification documentation is required of all new hires.

All employees in the organization are responsible for following and carrying out this policy according to the spirit and intent of our equal employment commitment. Management provides and supports a dispute resolution procedure for complaints alleging discrimination. Employees are expected to bring any questions, issues, or complaints to management’s attention. If you believe you have been harassed (see page 9), or if you witness or suspect any violation of this policy, you should report the matter immediately to the Human Resources Coordinator or Executive Director. We will not retaliate against you for filing a complaint or cooperating in an investigation, and we will not tolerate or permit retaliation by management or co-workers.

Sinai Family Home Services offers equal employment opportunities for qualified individuals who may have a physical or mental disability, but are still able to perform essential job functions with reasonable accommodations. Essential functions are defined as the fundamental non-marginal duties of the position being held or sought. A job function is essential if the position exists for the performance of the function, there are only a limited number of employees available to perform it, or it is so highly specialized that an expert is required to perform it.

Reasonable accommodation is available to employees and applicants, as long as the accommodation doesn't cause undue hardship on the organization. Individuals protected by the ADA should discuss their needs for possible accommodation with the Human Resources Coordinator or Executive Director.

HARASSMENT

Sinai Family Home Services wants to maintain a working environment free from of harassment based upon race, age, religion, color, sex, religion, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity, on-the-job injury, genetic information, or any other legally protected characteristic or status

Repeated or pervasive behavior such as telling ethnic jokes; making religious slurs; using offensive slang or other derogatory terms regarding a person's race, sexual orientation, age, sex, national origin, or disability; or mimicking one's speech, accent, or disability are examples of prohibited conduct and will not be tolerated. Retaliating against or harassing individuals by making derogatory comments regarding protected status or characteristics, and any other words or conduct that might create a hostile or offensive working atmosphere are prohibited.

One form of harassment is sexual harassment. Conduct is considered to be sexual harassment if:

- Submission to the conduct is in any way deemed to be a term or condition of employment;
- Submission to or rejection of the conduct is used as a basis for employment-related decisions; and/or,
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment consists of repeated or pervasive unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Conduct such as sexual or sexist language, jokes, or innuendoes; nude, profane, or obscene cartoons, drawings, or photographs; whistling; staring; and inappropriate touching are not tolerated at **SFHS**. Cell phone use, including text messages and other similar electronic communications, can be included in harassing behavior.

Each manager/supervisor has a responsibility to maintain a workplace free of any form of sexual harassment. No manager/supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development. Sexual harassment in the workplace, whether by managers/supervisors, non-managerial employees, or outside individuals (vendors, customers, etc.) is prohibited.

This policy covers conduct in the workplace, at social functions sponsored by the organization (holiday dinners, picnics, sporting events, etc.), and at business functions (conventions, trade shows, etc.).

Management provides and supports a dispute resolution procedure for receiving and resolving complaints alleging discriminatory practices in employment relations. As an employee of **SFHS**, you have the responsibility to immediately report any actions or words by a supervisor, co-worker, vendor, or other individual that you believe to be unwelcome harassment. You should report the incident to Human Resources Coordinator or Executive Director. If you are not comfortable reporting to either of these people, you may report the incident to any supervisor or manager. The organization will not retaliate against you for filing a complaint or cooperating in an investigation and will not tolerate or permit retaliation by management, co-workers, or non-employees such as clients, vendors, or contractors.

Reporting Incidents of Harassment or Discrimination

If you believe that you have been harassed, have witnessed harassment, or suspect any violation of our harassment/discrimination policy, you must immediately report the matter to your manager or any other manager you feel comfortable talking with. (While working when the office is closed, you must call the Afterhours Manager.) The Executive Director is responsible for ensuring that all complaints are promptly and thoroughly investigated without prejudice or retaliation. If the Executive Director is the subject of the complaint, the Administrator or Board Chair will oversee the investigation, and the Executive Director will not conduct the investigation. The investigation will be conducted promptly, but no specific timeframe can be guaranteed because each situation is likely to be different, and individuals may have varying schedules. Every effort will be made to complete the investigation within two weeks. In all cases, you will be notified of the outcome of the investigation. (See the section in this Handbook on Dispute Resolution for information on the appeal process).

All complaints of harassment will be investigated promptly and impartially. Discretion will be used during the investigation in order to maintain as much confidentiality as possible while effectively completing the investigation. If you are not satisfied with the handling of a complaint or the action taken by management, you should bring the complaint to the next higher level of authority. In all cases, you will be generally advised of the outcome.

Any employee or manager who is found, after appropriate investigation, to have engaged in harassment of another employee or to have retaliated against an employee for reporting harassment will be subject to appropriate corrective action, depending on the circumstances, up to and including termination. Such discipline, including discharge of the employee, is not subject to review, appeal or grievance because all employees are employed at the will of the company and may be fired at any time for any reason or no reason. The company recognizes that denied accusations of sexual harassment which cannot be independently substantiated present a very difficult situation for the company, the accuser and the accused. The company has the right to take action against an accused employee even though the accusation cannot be independently confirmed.

DISPUTE REVIEW

We believe that undisclosed problems will remain unresolved and will lead to impaired work relationships, dissatisfaction with working conditions, and a decline in operational efficiency. Therefore, the organization has established this dispute review procedure to solve problems as quickly, fairly, and thoroughly as possible. This procedure is a method for impartially hearing the complaint, and is intended to resolve problems and provide a fair and objective review. All issues will be handled without prejudice or retaliation.

Reporting Issues Other Than Harassment/Discrimination

Any other questions or concerns you may have should be discussed with your immediate manager/supervisor as soon as you are aware there is a problem or have a question. Your manager will provide a written response to your concern within one week.

Review Process

Honest differences of opinion occur, and some situations will benefit from the review or decision of a higher management level. However, a higher-management review is intended to occur only after you have discussed a situation with your immediate supervisor and a satisfactory solution has not been reached. We realize there may be valid reasons to forego this initial step. For those unusual circumstances, you may go directly to the next level of management or to the Human Resources Coordinator or Executive Director for assistance.

This process is not a grievance procedure. Employees who have been disciplined have no right to complete this process before the discipline takes effect. Such discipline, including discharge of the employee, is not subject to appeal or grievance because all employees are employed at the will of the company and may be fired at any time for any legal reason or no reason. However, employees may use this dispute resolution process to present the employee's point of view.

If you feel a policy has been inappropriately applied, or you have been unfairly treated or unjustly disciplined by your manager/supervisor, you may present the matter to your manager's supervisor. That official will review the issue and make a decision. If you are not satisfied with this decision you may present the matter to the Executive Director or, if you have already presented the matter to the Executive Director to the Board President for review and settlement. The decision of this individual will be final.

All cases will be reviewed on an individual basis and without regard to precedent.

BINDING ARBITRATION

Instead of bringing a lawsuit against SFHS in the event you believe you have a legal claim against us, we require any such dispute to be settled exclusively by binding arbitration under the federal Arbitration Act or the Oregon law, ORS 36.600 et seq. Any dispute, other than a workers compensation claim, associated with your employment, termination of your employment, discrimination, harassment, or any other rights or obligations, must be submitted to arbitration unless otherwise prohibited by federal or state law. This arbitration shall be the exclusive means of resolving any dispute arising out of your employment or termination from employment. Employees can bring no other action in any court or any other forum. The arbitration decision shall be final and may not be appealed.

By accepting or continuing in employment, you agree that arbitration is the exclusive remedy for all disputes arising out of or related to your employment with SFHS. In addition, both SFHS and you agree to waive all rights to a civil court action regarding your employment and the termination of your employment. Only the arbitrator, and not a judge nor a jury, will decide the dispute. Nothing in this agreement and policy restricts employees from pursuing joint, class or collective claims through arbitration regarding an employment related issue or incident.

If you decide to dispute an alleged incident, you must deliver a written request for arbitration to the Executive Director. You will have up to one (1) year from the earlier of the date of termination, or one (1) year from the date on which the alleged incident(s) or conduct first occurred to make such request, unless a provision of law requires a longer period. You will also have up to fourteen (14) calendar days to respond to each communication from SFHS regarding the selection of an arbitrator and the scheduling of a hearing.

If SFHS does not receive a written request for arbitration from you within one (1) year of the incident or first occurrence of the events which are the basis of your claim, or if you do not respond to any communication from the organization about the selection of arbitrators within fourteen (14) calendar days, you will have waived any right to raise your claims, and your claims will be barred.

A single arbitrator will be selected by both parties from a list of available, qualified arbitrators. Arbitrators shall be lawyers or former lawyers or judges experienced in arbitration of employment disputes. If the parties cannot agree on an arbitrator, each party will select an arbitrator from the list and the selected arbitrators will select a third to form an arbitration panel. You and SFHS shall each bear their respective costs and attorney fees for legal representation at any such arbitration. The parties, if any, shall share the cost of the arbitrator and court reporter, equally. If the dispute is governed by a law that provides for the recovery of attorney fees in an action, the law controls over this provision.

EMPLOYMENT

It is our goal to fill employment vacancies with the most qualified applicants, whether recruiting internally or externally. Job applicants will be considered on an equal basis for all positions without regard to sex, age, race, color, religion, national origin, marital or veteran status, sexual orientation, gender identity, genetic information or the presence of a physical or mental condition or disability that can be reasonably accommodated.

We will always try to select the most qualified person for each available job, favoring existing employees over outside applicants when possible. External recruiting may be initiated concurrently with the internal posting process, but no hiring commitment or decision will be made until the position has been posted internally for a minimum of 3 working days.

Former employees and relatives of current employees will be considered for employment in the same manner as other applicants. We may refuse to place a spouse or immediate family member under the direct supervision of his/her spouse or family member if such placement adversely affects supervision, safety, security, or morale.

If a job can't be filled from within its department, it will be posted for the entire organization. In order to be eligible to transfer to a different job, you must have completed your initial introductory period, and may not be under any corrective action.

You may from time to time be temporarily or otherwise transferred or assigned to perform work outside of your regular job classification, schedule, shift, or department. Depending upon the circumstances, when transferred you may be subject to a wage adjustment. We may reassign an employee whose placement is determined to be unsuited to his/her individual skills, and may transfer any employee who has an illness or disability that requires a modified duty job without posting the job.

NEW EMPLOYEES, PROMOTIONS, AND TRANSFERS

New Employee Orientation

New employees are expected to attend a thorough orientation within the first week of employment. This helps ensure positive integration into our operations and helps new employees start a productive and satisfying employment relationship. At the orientation, you will receive detailed information about general policies, procedures, benefits, and basic information on pay and leave policies. Orientation sessions are documented using the New Employee Orientation Verification Statement, which is signed and dated by you and the person conducting the session, and kept in your employee personnel file.

Reinstatement

Employees who resign from the organization in good standing may be eligible for re-employment consideration. To determine eligibility, former employees must file an employment application with the Human Resources Coordinator and await notification of an available position. Applications received from former employees will be considered and processed using the same procedures and standards that govern all other applicants. When a position becomes available, the Human Resource Coordinator and the hiring manager/supervisor will review the former employee's performance record and the circumstances surrounding his/her previous departure from the organization. We are not obligated to rehire former employees.

Prior Service Credit

Employees who are rehired by **SFHS** will receive credit for prior time worked as follows:

- Employees who were separated because of a reduction in workforce will receive credit for prior time worked for the purposes of benefit eligibility if they are re-employed within one year after the separation date.
- Employees who voluntarily resigned from their employment with **SFHS** will receive credit for prior time worked for the purposes of benefit eligibility, subject to management approval, if re-employed within six months after the resignation date. However, a new anniversary date will be established based on the date of reinstatement.
- All other rehires shall be considered new employees, except where the Employee Retirement Income Security Act may rule otherwise for pension purposes.

Employment Classifications

Employee status is categorized to make distinctions in benefits and other employment conditions and to aid in a better understanding of employment relationships within the organization. Employees may be considered as introductory, full-time, part-time, temporary, variable, or on-call. The following definitions apply:

First 90-days: During the first 90 days, newly hired or promoted employees normally earn, but cannot use, benefits such as paid time off. However, health benefits may be an option earlier.

Employees are classified according to federal and state wage and hour laws as exempt or non-exempt, as defined below. Management will make the appropriate designation regarding the status for each new position or when a position changes substantially. If you are uncertain as to your status, ask your supervisor/manager.

Exempt: An employee who is exempt from the overtime pay requirements under federal and state laws. Exempt employees include the executive director and others who are paid a salary and whose duties and responsibilities allow them to be exempt under federal and state law.

Non-exempt: An employee who is paid an hourly wage, (typically assigned a regular work shift of not more than 40 hours per week), and whose job calls for overtime payment as appropriate under state and federal regulations.

EMPLOYMENT RECORD KEEPING

Access to Personnel Files

The organization maintains a personnel record for each employee, and access to those records is restricted to authorized persons only. The records contain applications, written evaluations, performance counseling notices, correspondence, and other information pertinent to employment. Authorized persons are individuals in a direct line of supervision over the employee to whom the file applies, or any manager involved in potential transfer or promotional consideration.

Your personnel file is available for review (except for any references and other material which are privileged or exempt from disclosure under state law) by making advance arrangements with the Human Resources Coordinator or Executive Director. Of course, we will provide copies of personnel records or files as required by law, but you may be asked to reimburse us for the reasonable cost of providing copies.

Change in Personal Data

Keeping your personnel records current can be important to you with regard to pay, payroll deductions, benefits, and other matters. If you have changes in any of the following items of information, please notify the Human Resources Coordinator:

- Name
- Marital status
- Address
- Telephone number
- Dependents
- Beneficiary(ies)
- Person to be notified in case of emergency
- Job related physical or other limitations that impact employment
- Other information having a bearing on your employment

A Change in Personal Data Form is available for your use in reporting any changes in your personal information.

EMPLOYMENT RELATIONS AND CONDUCT

ETHICS

We believe in treating people with respect and adhering to ethical and fair practices in business. We expect employees to avoid situations that might cause their personal interests to conflict with the interests of our organization or to compromise our reputation or integrity. Employees who violate the Ethics Policy or who create an equally detrimental impact on the organization will be subject to corrective action, depending upon the circumstance, up to and including termination.

Conflict of Interest

Employees may not solicit, obtain, accept, or retain any personal benefit from any supplier, vendor, customer/client, or any individual or organization doing or seeking business with **SFHS**. This means you may not maintain an outside business or financial interest or engage in any outside business or financial activity that conflicts with the interests of the organization or interferes with your ability to fully perform job responsibilities. For example, if job responsibilities include purchasing, or being in a position to influence purchasing, the individual responsible must have no proprietary or financial interest in any business that furnishes products, materials, or services to the organization or in any related transaction. Nor may he/she benefit directly or indirectly from a third party who furnishes products, materials, or services to the organization.

Misrepresentation

As an employee, you should consider how you represent **SFHS** in your transactions and interactions. You should be careful not to misrepresent the organization's policies, practices, procedures, or prices, or misrepresent your status and authority to enter into agreements. You should also avoid using the organization's name, likeness, facilities, assets, resources, or the authority of your position with the organization for personal gain or private interests.

Gratuities/Gifts

No employee may receive, give, pay, promise, or offer to our customers anything of value, whether cash or any other property, to secure or appear to secure preferential treatment. This includes any form of gratuity to or from employees of our customers or members of their families.

The following exceptions to this policy may be permitted, but you must have supervisor approval in advance:

- Purchase of business meeting meals
- Gifts of food or other consumable products offered to the entire work group during the holiday season when rejection of the gift would damage business relationships.

Outside Employment

While employed at **SFHS** you may not engage in outside employment that interferes with or impairs your work with SFHS or your availability to work at SFHS. You also may not conduct business connected to outside employment during hours you are scheduled to work at **SFHS**.

Off-Duty Conduct

Generally, we regard off-duty activities of employees to be their own personal matters. However, certain types of off-duty activities concern us because of the potential negative impact on the organization's reputation within the communities we serve. Therefore, employees who engage in or are associated with illegal or otherwise harmful conduct that adversely affects the organization or its public image, would disqualify you from employment with SFHS under state or federal regulations, or affects their own ability or credibility to carry out employment responsibilities may be subject to corrective action, up to and including termination.

Solicitation and Bulletin Boards

To make sure employees aren't disturbed or interrupted while on work duty, we have established the following no-solicitation policy:

Individuals who are not employed at the organization may not solicit our employees or distribute literature on organization property at any time.

If you wish to solicit or distribute literature to other employees by or on behalf of any individual, organization, club, or society, you may do so only during times when you are on a rest or lunch break. You may solicit or distribute literature only to those employees who are also on a rest or lunch break. The distribution of literature in work areas is prohibited at all times, but you may place it in established break areas or lunchrooms.

Obscene, profane, or inflammatory items and political advertisements or solicitations are strictly prohibited.

You may not solicit, expect, or accept contributions from vendors, clients, or anyone doing business with the organization.

You may not sell merchandise to, or collect funds of any kind from, employees or clients without prior approval from the Executive Director.

We use our organization bulletin boards to keep you up-to-date and to post notices and information required by law. We also use them to announce activities and other items of interest to employees. We ask that you check the bulletin board regularly to obtain information that may be important to you. Bulletin boards are to be used only for posting or distributing notices or announcements of a business nature that apply equally and are of interest to all employees, or are directly concerned with organization business.

CONFIDENTIALITY

Organization and Clients

At **SFHS**, employees have access to highly confidential and proprietary information, including information about our business plans and clients. Our clients trust us with confidential information. Disclosing this information without authorization would have a materially adverse impact on our integrity and on our relationships with our customers. Employees must not disclose any information pertaining to the organization or its clients without prior explicit approval of their managers/supervisors, and must sign a form stating such.

No organization records or information, including, without limitation, documents, files, records, computer files, and similar materials may be removed from our premises without permission from **SFHS**, except in the ordinary course of performing duties on behalf of **SFHS**. Additionally, the contents of organization records or information otherwise obtained in regard to business may not be disclosed to anyone except where required for a business purpose. This prohibition also applies to items posted in a blog or website. Employees are subject to appropriate corrective action, up to and including termination, for revealing confidential information.

Employee Records

SFHS' philosophy is to safeguard personal employee information in its possession to ensure the confidentiality of the information. Additionally, the organization will only collect personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements. Personal information collected by the organization includes employee names, addresses, telephone numbers, e-mail addresses, emergency contact information, EEO data, social security numbers, date of birth, employment eligibility data, benefits plan enrollment information, which may include dependent personal information, and school/college or certification credentials. All pre-employment inquiry information and reference checking records conducted on employees and former employee files are maintained in locked, separate areas and are not used by the organization in the course of business operations.

Personal employee information will be considered confidential and as such will be shared only as required and with those who have a need for access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access. Personal employee information used in business system applications will be protected under company proprietary electronic transmission and Virtual Private Network policies and security systems. Participants in company benefit plans should be aware that personal information will be shared with plan providers as required for their claims handling or record keeping needs.

Organization-assigned information, which may include organizational charts, department titles and staff charts, job titles, department budgets, company coding and recording systems, telephone directories, e-mail lists, company facility or location information and addresses, is considered by the company to be proprietary company information to be used for internal purposes only. The company retains the right to communicate and distribute such company information as it feels necessary to conduct business operations.

If an employee becomes aware of a breach in maintaining the confidentiality of his or her personal information, the employee should report the incident to the Human Resources Coordinator or their

supervisor. The Human Resources Personnel have the responsibility to investigate the incident and take corrective action. Please understand that the reasonableness of actions taken in these circumstances will be taken into consideration. Examples of the release of personal employee information that will not be considered a breach include the following:

- Release of partial employee birth dates, i.e., day and month, is not considered confidential and will be shared with supervisors/managers who elect to recognize employees on such dates.
- Personal telephone numbers or e-mail addresses may be distributed to supervisors/managers in order to facilitate company work schedules or business operations.
- Employee identifier information used in salary or budget planning, review processes and for timekeeping purposes will be shared with supervisors/managers.
- Employee's company anniversary date will be distributed to appropriate supervisors/managers periodically.
- Employee and dependent information may be distributed in accordance with open enrollment processes for periodic benefit plan changes or benefits statement updates.

Should a security breach occur, you will be notified in writing as soon as possible.

WORKPLACE RULES

Sinai Family Home Services believes policies and procedures are essential for the orderly operation of our business and for the protection and fair treatment of all employees. As a result, we have clearly identified performance expectations so that everyone conducts themselves in accordance with our workplace standards. Courtesy and common sense should always prevail. The following work rules are not all-inclusive, but serve as guidelines to demonstrate work behaviors considered important to **SFHS**.

1. You are expected to be at work on time, stay until your workday ends, and to do the work assigned or requested of you. If you are unable to be at work on time, you are expected to contact your immediate supervisor promptly.
2. You are expected to regard your workplace with respect and attention. **SFHS** records, equipment, and property are to be treated carefully and appropriately. You are responsible for those items in your custody and will be held accountable for their maintenance, appropriate use, and/or accuracy.
3. You are expected to act in accordance with all appropriate codes, laws, regulations, and policies, regardless of whether they are set by **SFHS** or outside regulatory bodies.
4. You are expected to conduct yourself in a professional manner, exhibiting a high regard for our clients, vendors, business associates, and co-workers. No breach of professional behavior (abusive language, harassment, personal business during work time, etc.) will be condoned. This also applies to alcohol consumption when representing **SFHS** in a business or social capacity.
5. You are expected to maintain the confidentiality of organization information or client information in your possession (i.e., personnel information, trade secrets, etc.).
6. You are expected to wear clothing that is neat in appearance and consistent with a professional atmosphere, keeping in mind the impression made on clients, visitors, and other employees and the need to promote organization and employee safety. Good individual judgment is the best guideline, but management retains the right to decide what dress is appropriate.

This information regarding performance expectations may help in providing guidance for employee actions. You are urged to use reasonable judgment and to seek advice in doubtful or unclear situations. If all employees do their best to meet both the spirit and intent of these guidelines, employee disciplinary issues should be minimal. It is our policy to resolve conduct and performance problems in the most informal and positive manner possible. However, conduct outside the above guidelines will result in corrective action, up to and including termination.

We also believe that all of our employees should be heard in matters involving discipline; therefore, we have adopted a formal Dispute Resolution Procedure, which can be found on page **13** of this Handbook.

WHISTLEBLOWER PROTECTIONS

Sinai Family Home Services encourages any employee with knowledge of an illegal or dishonest company activity to report it to the Human Resources Coordinator or Executive Director. All such issues will be investigated in a timely manner to determine fault and institute any appropriate corrective measures. Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting. For any employee wishing more information, further details can be obtained from Human Resources Coordinator or Executive Director.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee should immediately contact his/her direct supervisor or the Human Resources Coordinator or Executive Director. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to corrective action up to and including termination.

Whistleblower protections are provided to maintain confidentiality and to prevent retaliation. While identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their due course, the privacy of the individual making the report will be protected as much as possible. SFHS will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the Human Resources Coordinator or Executive Director immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the Human Resources Coordinator or Executive Director who is responsible for investigating and coordinating corrective action.

DRESS CODE

Employees contribute to the atmosphere and reputation of **SFHS** in the way they present themselves, in the office, at a client's home, at partnership meetings, and in the community. A professional appearance is essential to a favorable impression with clients, co-workers and community partners. Good grooming and appropriate dress reflect employee pride and inspire client confidence.

Managers have the discretion to determine appropriateness in appearance. Employees who do not meet a professional standard for their position may be sent home to change and may not be paid for that time off. A basic essential of appropriate dress includes the need for clothing to be neat and clean. A reasonable standard of dress rules out overly-revealing clothing, tank tops, halter-tops, or any extreme in dress, accessory, fragrance or hairstyle.

Additionally, clothing, jewelry, and hair should not be loose or dangle in such a way that creates any kind of safety hazard.

Body piercing jewelry and body art that does not convey a professional image should not be visible.

Management may make exceptions to the Dress Code for special occasions. An employee unsure of what is appropriate should check with the manager or supervisor.

Professional dress and business casual are both acceptable, depending on your position and activities. However, this dress code may be changed at any time, as determined by the Executive Director. Business casual is defined as follows:

Casual shirts: Shirts with collars and blouses, all in good, clean condition.

Inappropriate: T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts and crop tops. T-shirts may be approved and provided for specific events only.

Pants: Casual slacks and trousers. Jeans must be dark in color, without holes, frays, etc.

Inappropriate: Leggings without coverage. Sweatpants.

Skirts and Dresses:

Inappropriate: Overly-revealing tight fit, low-cut or short lengths.

Footwear: Depending on the department, dress shoes, casual shoes, or athletic shoes all in good condition.

Inappropriate: Athletic sandals, flip-flops.

Some departments may require specific guidelines. People who need to leave work to change clothes for meetings will take personal time or vacation time to do so. If you are meeting clients, business dress is always appropriate. If you are working a shift providing client services, business casual is always appropriate. These policies may be changed as fashion trends in clothing for the business world change.

COMMUNICATION AND SOFTWARE SYSTEMS

Electronic Communications Systems

SFHS provides electronic communication systems to maintain superior communications both within the organization and with outside clients and vendors. You are encouraged to learn about these tools and how to use them. This policy provides directions for you regarding access and disclosure of information when using these communication systems. All employees and others outside the organization who may use the systems are expected to be aware of and support this policy.

Our electronic communication systems include computers, software, electronic mail (e-mail), copiers, fax machines, telephones, cell phones, voice mail, surface messengers, and various on-line services. All of these systems are operated and managed based upon this policy.

These systems and any other informational, storage, or retrieval services that the organization provides are organization tools and are to be used for business purposes only. Due to business reasons including systems capabilities and bandwidth limitations, use of company systems for other than work-related purposes is prohibited.

The use of these systems is not private or confidential. Within the bounds of current and future laws, the organization reserves and intends to exercise the right to review, audit, intercept, access, and search these business systems at will, monitor data and messages within them at any time for any reason, and disclose selected contents without notice or other restrictions. Messages sent through these systems remain the property of the organization.

As an employee, you must not permit any proprietary or confidential information of **SFHS** to enter the public domain through electronic transmissions. Examples of the organization's proprietary and confidential information are provided in the Confidentiality Policy. Also, these systems shall not be used to receive copyrighted materials, trade secrets, proprietary information, or similar materials from outside the organization without prior authorization.

Any messages or communications used through this system are subject to our anti-harassment, anti-discrimination, and non-solicitation policies. You are expected to carefully compose and review the wording, tone, and content of your communications before transmission.

You should check with your supervisor if you have any questions about the proper use of communication or software systems. All system users who discover violations of this policy are expected to notify their supervisors or managers immediately. Improper use or violation of this policy can result in corrective action, up to and including termination.

Electronic Mail System

You are reminded to be courteous to other users of the e-mail system and always conduct yourself in a professional manner. E-mail messages are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. You should write e-mail communications with no less care, judgment, and responsibility than you would use for letters or internal memoranda written on organization letterhead.

You should know that even when a message is erased through e-mail it is still possible to retrieve and read that message. Even though the organization reserves the right to retrieve and read any e-mail messages, those messages are to be treated as confidential by other employees and accessed only by the

intended recipient. We expect employees to respect others' privacy, and not retrieve or read electronic messages unintended for them unless authorized to do so. The use of passwords for security does not guarantee confidentiality. All passwords must be disclosed to the organization's Administrative Assistant.

Organization Personal Computers

To protect the integrity of our systems, all software used on our computers must be registered with the Administrative Assistant. Personal or downloaded software may only be installed after written authorization. A virus check of all such software must be made immediately before it is installed on any organization computer. A virus check must also be made of any disk originating or used on any computer outside of the organization prior to use on an organization computer. Copy or transfer of organization-owned software may occur only with the written authorization of Administrative Assistant.

Laptop Security

All staff that are issued laptops and other computer-related equipment will be given a copy of **SFHS's** computer-related equipment guidelines. These guidelines include security precautions and procedures as recommended by **SFHS**.

Laptops and other applicable equipment will only be replaced by the company if the laptop and other equipment were secured by two anti-theft devices at the time they were stolen. For example, a computer camera stored in a locked cabinet within a locked office; a laptop locked in a safe in a locked motel room; an LCD monitor secured in a locked drawer within a locked residence. Any laptop or related equipment taken during an assault situation will be replaced as well.

In other situations, a deductible will apply to lost or stolen laptops and computer equipment. Employees should always follow company guidelines in safeguarding equipment. If an employee has followed these recommendations, the laptop and other equipment will be replaced. If the employee has not, however, the supervisor has the option of paying the deductible or, for example, having the laptop replaced with a personal computer.

Mobile Devices

Allowing Remote Wipe Provisions/Data Liability

If you are connected to the organization server, understand that making this connection via a mobile device may compromise the privacy of certain sensitive information. Confidential electronic information, including personally identifiable information, that is off the physical premises of SFHS must be protected in such a way as to prevent it from being exposed, if the device on which the information is stored were to be lost or stolen. In order to protect this information, the organization retains the right to delete data and/or applications from any device that contains the organization's information. *This right to delete such information includes remote deletion as well as on-site, should the organization determine such action is necessary to protect confidential, sensitive, or proprietary information. Please understand that downloading any such information to a personal mobile device is viewed as your agreement to and authorization for the organization to potentially delete this information.* This would include mobile devices such as Smart Phones, tablets, laptops, and any similar devices. Please ensure that you are syncing any personal applications/information/photos, etc., to another device/computer for safekeeping, as the wipe command does not differentiate between business and personal information.

Mobile devices should be set to lock after at least every 10 minutes for security reasons. A PIN-based lockout is required and the PIN must be given to the Administrative Assistant.

Obviously, it is critical that any loss or theft of a mobile device, including laptops, be immediately reported to the Administrative Assistant. Security of these devices should always include two levels (i.e., locked in a trunk if kept in a car; locked in a hotel safe, but not left out in a hotel room; etc.) of safeguarding. Failure to ensure this minimum level of protection may leave the employee responsible for the cost of the device, expense or loss of company-related information addressed in this policy, and further corrective action, up to and including termination.

Use of Internet, VPN (Virtual Private Network), and Commercial Online Systems

Although **SFHS** recognizes that the Internet may have useful applications to our business, you may not engage in Internet use without prior written approval from your supervisor and unless a specific business purpose requires such use. Absent such approval, you may not access the Internet using our computer systems at any time or for any reason.

Also, management approval is required before anyone can post any information on commercial on-line systems, the VPN, or the Internet. Any approved material that is posted should obtain all proper copyright and trademark notices. Absent prior approval from **SFHS** to act as our official representative when posting information, you must include the following disclaimer: “Views expressed by the author do not necessarily represent those of **SFHS** in all posted information.”

Social Media and Networking

Social networking websites and on-line communities, such as Twitter, LinkedIn, Facebook, and Flickr are growing in usage and can be accessed by individuals not only from computer systems, but also from Smart Phones. These tools can be used to market **SFHS** products and share information. Associates may use these systems as a quick communications and networking tool to complete projects. It is not the intent of this policy to unduly limit individual’s access to these potential sources of information and communication tools. It is the intent, however, of this policy to provide guidelines and point out expectations and liabilities inherent in such use. When any employee is using organization provided computers or cell phones, or when representing or reflecting the organization with social networking activity, employees are expected to represent the organization in a professional and positive light. Our commitment is to build an organization that can use social networking to its advantage while minimizing the downside. We want all employees to be free of all forms of harassment and/or unprofessional behavior. Employees need to abide by all applicable laws (including copyright) and ethical considerations.

Posting

Business Use

Employees may use social networking websites to conduct organization business, as long as it is authorized and meets organization policies. Organization logos or information must conform to pre-approved marketing concepts and standards. We do not endorse making business references for others on sites such as LinkedIn.

Personal Use

Consistent with the organization policy on Software and Communications, personal use of electronic resources to access social networking sites is to be limited to incidental use. This usage must not hinder work productivity. If posted items may be construed as the employee supporting, endorsing or opposing **SFHS** viewpoints, an explicit statement that the views represented are only those of the individual and not the organization should be included. An example of such a statement is as follows:

The contents, including all opinions and any views expressed, are solely those of my own and do not necessarily represent the views or opinions of anyone else, including **SFHS** or any employees of said organization.

Organization information is proprietary and no such information, including names of employees, clients, phone numbers or e-mail addresses should be shared on any public forum. Refrain from making any claims regarding **SFHS** products or services that reflect either positively or negatively on the organization. Even positive comments may be found to be in violation of Federal Trade Commission prohibitions on endorsement of products or services without full disclosure. Under the FTC requirements, there must be a disclosure when a material connection (such as an employment relationship) exists between an endorser and the seller of the advertised product or service. We recommend refraining from making any comments.

Business Relationships

Organization relationships with clients, customers, and partners are valuable and should be treated with care, including on-line interactions. Understand that on-line postings and comments are not private and may be around indefinitely. Given this, avoid posting comments or photos involving these individuals, unless you have written permission to do so. The same should be considered when posting copyrighted information.

All content associated with you or the organization should be consistent with professional standards and sound judgment.

Ownership of Social Media Accounts

In the case that a social media account is set up for business purposes, the organization has the right to review, edit and delete content associated with the account. The organization will have access to information associated with the account such as username and password and content associated with the account will be considered the property of the organization. In addition, in case of an employee separation, the organization has the right to assume control of the account.

Monitoring

While the organization does not routinely monitor social networking sites, other employers, organizations, and individuals do monitor and share information found on social networking websites. Again, posted information is public information.

Protection

Social networking sites collect profile information for advertising opportunities and criminal reasons. Phishing (e-mails asking for username and passwords, etc.) and spamming are two downsides. Never click on links asking for personal or confidential information. Heed security warnings and pop-ups. Use of these sites may mean more SPAM sent to your e-mail account. If possible, disable the ability of others to post HTML comments to your home page. When accessing these sites use caution when you see a posting or link that looks suspicious and when in doubt, delete it. Viruses and spyware exposure may damage the organization operating system, compromise data, or expose your privacy and that of others you communicate with via e-mail and social media sites.

Be aware that others may piece together personal information for identity theft purposes. Be prudent in making comments or posts which would tell others about your or others' travel plans or divulge other relevant safety/privacy concerns.

Prohibited Conduct

Behavior and judgment in an electronic environment should mimic behavior in a physical setting. Employees are expressly prohibited from posting content that is malicious, abusive, threatening, intimidating, coercing, profane, disruptive, or harassing. Defamatory statements are prohibited and individuals are personally responsible for the legal consequences of such statements.

Nothing in this policy should be interpreted as limiting an employee's right to engage in legally protected speech or other activity outside the course of your employment. Failure to adhere to these standards and to use appropriate protocols will lead to further corrective action, up to and including termination.

Telephone Usage

SFHS realizes that employees must occasionally make and receive personal telephone calls at work. Such calls must be held to a minimum, and should impact your work as little as possible. Unauthorized use of the telephone, including charging long distance calls to the organization, will result in corrective action, up to and including termination.

Voice Mail System

The voice mail system at **SFHS** is the property of the organization and is provided for use in conducting organization business. All communications and information transmitted by, received from, or stored in this system are organization records and property of **SFHS**. The voice mail system is to be used for business and use of the system for personal purposes should be extremely limited. You have no right of personal privacy in any matter stored in, created, received, or sent over the voice mail system. **SFHS** in its discretion as owner of the voice mail system, reserves and may exercise the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the system, for any reason and without employee permission. You are not authorized to retrieve or listen to any voice mail messages that are not sent to you. Any exception to this policy must receive prior approval from management officials with authority to waive the policy.

Cell Phones

Where job or business needs necessitate immediate access to an employee, the organization may provide/require a business cell phone for work-related communications. It is expected that this phone will not be used as a substitute for a personal cell phone during work hours, but is for business use only. Business cell phones are not to be used for any non-work related purposes to access videos, pictures, news updates, stocks, sports, or any other such information. Any such use of personal phones for these purposes must be limited to breaks and lunches. Any phone charges incurred by an employee for the personal use of an organization-provided cell phone will be the sole responsibility of the employee. Organization-issued cell phones must be used with care to protect from loss, damage, or theft, and must be returned immediately upon separation from employment.

Personal calls during the workday using personal cell phones can be distracting to others and interfere with employee productivity. Therefore, it is expected that employees will refrain from unnecessary use of cell phones while on the job. As a reminder, business cell phone voice and text messages are not private and may be accessed. (See Harassment Policy).

Employees should not use handheld cell phones for any purpose while driving on the job. Should an employee need to make a business call while driving, a lawfully designated area to park should be located, and the individual should pull over to make the call. Employees may use hands-free cell phones to make business calls, but only in emergency situations. Such calls should be kept short and should the circumstances warrant (e.g., heavy traffic, bad weather, unfamiliarity with area), the employee should locate an appropriate area to pull over to continue the call.

PERFORMANCE MANAGEMENT AND REVIEW

To establish a meaningful performance evaluation system upon which **SFHS** can continuously monitor the effectiveness of the organization and its operations, all employees will receive regularly scheduled formal performance evaluations at least annually.

The objectives of our performance management and formal appraisal process are:

- To ensure that each employee knows how he/she is performing against established performance standards;
- To determine how well the organization is doing in assisting with work performance and objectives;
- To ensure communication and two-way feedback;
- To provide a consistent, objective, and fair method of making compensation decisions;
- To provide a tool for career planning; and,
- To provide a permanent record of employee performance and organizational contributions.

Our performance appraisal program is intended to be participatory and equally involves both your input and your supervisor's. This allows you to contribute to the growth and improvement of the organization. You are encouraged to:

- Inquire about your performance periodically;
- Accept additional responsibilities and show initiative;
- Review opportunities for advancement within the organization;
- Ask for assistance in developing a goal-oriented path for advancement within the department or organization; and,
- Learn about training available to assist you in improving your skills or qualifying for a promotion or lateral transfer.

Performance evaluations serve as one factor in decisions related to employment such as training, merit pay increases, job assignments, employee development, promotions, and retention. Evaluations are to identify specific performance levels as compared to established standards, to acknowledge the merit of outstanding performance, and to prescribe the means and methods of improving any performance deficiencies to the required level of performance.

CORRECTIVE ACTION

Our high performance expectations reflect our belief that everyone benefits when we work together and conduct ourselves in a manner that reflects the best interests of both the organization and its employees. It is the philosophy of **SFHS** to correct performance deficiencies and address violations of policies and work rules in order to correct situations and avoid repetition.

You will be informed if corrective action is necessary as soon as possible after any performance problem has been identified. Your manager or supervisor will discuss the situation with you, explaining the policy and the necessity of corrective action to avoid other disciplinary actions.

Although one or more corrective action measures may be taken in connection with a particular performance problem, no formal order will be followed. Corrective action may include any of a variety of actions depending on the circumstances and severity of the particular situation.

Corrective actions may be taken at the discretion of management and include **any** of the following:

- Verbal counseling with you, which will be confirmed in writing by your supervisor for your personnel file.
- Written warning, which will be placed in your personnel file.
- Suspension, which will be confirmed in writing for your personnel file. Suspension is normally used to remove an employee from organization premises during an investigation or as a disciplinary action. A suspension may be paid or unpaid. If you are suspended, it will be documented in your personnel file.
- Termination, which will be documented in your personnel file.

The corrective action process will not always commence with verbal counseling or include every step. The above options are not to be seen as a process in which one step always follows another. Some acts, particularly those that are intentional or serious, warrant more severe action on the first or a subsequent offense. Consideration will be given to the seriousness of the offense, your intent and motivation to change the performance, and the circumstances in which the offense took place. Consistent with at-will employment status, an employee may be terminated at any time without cause.

COMPENSATION

PAY ADMINISTRATION

SFHS values high quality work from its employees and is committed to compensating employees for their efforts and results. It is our intent to provide a competitive compensation package that will attract, retain, and motivate employees. It is also our intent that policies and pay practices be administered consistently throughout the organization.

Your pay as a new employee is established based on the pay level of current employees in the same or similar positions and your previous experience and skills.

You will be eligible for future pay increases based on your performance, contributions, and organization success. This policy will be administered and should be interpreted in accordance with applicable federal and state laws and regulations.

Pay Increases

It is **SFHS'** policy to reward you with increases in pay for dedication in your work, extra effort, and contributory performance. Your supervisor/manager will determine if an increase is warranted at the time of your performance review. Increase recommendations must be approved by the next level of management and submitted to the Executive Director for final review and approval.

Information about your rate of pay and increases in pay, if any, is individual and we ask that you exercise discretion and care regarding any discussion of these matters.

PAY PRACTICES

Paydays

You will be paid every two weeks. Paydays are every other Friday. If an organization holiday falls on payday, you will receive your check on the last workday prior to the holiday.

Payroll Deductions

Certain mandatory and elective deductions are made from employee pay, and are noted on the paycheck stub. The only deductions made are those mandated by law or otherwise authorized by law and by you in writing.

Pay Advances

Advance payments of salary are to be granted in emergency situations only and must be approved by your immediate supervisor and the Executive Director. Emergency draws must not exceed an amount equal to the hours accumulated at the time of the request, less any funds required for voluntary and involuntary deductions. Draws may never exceed the net salary for the pay period. The amount of any pay advance will be withheld from the employee's paycheck covering the pay period the wages were drawn against. Requests for emergency draws will be reviewed individually. Employees are encouraged to find other appropriate resources for any financial difficulties, and advances will normally be approved only in cases of emergencies beyond your control.

All SFHS employees may also contact the Employee Assistance Program which may offer some form of financial counseling or referral services.

Delivery of Paychecks

Your paycheck will be hand delivered to you each payday at the office. Paychecks will not be delivered to anyone else without your written request.

Method of Payment

A statement showing gross earnings, deductions, and net salary will accompany each paycheck or notice of direct deposit. Employees are normally paid by check, but you may request payment by direct deposit to a checking or savings account at a financial institution, provided your financial institution has that capability and eligibility for your employee classification. For example, field staff may be required to pick up their paychecks at the office in order to also complete appropriate paperwork as needed.

Employee Withholding Allowance Certificates (Form W-4)

You are required under federal law to furnish the organization with an Employee Withholding Exemption Certificate (W-4) at the date of hire. You must file a new W-4 form at any time the number of entitled exemptions decreases to fewer than the number being claimed. New W-4 forms may be filed when the number of entitled exemptions increases, if desired, but it is not required. You may increase withholding by claiming fewer exemptions than entitled or by requesting additional withholding be made if you find that insufficient tax has been withheld to meet your year-end tax liability.

Time Records for Non-exempt Employees

The time sheet is a record of time worked and must be filled out daily. It provides a permanent record of the time spent on the job, indicating the exact time worked. Each non-exempt employee will be

issued a timesheet at the start of the pay period. Non-exempt employee pay is calculated from this record.

The timesheet should be reviewed for completeness and accuracy at the end of each week. Supervisors will review and initial timesheets each pay period. Timesheets must be completed in ink or by calling into Telephony system. If an error is to be corrected or time clarified, the time card should be taken to the manager/supervisor, who will take the appropriate action. All manual entries or corrections must be made, reviewed, and initialed by the supervisor or other appropriate management member. Time cards should be reviewed, signed, and turned in at the end of the pay period. Your signature on the time sheet each pay period verifies that the times and dates are true and accurate to the best of your knowledge. You should never allow someone else to make entries on your time card. Willfully falsifying a time card will be grounds for corrective action, up to and including termination.

Time Records for Exempt Employees

Employees classified as exempt do not fill out time cards and no deduction of pay will be made for hours not worked fewer than 8 hours per day, unless authorized by law. However, because SFHS does have paid time off benefits programs, if you have earned time in these bank(s), you must use this time first to cover any time off that is less than your normal work day.

Dispute Resolution Process for Paycheck Errors

If you have any questions regarding your pay, or feel a manager or supervisor has made a change to your pay that you do not believe is accurate, please contact the Human Resources Coordinator or Administrative Assistant.

Final Paycheck

While we request that you give us at least 10 working days advance notice prior to departure when resigning or retiring from the organization, if you provide us with at least 48-hours notice (excluding holidays and weekends) you will receive your final paycheck on the last day worked. If less notice is given, the final paycheck will be provided within five business days or on our next regularly scheduled payday, whichever occurs first. Final paychecks will include all wages earned through the last workday plus payment for any accrued and vested benefits that are due and payable at separation.

HOURS OF WORK AND WORK SCHEDULES

Organization Hours

The general office hours at **SFHS** are 8:00 a.m. to 5:00 p.m., Monday through Friday.

Specific workday and workweek schedules for each employee will be determined from time to time by the appropriate manager based on the organization's needs. We will attempt to notify you of any changes in workdays or workweek schedules two weeks prior to the effective date of change. Management reserves the right to modify schedules consistent with the needs of the organization.

The normal workday is 8 hours. The total hours in a normal workweek are 40 during the week from Saturday 12:01 am through Friday midnight. If you are a non-exempt employee, you should not begin work before your normal starting time nor continue working beyond the normal quitting time without explicit advance approval from your supervisor.

Overtime

You may occasionally be required to work overtime. Overtime hours will be paid to non-exempt employees at one and one-half times the regular rate of pay for all hours worked in excess of 40 in a regular workweek, or as otherwise required by state and/or federal laws. Paid time off will not be considered in computing the 40 hours after which overtime is paid. Your department supervisor must approve any overtime hours in advance. Supervisors/managers are responsible to ensure that no unauthorized overtime hours are worked.

Meal and Rest Periods

Meal and rest periods will be provided for you according to the applicable state regulations. Supervisors will review these and establish schedules. Non-exempt employees are not permitted to work through a meal period unless approval from a supervisor (in an emergency situation) is obtained before the scheduled meal break. In these situations, the meal period will be paid time.

Lactation (as an Oregon Employer with more than 50 employees)

SFHS promotes and supports the practice and need for female employees to express breast milk on its premises, and will support female employees' continuation of expressing breast milk upon their return to work.

Until their babies are 18 months old, female employees may express breast milk as necessary during unpaid break and meal periods. Reasonable rest periods will be provided. Management and employees should work together to find mutually agreeable hours of work and breaks which support the continuation of expressing breast milk. Nursing breaks may be taken concurrently with regular meal and rest breaks and the employee has the option of coming in early or staying late to make up any extra break time taken.

If an employee perceives or observes adverse treatment with respect to the expression of breast milk, he or she should inform the supervisor/manager immediately.

SFHS will provide private space, with an electrical outlet, within the office building or work area to express breast milk. This space may vary according to available empty rooms. Check with the receptionist or Human Resources Coordinator. Hand washing facilities and a refrigerator will be available at all sites. Appropriate signage for privacy will be supplied.

Employees will be responsible for the storage of the expressed milk. The milk may be stored in the refrigerator provided and must be clearly labeled with the employee's name. To ensure the safety of stored breast milk, it is recommended that the container used to store the milk be sealed in a plastic bag to prevent contamination.

Social and Recreational Activities

Participation in off-duty social or recreational activities such as organization picnics and holiday parties is entirely voluntary. Participation or nonparticipation will not affect your wages, hours, working conditions, or present or future employment opportunities.

Inclement Weather and Emergency Closures

Emergencies such as severe weather, fires, power failures, earthquakes, and other natural disasters can disrupt company operations. In extreme cases, these circumstances may require the closing of our office.

In the event that **SFHS** makes the decision to close the office prior to the start of the business day, the closure will be announced via an organization-wide email from the Executive Director or Human Resources Coordinator. A closure message will also be recorded on **SFHS'** general voice message line. It is the responsibility of each employee to check his/her e-mail account and/or call the voice message line for an update, if there is any doubt regarding office operations.

If a decision is made to close the office after the business day has already begun, the closure message will also be announced via e-mail or text.

Exempt employees will be paid for all absences for a full day related to emergency closures.

Non-exempt/hourly employees will not be paid for time away from work due to office closure; however, with supervisory approval, available PTO may be used. Non-exempt/hourly employees who have reported to work before the decision to close will be paid for time worked, or a minimum of two hours, whichever is greater.

EMPLOYEE-INCURRED EXPENSES AND REIMBURSEMENT

SFHS will pay all actual and reasonable business-related expenses you incur while performing your job responsibilities. All such expenses must be pre-approved by your supervisor before payment will be made.

Expense reports must be supported by proofs of purchase, e.g., receipts. Expense reports are due to the Accounting Department within five days following the end of the month.

Mileage Reimbursement

When you use your own vehicle for organization business, you will be reimbursed for organization-related business travel at the current IRS determined rate per mile.

In order to recover these costs, an expense report must be signed by you and dated, initialed by your supervisor/manager, and submitted to the **Accounting Department** for processing according to policy. If you have questions about expense reports and mileage allowances, ask your supervisor.

You assume liability for your vehicle when you use it for business purposes. All employees who want to use their personal vehicles for organization business must sign statements verifying that they have a current driver's license and the minimum vehicle liability insurance required by state law. This insurance will be primary.

BENEFITS

PURPOSE AND POLICY

SFHS strives to provide the best, most equitable, and most cost-effective benefits possible for employees, in recognition of the influence employment benefits have on their economic and personal welfare. Paid in various benefit forms on your behalf, the total cost of providing the benefit program described in this Handbook and other documents is a significant supplement to your pay and should be viewed as additional compensation.

Policies, provisions, and procedures that govern the organization's benefit program apply to all regular full-time and part-time employees, whether exempt or non-exempt, unless otherwise stated in a particular benefit plan.

Some benefits may earn credit during your new-hire introductory period, but in most cases eligibility to use these benefits will not occur until you obtain regular employee status or meet other conditions of employment specified in the Handbook or contained in the benefit policy/plan booklets.

Benefit Pro-ration and Employee Cost Sharing

If you are a regular part-time employee, some of your benefits are determined on a prorated amount of hours according to your benefit accrual rate. For example, you will accrue Paid Time Off benefits at a lower rate than a full time employee. Your accrual rate is based on the number of hours you work each pay period.

Discretionary employment benefits not mandated by state or federal law are selected and controlled by **SFHS**. Decisions to provide and continue providing these benefits are based on such considerations as cost, composition of our workforce, operational efficiency, and desirability of benefit provisions. Where costs of discretionary insurance benefit plans exceed the organization's interest, ability, or willingness to pay the full premium rate to maintain the current benefit level, you may need to share in the cost to continue the insurance plan coverage.

Benefit Design and Modification

SFHS reserves the right to design plan provisions and to add, eliminate, or in other ways modify any discretionary benefits described in this Handbook or elsewhere in plan documents where and when it is deemed in the organization's best interest to do so. Management decisions and organization resources may change these benefits, so you shouldn't make a serious personal decision based solely on the current benefits plan.

Benefit Plan Documents

You'll receive summary plan descriptions upon eligibility and enrollment. The benefit programs are explicitly defined in legal documents, including insurance contracts, official plan texts, and trust agreements (called Plan Documents). In the event of a conflict between the Plan Documents and this policy, the Plan Documents govern. These official documents are available from the Human Resource Coordinator for your review. We ask that you refer any questions about this information to the Human Resources Personnel.

Individual benefits may be more expensive, modified or changed, or even unavailable in the future because of continuing increases in the expense of those benefits, changes in our business situation or economic conditions. We encourage you to be thoughtful about relying solely on these benefits, given that they are subject to change. On separation for any reason, employees are entitled only to those benefits that are offered at the time separation takes place. Any benefits offered in this Handbook apply only so long as the Handbook is current. They do not provide vested rights.

HEALTH INSURANCE BENEFIT

SFHS currently provides health insurance coverage for all employees and their dependents if they are otherwise eligible to participate in the plan. You will be provided with information about the plan at the time you become eligible to participate. You are asked to review the summary plan description for answers to questions you may have. Any need for further information should be referred to Human Resources Coordinator.

Eligibility

This benefit is provided for all regular full-time employees. If otherwise eligible, you may participate in the plan on the first of the month, 30 days from the date of hire. Insurance plan coverage begins on the first day of the month following completion of 30 days of employment. Temporary, variable and on-call employees are not eligible to participate in the health insurance plan, at this time.

Plan Enrollment

Once you are eligible, you may complete enrollment forms available through the **HR department**. If you don't want to enroll at the time of eligibility, and later decide to request enrollment, a verification of insurability form may be required from your physician, and your request for enrollment is subject to possible rejection by the healthcare plan insurance carrier.

The cost of the monthly premium for enrolled employees may be shared between our employees and the organization. For full-time employees, **SFHS** may contribute to the monthly premium and, in this case, you would be required to pay the remaining balance.

Insurance coverage for your dependents may also be available. The organization may provide assistance with the cost by contributing to the monthly premium.

An eligible employee who chooses not to enroll in the insurance plan is not entitled to any other form of compensation in lieu of coverage and is required to sign a written waiver of participation.

Medical information is covered by HIPAA regulations. **SFHS** realizes the responsibility we have to treat your private health information with great care and discretion. We have implemented safeguards to protect this information.

Premium Cost

Specific types of coverage and benefit payment schedules are described in the organization's health care plan booklet that is available to all eligible employees. At the time of eligibility and during open enrollment each year, you will be informed of how much the organization will contribute toward your monthly premiums if you are eligible to participate in the plan. Premium rates are established by the insurance carrier and are subject to change, usually based on increased costs to provide medical services and the amount of services our employees require.

Any premium co-payment and dependent coverage you are required to pay is funded through a monthly payroll deduction. **SFHS** determines the payroll deduction schedule.

Termination of Coverage (for Oregon employers with more than 20 employees in Oregon)

In the event that you or your dependents lose eligibility to participate in the health plan, you may have the health plan coverage extended for a period of time. Eligibility can be lost due to a prolonged absence from work or if certain "qualifying events" occur that would otherwise cause your group

health coverage to terminate. Examples of qualifying events are termination of employment, reduction in hours, divorce or legal separation, entitlement to benefits under Medicare, a dependent child reaching majority age, or a leave of absence.

You, your spouse, and/or dependents may continue group health insurance for a certain period of time at your own expense. However, continuation does not occur automatically. You must notify us in writing within 60 days after the date a covered family member will lose coverage or the covered family member will permanently lose the right to continuation coverage. Election of coverage and payment of the premium must then occur within a specified time limit for coverage to continue. You and any covered dependent will receive information about the provisions of the law when you enroll and again if a qualifying event occurs.

Portability/Conversion of Health Plan

If you've been continuously covered under our group medical insurance policy and your employment with us ends, you may be eligible to convert to an individual policy with our insurance carrier. You may request this portability coverage before, during, or at the end of the benefit extension period described above. Please contact the insurance carrier for more information about this coverage.

DENTAL INSURANCE BENEFIT

SFHS provides a Dental Insurance plan for employees.

Eligibility

Employees regularly scheduled to work 30 hours or more per week are eligible for dental insurance coverage on the first of the month, 30 days after the date of hire or promotion. Temporary, variable and on-call employees are not eligible to participate in dental insurance, at this time.

Cost

At the time of eligibility and during open enrollment each year, you will be notified of how much the organization will contribute towards monthly premiums.

Employees may be able to enroll dependents in the dental care plan, but may need to pay part of the premium costs associated with this coverage, which would be deducted from the employee's paycheck. Please see the Human Resources Personnel for the current details of benefits.

OTHER INSURANCE BENEFITS

Group Life Insurance

If currently offered by SFHS, we would provide group life insurance coverage for eligible employees. Employees who are regularly scheduled to work 30 hours per week or more would most likely become eligible for this coverage. The amount of insurance coverage may be equal to your base annual salary with a \$50,000 maximum. **SFHS** may pay the full premium. Please check with the Human Resources Coordinator for the current benefits plan.

Long Term Disability

If currently offered by SFHS, we may provide a Group Long-Term Disability plan. Employees who are regularly scheduled to work 30 hours or more per week may become eligible for this plan. **SFHS** may pay the full premium. Please check with the Human Resources Coordinator for the current benefits plan.

Premium Only 125 Plan

If currently offered by SFHS, we may provide a Premium Only 125 Plan that would allow employees to have any group medical or dental premium contributions deducted from their checks on a pre-tax basis. Details will be provided to employees at the time of eligibility, possibly 90 days after employment commences. Please check with the Human Resources Coordinator for the current benefits plan.

PAID TIME OFF BENEFIT

The Paid Time Off (PTO) program provides paid time off to be used at the employee's discretion, subject to SFHS approval, while protecting an allotment of time for disability, hospitalization, or injury. PTO is a combination of vacation and personal absence days. In addition, a separate account consists of hours accumulated for disability time- please see the Extended Absence-Disability Bank Hours section below.

Eligibility

All regular employees working **20** hours per week or more are eligible for PTO accumulation. At this time, all other employee classifications, such as on-call, temporary and variable employees, are not eligible.

Full-time employees accumulate PTO hours at the following rates:

<u>Length of Service</u>	<u>Hours Accumulated</u>
Until 1 st anniversary	112 (fourteen 8-hour days)
From 1 st to 2 nd anniversary	136 (seventeen 8-hour days)
Following 2 nd anniversary	156 (twenty 8-hour days)
Following 3 th anniversary	192 (twenty-four 8-hour days)

Accumulation begins on the first day of regular employment, but employees are not eligible to use PTO until the introductory period has been successfully completed.

Appropriate notice is necessary so that PTO time can be scheduled for employees. The following schedule is recommended, but supervisors can revise it to meet their needs.

<u>Reason for or Duration of Time Off</u>	<u>Required Notice</u>
Illness	At least two hours before shift begins
One to three days	One week
Four to ten days	Two weeks

PTO time is considered replacement time and may be taken only for scheduled work days and hours.

The notice schedule should provide time for departments to arrange for adequate coverage during employee absences. However, if management is unable to schedule time off, requests may be denied even though sufficient advance notice has been given. If more than one employee in a department asks for the same time off and gives the required advance notice, length of service within the department will be considered in granting the requests. PTO must be used in amounts of **4** hours or more.

All PTO will be paid at the employee's regular rate of base pay, including applicable shift differentials.

At separation, any unused days in the PTO account will be cashed out at full value and will be included in the final paycheck, unless a termination for willful misconduct creates a loss of eligibility. No payment is made at separation for any remaining disability bank hours.

At the end of the PTO year, employees with remaining hours may exercise any of the following options:

- Have remaining hours credited to the disability bank.
- Have remaining hours transferred to next year's earned leave, not to exceed 200 hours (twenty-five 8-hour days).
- Cash out hours at 25% of face value to be paid in a December check.

The election of these options will take place in November so that December checks can be written and January PTO balances adjusted.

SICK LEAVE

For those employees who are not eligible for PTO Benefits, SFHS provides Sick Time Accruals for time worked in the City of Portland as of January 1, 2014 in accordance with the City of Portland's Ordinance.

A temporary, variable or on-call employee will receive up to 40 hours of sick leave after 240 hours. A regular part-time employee will be credited with an appropriate prorated number of hours. Sick leave is accumulated monthly at a rate of **8 hours** for a full-time employee and at a prorated amount for a part-time employee. Sick leave is accumulated on the last workday of the month. You must be in an active pay status on the last day of the month to accumulate sick leave for that month. Sick leave can be used after completion of the 90 day introductory period and 240 hours worked.

It is in your best interest not to be at work when you are ill or injured. It is your responsibility to go home if you become ill or incapacitated while at work, and you are also expected to cooperate with your supervisor's or manager's decision to send you home under those circumstances.

For non-exempt employees, routine doctor or dentist appointments should be charged to sick time unless other arrangements have been made with your supervisor. To the extent possible, please try to schedule such appointments before or after work hours.

You may use accumulated sick leave in conjunction with income protection plans or other sources of disability income to achieve full pay for as long as possible. However, at no time can the combination of these exceed normal earnings. Sick time accumulation cannot exceed 66 working days, 506 hours.

You are expected to notify your supervisor/manager as soon as possible and at the beginning of each workday during illness or injury. Exceptions to this include a serious accidental injury, hospitalization, or when you know in advance that you will be absent for a certain period and have informed management ahead of time.

A medical release statement may be requested for review before you return to work in certain situations. Exempt employees will only have their sick leave accounts for absences of full day(s).

Unused sick leave is not paid at termination.

Sick leave is not accumulated while an employee is on a leave of absence. In the case of a work-related accident or injury, you may use sick time to offset any days not paid through workers' compensation, or to offset the reduction in regular pay until accumulated sick time is used. However, at no time can the combination of these exceed normal earnings, nor can you use more sick time than that accumulated.

PAID HOLIDAY BENEFIT

SFHS observes the following holidays each year, and our offices are officially closed on these days:

1. New Year's Day, January 1
2. Martin Luther King, Jr. Day, the third Monday in January
3. President's Day, the third Monday in February
4. Memorial Day, the last Monday in May
5. Independence Day, July 4
6. Labor Day, the first Monday in September
7. Thanksgiving Day, the fourth Thursday in November
8. Christmas Day, December 25

Employees will receive a schedule each year showing the date each of these holidays will be observed. These holidays or any additional time observed, such as Christmas Eve or New Year's Eve, will be determined each year at management's discretion.

Eligibility

Employees regularly scheduled to work 30 hours or more per week will be paid for the above holidays. Part-time employees between 20 and 30 hours will receive a pro-rated amount of paid time based on their regularly scheduled time. For instance, a part-time employee working 20 hours per week would receive 4 hours of holiday pay because he/she is working 50% of full-time.

Holiday Pay for Work Assignment

SFHS Staff assigned to work on SFHS recognized holidays will receive 1.5 times the normal rate for hours worked. For those employees working with clients, it may not be possible to take time off during a shift that lands on a holiday. If this presents any undue hardship or affects any religious obligations, please talk to your supervisor as soon as possible.

VETERAN'S DAY HOLIDAY

Veteran's Day Holiday for Veterans

As a small way of saying thank you to those employees serving in our Armed Forces, you have the option to take off Veteran's Day. An eligible veteran may request Veteran's Day off, if scheduled to work on that date. This time will be paid as it is observed by SFHS as a holiday.

Establishing Eligibility

Employees are eligible if they fall within specific parameters outlined by law. Besides providing military service in a reserve or National Guard unit, an individual must have been deployed (for at least one day), or served on active duty for at least 6 months, and received an honorable discharge, if no longer a member of the military. You may be requested to provide documents establishing your eligibility.

Request Procedure

You must notify your manager or supervisor of your request 21 days prior to the holiday. Your manager or supervisor will respond to your request no less than 14 days prior to the holiday.

Employer Response

Due to situations where providing time off would create a significant economic or operational disruption, or undue hardship would occur, the decision may be made not to allow anyone to take the day off or only the minimum amount of employees to avoid such a situation. If a veteran does not receive time off for Veteran's Day, the employee may choose a single day off within the same year with supervisory approval.

OTHER BENEFITS

Employee Assistance Program (EAP)

The organization recognizes that employees and their family members may, from time-to-time, face personal issues that affect their careers and personal lives, or both. Solutions to some of these problems may not be readily apparent. To this end, we may offer, at no expense to you, the services of outside professional counseling for you and your family to help deal with personal problems such as family relationships, substance abuse, etc. You or a member of your family may consult with these professionals for a number of consultations per incident on a confidential basis at no cost. Literature describing plan provisions and how to contact our providers is made available during your introductory period and to all staff members as plan provisions change.

Employees regularly scheduled to work 20 hours or more per week may become eligible on the first day of the month following hire.

Please check with the Human Resources Coordinator for the current benefits plan.

Employer Contribution to Education and Training

SFHS values education and training opportunities for its employees. As such, each regular employee is eligible for an education contribution from SFHS annually.

Full-time regular employees may receive up to \$500 towards a job-related training or educational opportunity. This must be submitted to the HR Department and approved in advance of the registration in order to be considered for the contribution.

Part-time regular employees may receive up to \$250 towards a job-related training or educational opportunity. This must be submitted to the HR Department and approved in advance of the registration in order to be considered for the contribution.

LEAVES OF ABSENCE

LEAVE OF ABSENCE POLICY

We realize that our employees may encounter situations that require a temporary, but extended absence from work. We offer several different types of leaves of absence for the following purposes:

Bereavement Leave
Civic Duty
Personal Leave

Disability Leave (Non-FMLA)
Military Leave
Crime Victims' Leave

Family and Medical Leave
Leave to Donate Bone Marrow
Domestic Violence Leave

The type of leave requested may determine which employees are eligible and what procedure should be followed in requesting and obtaining the leave. The effect of the leave on benefit accruals, benefits, and reinstatement rights also varies according to the type of leave you are requesting. Each of these leaves is discussed on the following pages. If you have any questions about your potential eligibility for a leave or your benefits and rights while on a leave, please contact the Human Resources Coordinator.

BEREAVEMENT LEAVE

1. If you are not eligible for OFLA leave or the family member is not an OFLA eligible family member:

You are eligible to take a Bereavement Leave in the event of death of the following immediate family members:

- Spouse/Domestic Partner
- Sibling
- Grandchild
- Any other relative residing in the same house or person acting in the capacity of an immediate family member.
- Child/Stepchild
- Sibling-in-law
- Parent-in-law
- Parent
- Grandparent

Leave to attend the funeral of a non-immediate family member or person with some especially close relationship may be granted with or without pay.

Length of Leave

The length of leave you may be granted for bereavement is situational and may be decided based upon the unique circumstances of your need. At a minimum, you are allowed to take up to three consecutive regularly scheduled working days away from work for a bereavement leave for immediate family members. If you need additional time off for any bereavement purpose, you may ask your supervisor's approval, or you may use earned vacation pay or apply for an unpaid personal leave of absence.

Request Procedure

You are expected to give us as much notice as possible of the need for time-off so that we can make arrangements to cover your absence. Your supervisor will decide whether to grant leave after consulting with management. You may be asked to verify family relationship and death.

Pay While on Leave

If you are a regular full-time employee, you will continue receiving your regular pay for up to the three days of bereavement leave allowed (based on straight-time work hours missed up to 8 hours a day). Exempt employees will continue receiving their regular salaries for any additional partial days missed for any bereavement purpose.

Status of Benefits

Bereavement leave won't affect your eligibility for benefits or continuance of benefit accruals. If you're gone longer than the {three} day leave allowance and you are granted additional time off in the form of a personal leave, the effect of the additional leave on your benefits will be determined by our personal leave policy.

- 2 If you are eligible for OFLA leave:

You are eligible to take and OFLA Bereavement Leave in the event of death of the following immediate family members:

- Spouse/ Domestic Partner
- Biological, adoptive or foster Child/Stepchild

- Parent
- Grandparent/Grandchild
- Parent-in-law

If you are eligible for OFLA (work 25 hours per week and have 180 days of continuous employment), you may take up to two weeks of leave per death of a listed family member, up to a maximum of 12 weeks per leave year. The leave must be completed within 60 days after the date on which you receive notice of the death of your family member.

This leave may be taken to attend the funeral (or alternative) of the family member, make arrangements necessitated by the death of a family member, or to grieve the death of a family member.

Request Procedure

You are required to provide oral notice within 24 hours of taking leave. Someone else can do this on your behalf. You must provide written notice of the request for time off within 3 days of returning to work.

Pay While on Leave

This is an unpaid leave of absence. You may use any paid time available.

CIVIC DUTY LEAVE

Jury or Witness Duty

Employees subpoenaed to serve as witnesses or on jury duty may obtain a leave of absence. If we feel that your absence would cause an undue hardship to you or the organization, we may request, with your agreement, that jury duty be postponed. You may choose to use your accrued PTO time available for voluntary service as a witness or for court appearances you must make as part of your own legal proceedings or lawsuit. Note: In Oregon, Crime Victims' Leave (please see this section), which is unpaid, may apply. Eligible employees may use any accrued PTO available to them, but are not required to use any accrued paid time off.

Length of Leave

Jury or witness duty leave is available for the period of time covered by the initial subpoena or court order and any involuntary extensions.

Request Procedure

You must notify your manager or supervisor as soon as is practicable after you receive notice asking you to serve as a witness or on a jury so that arrangements can be made to cover your position. You are expected to provide us with a copy of the subpoena or notice within five days after you received it.

Pay While on Leave

You will be compensated for the difference between the civic pay received and your regular rate of pay for up to two weeks, if you are an hourly employee. For exempt employees, a partial day or partial week worked will be paid in full.

Status of Benefits

Benefits are not affected by jury or witness duty leaves.

CRIME VICTIMS' LEAVE

If an employee or a member of his/her immediate family suffers financial, social, psychological, or physical harm as a result of a personal felony, or an employee is a victim of harassment (under the public offenses statutes), he or she may be entitled to take protected leave from work to attend criminal proceedings.

Safety Measures

The company will provide reasonable safety measures, if you are the victim of harassment or a threat of harm that would be expected to cause concern.

Eligibility

You will be eligible to take crime victims' leave if you have worked an average of more than 25 hours per week for the organization for at least 180 days immediately before the leave would begin.

Length of Leave

The amount and length of leave time you may take is limited to that which does not create significant difficulty and expense (undue hardship) to the organization. If the organization must limit your leave due to undue hardship, we will notify the prosecuting attorney in the criminal proceeding, who is

required by law to notify the court. The court will then take your work schedule into consideration when scheduling the criminal proceedings.

Request Procedure

You must provide your manager or supervisor with reasonable notice of your intention to take crime victims' leave, and provide copies of any notices of scheduled criminal proceedings that you receive from a law enforcement agency. We will treat such documentation as confidential information.

Pay While on Leave

Crime victims' leave is unpaid; however, eligible employees who take this type of leave may use any accrued paid time off available to them. Exempt employees working partial days or partial weeks will be paid in full for the entire day or week, although accrued time may be used first.

Status of Benefits

Benefits are not affected by crime victims' leave.

DOMESTIC VIOLENCE LEAVE

An employee who is a victim of domestic violence, sexual assault, or stalking, or is a parent or guardian of a minor child or dependent who is a victim, may be entitled to take unpaid protected leave from work to obtain services or treatment.

Eligibility

All regular SFHS employees are eligible to take domestic violence leave.

Types of Services/Treatment

An employee may take leave to seek legal or law enforcement assistance, to secure medical treatment, to obtain counseling, to relocate or to take other reasonable steps to ensure their health and well-being or that of their child or legal dependent.

Length of Leave

The amount and length of leave time you may take is limited to that which does not create significant difficulty and expense (undue hardship) to the organization.

Request Procedure

An employee accessing this leave provision needs to request time off from his/her manager or supervisor as much in advance as possible to aid in scheduling. We understand, however, that instances of violence are usually not predictable and these requests may be made with little forewarning. We will treat any information you share as confidentially as possible.

Safety Measures

The company will provide reasonable safety measures, if you are the victim of domestic violence, sexual assault, or stalking.

Pay While on Leave

Domestic violence leave is unpaid; however eligible employees who take this type of leave may use any accrued paid time benefits available to them. Exempt employees working partial days or partial weeks will be paid in full for the entire day or week, although accrued time may be used first.

Status of Benefits

Benefits are not affected by domestic violence leave.

Support for Employees:

SFHS offers an Employee Assistance Program for all employees. In the event of any issue that may arise for you, you are strongly encouraged to consider using the EAP's services and support.

FAMILY AND MEDICAL LEAVE

PURPOSE

Our Family and Medical Leave policy allows you to take a leave of absence for your own serious health condition. Leave is also granted for the birth or adoption of a child, for the placement of a foster child, for the care of a child, grandchild, grandparent, spouse or same sex domestic partner, parent or parent-in-law with a serious health condition, and for the care of a sick child. This policy is intended to comply with federal and state laws regulating this practice.

ELIGIBILITY

You will be eligible to take a family and medical leave if you meet the following requirements:

- You have been employed for at least 180 days (26 weeks) or more before the first day of the family and medical leave; and
- You have worked an average of 25 or more hours per week as of the day before the request for family and medical leave is made. This average is calculated over the 180 days preceding the request for leave. For the purpose of taking parental leave, there is no hours worked requirement.

FAMILY AND MEDICAL LEAVE

You are eligible to take family and medical leave in the following situations:

- To care for a newborn child or a newly placed adopted or foster child, within 12 months of the event (parental leave);
- To care for a family member with a serious health-condition or your own serious health condition (serious health condition leave). [Note: Oregon covers child, parent, parent-in-law, grandchild, grandparent, spouse, and same sex domestic partner. Federal covers only child, parent and spouse. This means an employee may be eligible for 12 weeks under Oregon and 12 weeks under federal, in some situations];
- For a pregnancy disability or prenatal care (pregnancy disability leave). [Female employees who have used up their original 12 weeks for a serious health condition related to pregnancy are entitled to an additional 12 weeks of parental leave.];
- To care for a sick child who does not have a serious health condition, but requires home care (sick child leave). [Note: Employees who use up their original 12 weeks for parental leave are entitled to an additional 12 weeks of sick child leave.].
- To care for a qualified family member who is in the military (under FMLA eligibility) or to deal with an exigency (urgent situation) regarding their military service. Under Oregon Military Family Leave, 14 days are available which may run concurrent with OFLA, FMLA, or both, depending on the specific situations.
- To attend the funeral (or alternative) of the family member; make arrangements necessitated by the death of a family member; or to grieve the death of a family member, up to 2 weeks of leave is available in each such case (not to exceed 12 weeks per leave year), which will run concurrent with OFLA. The leave must be completed within 60 days after the date on which you receive notice of the death of your family member. (See Bereavement Leave for details that may apply to those employees not eligible for OFLA leave.)

LENGTH OF LEAVE

You may take a leave of up to twelve (12) weeks of family and medical leave during a 12-month period. A week is defined as your normal work week schedule. The 12-month period will be measured forward from the date of leave. Further details regarding military caregiver leave are addressed below. If medically necessary, family and medical leave may be taken on a reduced or intermittent schedule. Details of the proposed schedule should be attached to the "Request for Family Leave" form and should be verified by the certifying health care professional on the Health Care Provider Certification form.

REQUEST AND CERTIFICATION PROCEDURE

In situations where the need for medical leave is known, you must give thirty (30) days written notice to take family and medical leave by filling out and turning in the Request for Family and medical leave form and the Health Care Provider Certification form. Failure to provide thirty (30) days' notice can have an effect on your eligibility and timing for the leave. Upon submitting your completed leave request, you will then be provided the Health Care Provider Certification form. This form must be satisfactorily completed within certain time limits, so that we can determine your eligibility for a leave of absence.

We recognize that many times the need for family and medical leave can be caused by serious or emergency situations. We will make every attempt to work with you to ensure that you receive all benefits to which you are entitled; however, you are expected to call us as required by our call-in policy and make every effort to communicate your situation. In an emergency situation where there is no opportunity to give notice, you must notify your supervisor of your intent to take immediate family and medical leave. You also must deliver the completed Request for Family and Medical Leave Form and the Health Care Provider Certification Form within 15 days of your request for leave.

Requests for family and medical leave for a health condition (not parental) must be verified by a health care professional by using the Health Care Provider Certification form, which needs to be returned within 15 days of a request for leave. You are required to provide sufficient information on the form for us to determine your qualifications for medical leave in order to be eligible. If sufficient information is not provided, you will be given a single opportunity of seven days to address that insufficiency. We also retain the right to directly contact your health care provider and expect you to request your health care provider to cooperate with us. This is necessary so that we can most efficiently determine your qualification for leave under this policy. If you fail to return the form at all, your leave request may be denied.

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of employees or their family members. In order to comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. 'Genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

If you are taking family and medical leave to care for a family member with a serious health condition, you may be asked to provide proof of your relationship to this person. Please check with the Human Resources Coordinator to discuss how best to provide this proof.

In the case of adoption, a legal representative who can attest to the validity of the adoption must verify the request for family and medical leave. In the case of placement of a foster child, a representative of the agency making the placement can verify the request.

Any medical information provided on either a personal health condition or the health condition of a family member is kept confidential and only those with a valid business-related reason for knowing any details will have access to any of this information. If you have any questions about how this information will be handled, please contact [designated person or department].

In certain instances, we may need to directly contact your health care provider. When we feel such direct contact is necessary or beneficial, it will be done by HR Coordinator. Those instances include:

- Recertification if a serious health condition is continuing and open-ended;
- When a request is made to extend a leave;
- Circumstances change from the current certification; for example, the pattern of necessary absences changes;
- Information is received casting doubt on the employee's stated reason for the leave or the continuing validity of the certification.

When direct contact is made, our questions will focus on the need for the leave and the pattern of absence, not the specific medical condition. You are expected to assure your health care provider that he or she is to be responsive to our contact so that we can best and most efficiently make a determination regarding the status of continuing your leave.

Employees with a chronic or indefinite condition will be required to provide a new certification form at the beginning of their new leave year.

GENERAL PROVISIONS

You may use any accrued paid leave available to you during the family and medical leave. When this is exhausted, the balance of the leave will be unpaid.

The organization will continue to pay our share of your medical benefits during family and medical leave. You are responsible for paying your share of medical insurance premiums prior to the due date of the premium payment. You may be required to provide periodic status reports to the organization while on a family and medical leave. You may continue other insurance benefits by paying the full cost of the premium for any leave in excess of four workweeks in duration. Premium payments must be received by the due date or coverage will be discontinued.

Exception: If you take a leave to care for a parent-in-law or same sex domestic partner with a serious health condition that does not qualify for an FMLA leave, you may continue benefits under COBRA at your own expense during leave.

You are entitled to return to the same or an equivalent job with equivalent benefits, pay and other terms and conditions of employment at the end of a family and medical leave. You may be required to present a fitness-for-duty certificate before being reinstated.

Other details regarding family and medical leave are available from HR Coordinator.

MILITARY CAREGIVER AND EXIGENCY (URGENCY) LEAVE UNDER FMLA

(requires 1,250 hours in preceding 12 months; applies to regular full-time or part-time employees)

An extension of our Family and Medical Leave Policy provides a leave of absence for up to 26 weeks from the date of the initial absence taken to care for a family member in the military. Eligibility for this leave is based on the specific family relationship AND the existence of a certain situation or conditions. We will request certification of the military service and/or certification of the existing qualifying condition when the need for this type of leave occurs.

Family Relationship: This leave is available for care of your spouse, parent, son or daughter, or if you are designated as “next of kin,” or qualify as “next of kin” by the family member in military service. If you have a question regarding this, please contact HR Coordinator.

Qualifying Condition or Situation: Care for a qualified family member who has a serious injury or illness requiring such care. Leave is also provided if a defined “exigency” (urgent situation) exists for that family member. For information on what situations or conditions fall within this definition, please contact HR Coordinator. You will be required to complete and return a form certifying the nature and details of a specified exigency.

Eligibility Process: You will be required to provide documentation supporting both the required family relationship and the qualifying condition or situation. For purposes of giving care due to a medical condition, you must complete and return the required form within 15 days. At the same time, if you haven’t previously provided documentation establishing the family relationship, you will be required to do so.

LEAVE TO DONATE BONE MARROW

Eligibility

Employees working an average of 20 or more hours per week are eligible for this leave.

Length of Leave

An employee may take up to 40 hours of leave for this purpose and may use already accrued paid leave. In extenuating circumstances, approval to take more time off, paid or unpaid, may be granted by the supervisor or manager.

Request Procedure

You must notify your manager or supervisor as soon as is practicable after you become aware that you will be donating bone marrow. You are expected to provide a copy of the doctor's verification of the duration of leave needed and that it is for bone marrow donation. If there is a medical determination that you do not qualify as a bone marrow donor, the paid leave of absence used before that determination was made will not be affected.

Status of Benefits

Benefits, other than those used for the leave, are not affected by this leave.

PERSONAL LEAVE OF ABSENCE

Full-time, regular employees may be granted an unpaid personal leave of absence under certain circumstances. A personal leave of absence is an approved period of time away from work for personal reasons that does not fall under the guidelines of the Family and Medical Leave Policy. A personal leave of absence is granted at our discretion. This leave is not a right and may be granted, in the interests of the organization, to protect the length of service and benefit rights for an employee whose service might otherwise be terminated. Granting of this leave will depend on the circumstances of the organization at the time the leave is requested, and on other factors to be considered on a case by case basis.

Eligibility

You become eligible for a personal leave of absence after six months of service. If you want to take a personal leave of absence you must make arrangements with your supervisor.

Length of Leave

The leave may be requested for any time over 30 days. A personal leave of absence starts on the first regular workday following the last day worked. The maximum leave allowed under this policy is 90 days.

Request Procedure

A written request, using the Leave of Absence Request Form, should be submitted at least one week (five working days) before time off that exceeds 30 days, except in emergencies. Leave requests must include an expected date of return. If you do not return within three days of that date and no extension has been requested, we'll assume you have resigned.

Pay While on Leave

Personal leaves of absence are without pay unless you decide to use any earned PTO hours during the leave and are otherwise eligible to use such hours.

Status of Benefits

Insurance coverage will **not** be maintained for you while on a personal leave of absence of 30 days or more. Leaves longer than 30 days may require continuation (COBRA) initiation. You may continue insurance coverage by paying the full premium by the first of each month. Benefits do not accrue during a leave of absence, but are retained at the same level.

Reinstatement

The organization will attempt to arrange employment for individuals returning from a personal leave of absence, but no guarantees are made. While you are on a personal leave of absence, you are required to check in with your supervisor on a regular basis to inform us of your status and to notify us of any change in personal data.

UNIFORMED SERVICES LEAVE AND RE-EMPLOYMENT

Regular employees requiring a leave of absence for service in the uniformed services are provided leave and will be re-employed at the end of the leave. Policies governing this leave are designed according to the Uniformed Services Employment and Re-employment Rights Act and applicable state regulations. The policy covers employees who enter active military duty voluntarily and extends to Reservists or National Guard members who are called to limited active duty or extended training duty, including regularly scheduled annual training and military summer camp training. These military members, and those with previous or current military service, are protected from discrimination and harassment.

Eligibility

All employees of the organization except those hired on a brief, non-recurrent basis are eligible for leave.

Length of Leave

Given that the requirements regarding this type of leave are subject to change, the length of this leave will be administered under the current provisions of all applicable laws at the time of occurrence.

Request Procedure

You must provide written notice, using the Leave of Absence Request Form, of your obligation or intention to perform service in the uniformed services, unless notice is precluded by military necessity or is otherwise unreasonable or impossible. Failure to do so may result in loss of re-employment rights.

Pay While on Leave

Military leaves are without pay unless you elect to utilize vacation benefits earned before commencement of the leave and are otherwise eligible to use such benefits. You must request and obtain approval to receive time benefits pay during military leaves of absence.

Status of Benefits

Reservists, National Guard members, and veterans returning from military service in the Armed Forces have and retain rights with respect to seniority, vacation, compensation, and length of service pay increases, as may be from time to time provided by applicable statutes of the United States and the state of Oregon. You may maintain health care insurance benefits for up to 24 months while on leave by paying the insurance premium through COBRA for any leave extending beyond 30 days.

Reinstatement

If you are returning from a Uniformed Services Leave, you must report to work or request re-employment within prescribed time limits, which are based on the length of the leave as follows:

- 1 to 30 days: You are expected to report to work on the first regularly scheduled workday following completion of training and you will be reinstated to the same position you held at the time the service leave began.

- 31 to 180 days: If you are a Reservist or National Guard member returning from initial active duty for training you must submit an application for re-employment within 14 days after honorable release from service. You will be reinstated to the same position held at the time the service leave began, provided the leave has been for less than 90 days in length. If the leave is 91 days or longer, when you return you will be reinstated to the same job, or comparable job in terms of

like seniority, status, and pay, as long as you are qualified to perform the duties.

181 days or
longer:

If you are returning from active duty in the armed services, you must submit an application for re-employment within 90 days after completion of satisfactory service. You will be reinstated to an equivalent position as long as you are qualified to perform the duties and the organization's circumstances have not changed to the extent that it would be impossible or unreasonable to provide re-employment. When returning, you must provide documentation to verify your rights to re-employment, including your separation papers. Time limits for application for re-employment are extended for up to two years for disabled veterans.

Failure to file an application within the required time period forfeits the right to re-employment.

OREGON MILITARY FAMILY LEAVE

An employee may be eligible to take leave from the first day of employment, if the employee's spouse is notified of an impending call to active duty and/or when the spouse is on leave from deployment.

Eligibility

You will be eligible to take military family leave if you work an average of more than 20 hours per week for the organization.

Length of Leave

The amount of leave time available is up to 14 days of unpaid leave per deployment.

Leave Interaction with Oregon Family Medical Leave (OFLA)

If an employee is also eligible for OFLA (at least 6 months on the job and working at least 25 hours per week), this time may also be run concurrently with OFLA leave, reducing the 12-week leave year eligibility.

Request Procedure

An employee accessing this leave provision needs to request time off from his/her manager or supervisor at least 5 days prior to the beginning of the leave. Obviously, the more advance notice the easier it is to handle scheduling issues. These types of leave situations, however, arise with little forewarning at times.

Pay While on Leave

Oregon military family leave is unpaid; however, eligible employees who take this type of leave may use any accrued paid time available to them. Exempt employees working partial days or partial weeks will be paid in full for the entire day or week, although accrued time may be used first.

Status of Benefits

Benefits are not affected by Oregon military family leave.

HEALTH AND SAFETY

DRUGS, ALCOHOL AND FIREARMS POLICY

No drugs (unless prescribed by a physician), alcoholic beverages or firearms are allowed in the work areas (including job sites) at any time. Employees are also prohibited from carrying drugs (unless prescribed by a physician), open containers of alcohol or firearms in their personal vehicles if the personal vehicle is parked on organization property or used for work. An exception to the alcohol provisions of this policy may be made for designated organization events where alcoholic beverages are allowed.

Drugs prescribed by a physician should be taken only according to the physician's instructions. Any employee who is taking a prescription drug bearing a warning regarding driving or the use of machinery, must inform the employee's supervisor about the prescription drug.

Any employee found to be in possession of open containers of alcohol, illicit drugs, using or under the influence of alcohol or drugs not prescribed by a physician while on organization property or on a job site is in violation of this policy.

SFHS reserves the right to require any employee to submit to a urinalysis or blood test if the organization has reasonable cause to believe an employee may be under the influence of drugs not prescribed by a physician or alcohol, while on the organization's premises. An employee reasonably suspected of being under the influence of illegal drugs or alcohol may also be required to submit to a search of the employee's clothing, work area, locker, desk, toolbox, lunchbox, automobile or other property located on company premises. If the employee refuses to allow a reasonable search or give samples for analysis immediately upon request, the employee violates this policy. A positive confirmation of illegal drugs as a result of a urine or blood test is also a violation of this policy.

The presence of the smell of alcohol on an employee's breath, or observable evidence of intoxication are among the things which constitute violations of this policy. Evidence of intoxication includes, but is not limited to, slurred speech, altered gait, personality changes, errors of judgment, impaired coordination, impaired memory recall, a positive gaze nystagmus test, impaired balance, and other signs or symptoms. However, consistent with employment at the will of the organization, an employee need not be intoxicated or impaired to be discharged for violation of this policy. Any failure to appear for work as a result of the use of alcohol or the aftereffects of the use of alcohol is a violation of this policy.

Any employee who is involved in an accident on the job, whether or not any injury results from the accident, will be required to immediately submit to a urinalysis or blood test. Any positive result for illegal drugs is a violation of this policy.

Any employee arrested for off the job drug related activity is in violation of this policy.

This policy is intended to comply with all laws. If anything in this policy is contrary to any applicable law as amended from time to time, the law takes precedence. Employees whose job includes driving for the organization may be subject to regulations and requirements of the Federal Department of Transportation which may supersede this policy. All employees are required to comply with all such regulations.

Discipline for violations of this policy are the sole and unrestricted choice of this organization. The organization may take any action it deems appropriate. The organization's choice of action shall be

final and the employee shall have no right of appeal or grievance because the employee is hired only at the will of the company and may be discharged from employment at any time for any reason or no reason. Enforcement of this policy, at the organization's sole discretion, may be immediate and without warning or any prior violations. An employee violating this policy will be removed immediately from the workplace.

This policy is not intended to cover or foresee every situation that might arise. The organization retains absolute authority to evaluate any drug, alcohol or firearm related problem, and take whatever action it deems best without any requirement that the action taken be for cause and without any right of appeal or grievance by any employee.

The organization recognizes that alcohol and drug dependency are illnesses which can be successfully treated. Employees who suspect that they may have an alcohol or drug abuse problem are encouraged to seek assistance from the **Employee Assistance Program** before a violation of this policy puts the employee's job in jeopardy. The organization is not bound to assist any employee once a violation of this policy has occurred.

DRUG TESTING PROCEDURES

1. Notification of Testing: All employees must complete and sign a form, prior to testing, consenting to the testing.
2. Supervision and Transportation: When an employee's testing is ordered because of a suspicion of drug or alcohol influence or use on the job, the employee may be transported to the sample collection site by a supervisor or someone in authority with the organization. The employee shall not be allowed to operate any motor vehicle while in the organization's employment until the organization deems it safe and reasonable to do so. Any employee found to be under the influence of alcohol while on duty will be placed out of service immediately for a period of 24 hours.
3. Refusal to Test: A person who refuses to be tested or refuses to comply with these procedures shall be in violation of the drug policy. Any falsification or tampering with a urine sample for the purpose of avoiding detection is a violation of the organization's drug policy.
4. Random Testing: All employees subject to testing will be randomly selected for testing the use of controlled substances.
5. Accident Testing: A urine specimen for testing of employees involved in accidents must be provided as soon as possible, and no later than 32 hours after the accident.
6. Test Results: All test results will be kept strictly confidential. The organization will not release individual test results for any employee or previous employee to anyone, other than those required for administration of this policy, without first obtaining written authorization from the tested employee. Tested employees will be provided an opportunity to discuss a positive test result and clarify if a prescribed medication or other chemical substance may have caused a positive test result. The organization will maintain records in accordance with federal regulations.

WORKPLACE VIOLENCE

SFHS recognizes the importance of a safe workplace for employees. A work environment that is safe and comfortable enhances employee satisfaction with work, as well as employee productivity.

To foster a safe workplace, this organization specifically prohibits any employee, client, visitor or vendor from bringing any kind of weapon, knife (other than folding pocket-knife) or firearm on premises. If you have a question whether something may be considered a weapon in violation of this policy, you must ask your supervisor prior to bringing the item onto our premises. Our premises include areas such as personal vehicles parked in our designated parking area.

Situations may occur, despite our best efforts to prevent them, which present a risk of harm to employees and others. All employees have an obligation to report any incidents that pose a risk of harm to employees or others associated with the organization or that threaten the safety, security, or financial interests of the organization. Employees should make such reports directly to HR Coordinator.

All information related to the reports, including the name of the reporting employees, will be kept as confidential as possible under the circumstances. We will generally notify the reporting employee of action taken in response to the report.

We may, out of business necessity, conduct an investigation of a current employee when the employee's behavior raises concerns about work performance, reliability, honesty, or potential threat to the safety of co-workers or others. An employee investigation may include investigation of criminal records and a search of the organization's property such as desks, work areas, lockers, file cabinets, voice mail systems, computer systems and vehicles parked in our designated parking.

If an employee is found to have violated any part of this policy, corrective action up to and including termination may occur.

EMPLOYEE HEALTH AND SAFETY

SFHS is committed to providing our employees with a safe and healthful work environment. To accomplish this goal, both management and employees must make diligent efforts to promote safety.

We develop and implement safety rules and regulations through our managers and supervisors. This process is ongoing and requires periodic safety audits. Safety audits are undertaken to determine the necessity and feasibility of providing devices or safeguards to make the workplace safe and healthful. We also educate employees about workplace hazards and the proper and safe methods to use in performing job tasks.

You are expected to give your full skill and attention to the performance of your duties, using the highest standard of care and good judgment. You are also expected to always follow safety rules and regulations, including using appropriate protective clothing, shoes, and equipment, attending all training sessions related to your job description, and following directions of warning signs, signals, and/or supervisory personnel.

While we respect personal taste in clothing, jewelry, and body modification, when any of these areas have the potential to make an employee more vulnerable to injury, we reserve the right to prohibit the attire or behavior or ask the employee to take some steps for safety. As an example, for those who have gauged or stretched earlobes, we request that you always wear ear tapers (plugs, earlets, tunnels, etc.) while at work to prevent accidental tearing or catching of the earlobe.

All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In the case of serious injury, your reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to you and could subject **SFHS** to fines and penalties. No one will be retaliated against for filing a workers' compensation claim in good faith.

Safety rules and regulations will be issued or modified from time to time and will be effective immediately upon communication. Rules and regulations will be distributed to you and posted on the employee bulletin board.

If an injury occurs you are required to:

1. Take remedial first aid actions.
2. Report the injury as soon as possible.
3. Seek emergency care if necessary.
4. Fill out the accident form.
5. Provide supervisor with a medical release from a doctor.
6. Review the incident with our HR Coordinator.

Early Return to Work Program

Our Return-to-Work program provides guidelines for returning you to work as early as possible after you have suffered an on-the-job-injury. The program is not intended to be a substitute for reasonable accommodation when an injured employee also qualifies as an individual with a disability.

The Return to Work program consists of a team effort by supervisors, injured employees and their treating physicians, management, and our workers' compensation insurance carrier. All team members will take an active role in returning injured employees to productive work.

Through this team effort, we hope to help our employees recover and return to full employment as soon as their medical condition permits.

If you are injured on the job and your doctor determines that you are able to perform modified work, the organization will attempt to provide such a job until you are able to resume your regular duties, except where provided as an accommodation for a disability. All modified work is temporary and may be offered at any location or on any shift. If you are offered a modified position that has been medically approved, failure to report at the designated time and place may affect time loss compensation.

Return to work from non-work-related injuries is covered in the Family and Medical Leave section.

Smoking in the Workplace

We are a non-smoking facility. Places outside the office or facility may be designated as smoking areas, and smoking is limited to these areas. If you have a concern about the areas designated, you should speak with your supervisor.

Employee Right to Know/Hazard Communication Program

SFHS provides a Hazard Communication Program so that all employees are aware of chemical hazards in the workplace. By becoming familiar with this information you can help prevent injuries and illnesses from chemical exposure. If you have any questions regarding chemical hazards, do not delay in asking your supervisor or HR Coordinator.

The following safety precautions have been taken to prevent injuries and illnesses from chemical exposure:

Container Labeling

The HR Coordinator and supervisors will verify that all containers received for use will:

- Be clearly labeled as to the contents.
- Note the appropriate hazard warning.
- List the manufacturer's name and address.

The supervisor in each section will ensure that all secondary containers have either an extra copy of the original manufacturer's label or a generic label that has identification and hazard warning blocks. For help with labeling, see HR Coordinator.

Safety Data Sheets (SDS)

Copies of safety data sheets for all hazardous chemicals that employees of this organization may be exposed to will be kept in the HR Department. Data sheets will be available to all employees in their work areas for review during each work shift. If data sheets are not available, or if you begin using a new chemical for which you do not have a Safety Data Sheets you should immediately contact HR Coordinator before using the chemical or the machine containing it.

Employee Information and Training

Before starting work, you will attend a health and safety orientation and receive information and training about the following:

- An overview of the requirements contained in the Hazard Communication Rules;
- Chemicals present in your workplace operations;
- Location and availability of our written hazard communication program;
- Physical and health effects of the hazardous chemicals;
- Methods and observation techniques used to determine the presence or release of hazardous chemicals in the work area; and,
- How to reduce or prevent exposure to these hazardous chemicals through the use of control/work practices and personal protective equipment.

After attending the training class, you will sign a form to verify that you attended, received our written materials, and understood our policies on hazard communication.

Prior to a new hazardous chemical being introduced into any section of this organization, each employee of that section will be given information as outlined above. The HR Coordinator is responsible for ensuring that Safety Data Sheets (MSDS) on new chemicals are available.

EMERGENCY PREPAREDNESS

SFHS may be subject to major disruptions as a result of occurrences beyond the control of the organization. All employees should exercise good judgment in responding to these events as the situation necessitates. **SFHS** will try to provide emergency and limited services during periods of disruptions. The Executive Director shall make the determination to close the organization, suspend activities, or make the organization available for community support.

In the event of potential or actual disruptions that may be weather-related or a result of a catastrophic event such as an earthquake, fire, or explosion, contact your manager.

Compensation of employees will be determined in accordance with all applicable regulations when individual facilities or activities are closed as a result of emergency conditions.

Should a threat to organization property or employee be received, it is to be reported immediately to your manager.

EMPLOYMENT SEPARATION

SEPARATION FROM EMPLOYMENT

Separation from employment with **SFHS** occurs when you voluntarily resign, or you are laid off or discharged by the organization.

Resignation

Employment with us is “at-will,” which means you are free to resign at any time, with or without notice. However, in order to achieve an orderly transition, we would appreciate receiving notification of intent to resign at least ten working days before departure, and 30 days before departure for supervisors and management-level personnel.

Job Abandonment

To maintain a safe and productive work environment, employees are expected to be reliable in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the organization. Poor attendance and excessive tardiness are disruptive. Either may lead to corrective action, up to and including termination of employment. **If an employee fails to call in or show up for work, it will be considered job abandonment and a voluntary resignation after the third day of absence.**

Job Elimination, Reduction in Work Hours or Staff

Our desire is to avoid circumstances that require a reduction in hours or staff, but we also recognize that situations may arise where such reductions would be necessary. Depending upon the circumstances, we may respond in a variety of ways, including offering a voluntary reduction in hours or days of work, reducing your work hours or days of work, reducing the workforce, or reducing expenses by other means. Among the factors we will consider in selecting employees for any reduced hours or reduction in force are:

- Your department, location, or job;
- Your job knowledge, skills, and ability to do the required work;
- Your performance, attendance, and safety and corrective action history and records;
- Your possession of licenses, registrations, and certifications required by the job;
- Your creativity and teamwork skills, if required for the job;
- Your demonstrated willingness to go the extra mile for the organization, co-workers, and customers; and,
- The efficiency of our operation.

Evaluation of these factors is at our discretion. When we conclude that all the factors are substantially equal, we will reduce the hours of or lay off the employee with the least length of service. The immediate supervisor/manager will personally notify employees of a layoff. After explaining the layoff procedure, you will be given a letter describing the conditions of the layoff, such as the effects on benefits, the possibility of reemployment, procedures, and any outplacement services.

If practicable at the time of lay-off, we will provide limited re-employment rights to any employee laid off through no fault of his/her own for a period of six months from the date of lay-off. The order of recall will be determined using the above factors. If you are not rehired during that period you may be separated from employment. An offer of re-employment may be made orally or in writing to the last address reflected in your personnel records. It is your obligation to keep us informed of any changes in your telephone number and address. The offer will identify the available job and the date you are to

report to work. If you decline re-employment or fail to report on the date specified, you will be deemed to have waived any re-employment privileges and will be treated as a voluntary termination.

Exit Interview

An exit interview will be arranged to give you an opportunity to express thoughts and suggestions when you are leaving the organization and allow us to solicit your opinions about our organization and any suggestions for improvement. We encourage all employees to participate in an exit interview when they separate from employment, and we value all opinions and suggestions we receive in the process.

At the exit interview session, you will be given information such as your benefit continuation rights and responsibilities and your final paycheck.

Return of Organization Property

Upon separation from your employment, either voluntarily or otherwise, you must return all organization property in your possession by your last day of employment. Organization property may include credit cards, organization vehicles, keys, ID cards, pagers, tools, software, computer disks, uniforms, this Handbook, and any other items in your possession that belong to the organization.

EMPLOYEE'S NOTES

Sinai Family Home Services (SFHS)
HANDBOOK RECEIPT ACKNOWLEDGMENT FORM

As an employee of **Sinai Family Home Services**, I acknowledge the following:

I have received a copy of the Employee Handbook. I understand that the Handbook contains important information about the organization's policies, work rules, and my benefits. I understand that I have the responsibility to read and understand the information in the Handbook, and to ask my supervisor and/or Human Resources for clarification of any information I do not understand.

I understand that this Handbook is not a contract of employment or a guarantee of specific treatment in specific situations. I understand that this Handbook supersedes all prior Handbooks, policies, and understandings on the subjects contained in it.

I understand that unless stated in an employment contract, the organization has the right to change, modify, add to, substitute, eliminate, interpret, and apply in its sole judgment, the policies, rules, and benefits described in this Handbook. I understand that should the content be changed in any way, the organization will require an additional signed acknowledgment from me to indicate that I am aware of the changes.

I understand that my employment relationship with the organization is at-will – either the organization or I can terminate the relationship at any time, with or without reason or notice.

I understand that **the Executive Director** is the only person who is authorized to make changes in the policies, rules, and benefits described in this Handbook and that all such changes must be in writing to be valid. I also understand that he/she is the only person who will ever have the authority to enter into an employment contract, and that all such contracts must be in writing and signed by both parties to be valid.

I am aware that I may be given confidential information during the course of my employment, including customer lists, proprietary organization plans, and other information. **I understand that this information is critical to the success of Sinai Family Home Services and I agree not to disseminate or use it outside of the organization. In the event of my termination, either voluntary or involuntary, I agree not to use this information or communicate it to any other individual, organization, or entity.**

Non-exempt employees only: I understand that I am entitled to a break period of 15 minutes for each morning and each afternoon shift I work, and am required to take those breaks. I understand that I am further entitled to a lunch period of at least 30 minutes for every 6 hour shift I work. If, on the rare occasion that my workload prohibits taking a 30-minute lunch period, or if my lunch period is interrupted by work activity, I will record the period as time worked on my time report. I will not return work-related phone calls or emails during my lunch period, and if work-related interruptions are common, I understand that I may be required to leave my work area during my lunch period.

I also acknowledge that, before signing this form, I have asked for and received clarification on any of the items listed above that I did not understand.

Employee Signature

Date

Print Employee's Name