



FAMILY FOCUS

Employee Handbook 2016

**A Manual of Employee
Benefits and Personnel
Policies**

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Welcome to Family Focus

Your employee handbook is an information guide of personnel policies, and benefits for your reference while employed at Family Focus. Our mission is to recognize and be responsive to the legitimate rights and needs of employees. We strive to provide you with as much direct and personal communication as possible to keep you informed about the organization. You are encouraged to communicate with your immediate manager/director when you have questions regarding the organization, policies and procedures, your employment, or work related matters or concerns. We want you to know your concerns are important to us and we will make every effort to solve any/all issues.

This handbook is intended as a convenient summary of the major points of Family Focus's employment policies, which are in effect at this time. Every employee may have access to more detailed administrative policy manuals located in both Family Focus and Healthy Families office. For your convenience, the appropriate administrative policy number is noted in each section of this handbook where a more detailed policy exists. We encourage you to locate this policy manual and become familiar with the contents.

The handbook cannot and does not attempt to cover all provisions and conditions of employment nor does the handbook create enforceable rights either on the part of Family Focus or the employee.

Please understand this is not a contract of employment. Family Focus does not maintain written employment contracts with its employees, and employment is at-will. Family Focus also reserves the right to change policies, benefits, work rules and regulations at anytime as deemed necessary without notice.

If further clarification is needed regarding any of the material contained in the employee handbook, employees should contact their manager.

MISSION AND GUIDING PRINCIPLES

Every person affiliated with Family Focus should be familiar with the mission statement. It summarizes the reasons for our existence. Everything we do is related to this short but very important message:

MISSION STATEMENT

(Our reason for existing)

Family Focus staff collaborates with families to focus on solutions that are based on each family's strengths and culture, while giving genuine opportunities for constructive growth and development in order to empower and promote safe, loving and nurturing homes for the children in our communities.

CUSTOMER SERVICE ATTRIBUTES

Upholds the Standards of Behavior by demonstrating Availability, Communication & Teamwork, Customer Service, Organizational Perspective, Quality & Productivity, and Professionalism/Process Management standards.

AVAILABILITY includes:

- Demonstrates consistency in regular attendance by observance of work hours, i.e., punctual work arrival/departure to office, meetings, appointments; ensures appropriate coverage for meals, breaks, leaves.
- Absences are excused.
- Is accessible to customers, coworkers, and managers when needed to perform work assignments.
- Attends designated meetings; responds to voice-mail and e-mails promptly.
- Demonstrates flexibility and willingness to assist by taking on difficult or inconvenient responsibilities; welcomes new assignments.

COMMUNICATION & TEAMWORK includes:

- Establishes and maintains effective communication and cooperative working relationships with all internal and external customers (coworkers, managers, directors, referral sources, other providers, clients, etc.).
- Expresses disagreement in an appropriate and constructive manner; focuses on the situation, issue, or behavior rather than an individual.
- Demonstrates courtesy and respect for all individuals; responds to requests from others in a helpful and timely manner.
- Actively participates in meetings and discussions offering assistance and support whenever requested.
- Displays a positive, cooperative behavior toward work assignments and requirements.

CUSTOMER SERVICE includes:

- Actively seeks customer feedback and responds positively about the organization's personnel and services, promoting cooperation, communication, and coordination within the organization, other agencies, and the public.
- Protects confidentiality of both internal and external customers at all times.
- Demonstrates sensitivity to individual differences and promotes mutual respect of others; honors diversity in all areas of the work environment.
- Assumes full responsibility for his/her actions and assigned tasks; accepts ownership of outcomes.
- Makes suggestions to improve the efficiency and effectiveness of the organization with due concern for others in the team, organizational goals, and customer needs; anticipates how changes in services will affect customers; ensures work plans are consistent with team/organizational goals.
- Expected to conduct self in a professional manner at all times, including refraining from conflict-of-interest activities and maintaining nondiscrimination policies in all areas of practice, regardless of race, age, religion, sex, national origin, disability, or veteran status

ORGANIZATIONAL PERSPECTIVE includes:

- Accepts the responsibility for representing the organization to customers, peers, administrators, and other contacts; strives to build the reputation of the organization at all times; takes pride in personal appearance by dressing professionally.
- Exhibits professional behavior at all times; effectively conveys an impression that reflects favorably upon the public image of the organization.
- Demonstrates maturity in effectively distinguishing between minor and significant issues, taking or recommending appropriate actions, and determining which problems to handle independently and which to refer to Manager/Supervisor.
- Promotes and contributes to positive staff morale; exhibits rapport with others; demonstrates appropriate boundaries; emphasizes the positive aspect of most situations.
- Appropriately uses the fiscal, material, human, and facility resources; respects the privilege of cell phone usage and follows policy at all times.

QUALITY & PRODUCTIVITY includes:

- Meets deadlines without sacrifice of accuracy, quality, or customer satisfaction; meets established productivity standards for job position, deadlines, and work schedules; reports unavoidable delays well in advance of deadlines.
- Maintains all necessary records and documentation required per job position.
- Demonstrates knowledge and skills necessary to perform the job effectively, including language, grammar, spelling, mathematics, reasoning, and job-specific procedural competencies.
- Effectively deals with multiple tasks and responsibilities and maximizes use of time by appropriately prioritizing work assignments, allocating time in

accordance with priorities, anticipating future needs and proactively seeking solutions, and reappraising techniques to insure efficiency.

- Responds appropriately to constructive criticism, suggestions for work, following instructions, monitoring projects, and exercising follow-through.

PROFESSIONALISM/PROCESS MANAGEMENT includes:

- Demonstrates sound judgment and follows protocol when working under pressure or in crisis situations.
- Demonstrates ability to resolve or amend conflicts or concerns in a positive manner; follows appropriate problem-solving procedure.
- Ensures that services consistently meet or exceed the needs and expectations of internal and external customers; delivers services to customers in a way that reflects positively upon the organization.
- Exhibits initiative and action in improving knowledge and skills; acquires new and developing knowledge critical to effective future performance in the organization.
- Compliant with established work rules, organizational policies, and directives; follows rules and guidelines for meeting standards of safety and security.

INTRODUCTORY WORKING PERIOD

Nothing contained in this Manual should be construed as creating a contract guaranteeing employment for any specific duration. Either you or Family Focus Inc. may terminate the employment relationship at any time, with or without cause or prior notice. Two weeks' notice prior to resignation, however, is customary as a matter of general business practice.

The first 90 days of employment are considered the introductory working period. This period provides you with the opportunity to demonstrate your ability, dedication and skills required to perform the job for which you were hired. We believe that this period of time is adequate for employees to adapt to our work environment for Family Focus Inc. to determine if you are suited for the position you were hired to fill. The successful completion of this period should not be construed as a guarantee of employment for any specific duration or as establishing a termination standard. If your performance or behavior is unsatisfactory, your introductory period may be extended for an additional period of time (up to an additional 60 days). (refer to policies ER006 and ER016)

ATTENDANCE

Family Focus recognizes the value of teamwork and the contributions made by dedicated employees who are on the job each and every day. In order to provide quality care to Family Focus clients, frequent, unscheduled employee absenteeism and/or tardiness must be avoided. The commitment to regular attendance is a condition of your employment. Whenever employees are to be absent from duty when scheduled to work, notification as

far as possible in advance of the time they are scheduled to report for work is required. If prior notification is not possible, employees should email a message to calloff@familyfocusinc.net before 7:30 a.m. The departmental procedure for reporting absences from work for any reason is outlined in the department's orientation program for new employees. (refer to Policy ER004)

GENERAL INFORMATION:

An incidence of absence is defined, as the period of time the staff member is not at work whether it is a portion of a workday or several days. If two absences occur within seven calendar days and they are found to be related the incident may be considered as one absence. Absences may be scheduled (excused) or unscheduled (unexcused). Tardiness is defined as reporting to your work area and/or returning from breaks or meals fifteen minutes or more after the scheduled return time. Tardiness in excess of two hours will be considered an unscheduled/unexcused absence.

Employees are allowed six sick days per year. When four incidents of tardiness or unscheduled absences occur within a six (6) month period the employee will be considered out of compliance with this policy. (refer to Policy ER004)

A scheduled/excused absence is defined as one of the following:

1. Scheduled or unscheduled time used under FMLA (Employees who are medically certified for an intermittent or continuous medical leave under the FMLA guidelines) (refer to Policy ER051).
2. Unscheduled time used when an employee is absent because of illness due to a potential communicable disease/infection as diagnosed by employee's attending physician, would be required to use sick hours for such an absence. Time off for such an absence will require a return to work slip from the employee's attending physician indicating the employee is no longer contagious.
3. Absences due to a work related injury. (*For payment refer to Policy SS-005*)
4. Absences due to medical emergencies with the approval of a manager or supervisor.

An unscheduled and/or unexcused absence is defined as:

1. Failure to report, return or remain at work for scheduled work period without notification.
2. Absences without 24-hour notice to the appropriate supervisor (except in emergency situations as outlined above).
3. Use of unscheduled vacation time without 24-hour notice to the appropriate supervisor (except in emergency situation or situations as outlined above)
4. Unavailable for phone calls
5. Absences from mandatory meetings without prior supervisor approval.

All absences without proper notification shall be considered unexcused. Failure to report to work or notify employer of inability to work over a period of three consecutive days shall be basis for automatic termination of the employee except in cases of emergency hospitalization.

Each absence should be recorded on an absence calendar by the HR Administrator. At year-end, this form should become part of the employee's permanent record.

PAYMENT FOR PERIODS OF ABSENCE

Vacation Time or Sick Time (if available) may be used for scheduled and unscheduled absences from work such as vacations, holidays, illnesses and bereavement for all employees. (refer to Policy ER004)

INTRODUCTORY WORKING PERIOD

Unscheduled incident of absence or tardiness during the first 90 days of employment.

1. First incident – documented on a Performance Improvement Conference Note and discussed with employee.
2. Second incident – extension of trial working period, suspension, or termination.

GUIDELINES FOR UNSCHEDULED ABSENCE OR TARDINESS FOR REGULAR EMPLOYEES DURING A 6 MONTH TIME PERIOD

1. Three non-consecutive incidents in a 6 month period – (absence or tardy) will initiate a verbal warning.
2. Four or more incidents in a 6 month period – (absence or tardy) will initiate performance improvement process. (refer to Policy ER006)

PATTERNS OF ABSENTEEISM AND/OR CHRONIC ABSENTEEISM

When a pattern of absenteeism (for example: timing of absences before or after scheduled days off) or chronic absenteeism has been noticed by the supervisor/manager, the issue should be addressed in a private discussion with the employee. If the pattern continues, the employee will provide a written plan for improvement and further patterns of absenteeism will result in the initiation of the employee performance improvement process.

If continuing occurrence of absence or tardiness are due to health reasons, the employee may be required to provide evidence from a physician that they are under appropriate medical supervision and/or that a given occasion of absence was, in fact, due to illness.

INCLEMENT WEATHER

Family Focus is open for business unless there is a declared State of Emergency or the Director feels it is unsafe to open for business. There may be times, however, when we will delay opening or close the office due to inclement weather. Use common sense and your best judgment when traveling to work in inclement weather. Absences due to hazardous weather will be considered an excused absence.

If you arrive at work after your scheduled time or after the scheduled opening time, that time may be used as either (1) Vacation Time (2) Sick time or (3) unpaid time, in that order. You should always use your discretion in getting to and from work. Family Focus attempts to accommodate individual situations by allowing the use of Vacation and Sick time in these situations.

BENEFITS

Enrollment:

Health

Newly hired employees working part time eligible (PTE) 30 hours or more per week or 60 hours per pay are eligible for enrollment in health insurance, dental, and vision insurance, beginning after their 60 day waiting period. Enrollment is required within 30 days of employment to ensure coverage and premium deductions. The HR Administrator will discuss each policy at each new employees benefit meeting.

Dental – Vision

Newly hired employees working full time (FT) 38 hours or more per week or 76 hours per pay are eligible for enrollment in Dental and Vision insurance beginning after their 60 day waiting period. Enrollment is required within 30 days of employment to ensure coverage and premium deductions. The HR Administrator will discuss each policy at each new employees benefit meeting.

Life Insurance:

Family Focus supplies life benefits free of charge to full time (FT) non-management employees and managerial employees. New hires Life Insurance benefits will begin the first of the month after their 60 day waiting period.

401K Plan

To be eligible for the Family Focus 401K plan, employees must be employed by Family Focus for one year and work a minimum of 1000 hours or more per year. Family Focus Inc will match 50 cents on the dollar contributed by employees up to 4%.

Employees with a status change during their course of employment will also follow the enrollment guidelines listed above. The benefit effective date will be determined by the date of the status change on their personnel action form. When a personnel action form indicating a status change is received by the HR Administrator stating a status change from less than 60 hours per pay period to 76 hours or more per pay period, or a status change of 76 hours or more per pay to less than 60 hours per pay, she/he will notify the employee and schedule a benefit appointment to discuss benefit options per status.

Continuation of Benefits:

Under Federal law, Consolidated Omnibus Budget Reconciliation Act (COBRA), employers sponsoring group health plans are required to offer specific continuation privileges to employees, spouses, and dependents covered by group health plans that would otherwise lose coverage when certain events occur. If any of the events listed below occur the insured will be entitled to elect to continue group health benefits. The insured (or another individual) should notify the HR Administrator immediately if any of the following qualifying events would occur:

1. Death of employee.
2. The employees' termination of employment (other than termination for gross misconduct) or reduction in work hours to less than minimum required for coverage under the group health plan.
3. Divorce or legal separation from the employee.
4. The employee's entitlement to Medicare benefits under the Social Security Act, if it results in the loss of coverage under the group health plan.
5. A dependent child no longer meets the eligibility requirements under the group health plan.
6. The last day of leave under the Family Medical Leave Act of 1993.
7. The call-up of an employee reservist to active duty.

Health Insurance Portability and Accountability Act (HIPAA):

Effective January 1, 1998 the Health Insurance Portability and Accountability Act of 1996 (HIPAA) became the first comprehensive federal health care legislation to be enacted in many years. HIPAA's purpose is to ensure most persons who change jobs or are temporarily out of work, the opportunity to have greater access to health coverage. HIPAA requires plans to follow certain rules regarding the eligibility of employees to enroll for coverage following loss of other coverage and following the acquisition of a dependent. These are called "special enrollment requirements". HIPAA also prohibits plans from conditioning enrollment on proof of good health. In addition, HIPAA imposes limits on the ability of plans to exclude coverage for pre-existing conditions and requires plans to reduce the length of their pre-existing condition exclusions by the length of a person's prior creditable coverage.

HIPAA requires plans to provide for a specified minimum length of stay for maternity coverage and prohibits plans from imposing any annual or calendar year dollar maximum on treatment of mental or nervous disorders which is less than the maximums which it imposes generally on all other conditions.

Effective January 1, 1997, HIPAA expanded the scope of COBRA coverage available to adopted children and certain disabled person and their families who have lost coverage.

VACATION / SICK / HOLIDAY PAY

Family Focus has established a program which consists of time off for vacations/personal days, holidays, and non leave of absence sick time. This program has been designed to provide maximum flexibility in planning and for taking time off. To be eligible for the Vacation, Sick and Holiday time you must be a full-time (76 hrs or more per pay period) regularly scheduled employee. Employees begin earning vacation hours upon their date of hire. Vacation hours, sick hours and holiday hours will be available for use once you have completed your 90 day trial working period. Vacation hours are earned based on your length of service and employee status.

Full Time Hourly Employees:

Vacation or sick time may be paid for full or partial days of absences from work in increments of one hour or more for regularly scheduled 76 hours or more per pay period (38 hrs per week) employees.

Holiday – To receive holiday pay, an eligible employee must be at work or taking an approved absence on the work days immediately preceding and immediately following the day on which a holiday is observed. An approved absence is a day of paid vacation or paid short-term absence.

Managers and/or Director must be notified 24 hours in advance for vacation time usage. All employees utilizing sick time for unscheduled absences must notify the Receptionist by 7:30 a.m. daily of each unscheduled absence by emailing calloff@familyfocusinc.net or by calling 219-462-9200 ext, 410 and leaving a voice mail.

Exempt Employees:

Vacation or sick time will be paid for full day absences from work.

Partial days: All partial days must be approved by the Director. Vacation or sick time must be utilized for any regular work day for which less than 4 hours have been worked other than FMLA or disability. When vacation and sick time are exhausted, and the employee needs to work less than 4 hours on a regular work day the employee will be compensated for 8 hours and will initiate the Performance Improvement Process.

All excused time off (exempt or non-exempt) must have prior 24 hour written authorization from the Supervisor or Director. Anything less than 24 hour notice will be considered an unexcused absence. Employees will be out of compliance with the Attendance policy (ER004) when four unexcused absences occur within a six month period, the Performance Improvement Process will be initiated. (ER006)

The Director or employees direct supervisor must be notified 24 hours in advance for vacation time usage. All employees utilizing sick time for unscheduled absences must notify the Receptionist by 7:30 a.m. daily of each unscheduled absence by emailing calloff@familyfocusinc.net or by calling 219-462-9200 ext, 410 and leaving a voice mail.

Employees' vacation and sick hours must be used within the 12 month period of January 1 to December 31st. Vacation and Sick time will not carry over at the end of each year.

Termination:

Vacation cash out upon termination of employment is paid at the base hourly or salaried wage rate effective at the time of termination. To be eligible to receive the balance of accrued vacation pay you must complete the resignation form and give at least 2 weeks (hourly) or 4 weeks (salaried) advance notice and work all scheduled hours for the weeks prior to your last scheduled day. Accrued vacation, sick or holiday time may not be substituted as part of the required notice. Terminating employees who have given proper notice of resignation (4 weeks for salaried positions, 2 weeks for hourly positions) will receive vacation time accrued to date of resignation, less vacation time used. (Example:

termination date July 1, will receive 7 months of accrued vacation time, less vacation time used). Holiday and sick time are not reimbursed.

Terminating employees who have not given proper notice of resignation and those who have not completed their 90 day introductory working period of employment will forfeit accrued vacation time at the time employment is terminated. Holiday and Sick time are not reimbursed at termination. Vacation, Sick time, or Holiday pay cannot be substituted for any resignation time. (refer to Policy ER011, ER012 and ER010)

EAP – EMPLOYEE ASSISTANCE PROGRAM

Family Focus acknowledges that some employees have occasional physical and emotional stresses, which may affect their job performance. The challenges and stressors in life today are greater than ever. We all strive for work-life balance but it's not easy. Sometimes personal, financial and family problems disrupt our world and we are not sure what to do. Family Focus understands this and is offering the New Avenues EAP to help you resolve troubling concerns. Through the Employee Assistance Program, you and family members in your household have access to confidential, solution-oriented counseling at no cost to you. Additionally, you and your family members have 24/7 access to the EAP Support Services where you may obtain information on a wide range of health, wellness and work-life balance topics.

To schedule confidential counseling, call:

574-232-2131 or 800-731-6501 (Toll Free)

To access online Support Services, logon to: www.NewAvenuesOnline.Com

EMPLOYEE ACTIVITY / EMPLOYEE RECOGNITION PROGRAM

To recognize employees, volunteers, and members of our staff for services provided with the high standards of quality linked to the Customer Care Standards, Family Focus Inc provides a Service Award Dinner and a Summer Retreat each year for all employees. The Employee Activity Committee also works to have intermittent family outings that our staff as well as their families can enjoy.

COMMUNICATIONS

A Bulletin board is placed in prominent areas of the office and will contain any relative information for employees. To keep informed of the changes and announcements of policies, personnel practices and other information pertinent to employment, you are encouraged to refer to this source when in the office. Our website bulletin board on familyfocusinc.net was created to keep staff informed of all Family Focus policies, Board member information, and posted job positions available.

Electronic mail messages sent over the system's cell phone network system are an efficient and convenient method of communicating with other employees, customers, vendors, etc. who also have access to the network. Individuals are to utilize information

resources for business reasons only and will not use information resources for personal use or competitive businesses. Under no circumstances may an individual utilize the cell phone information resources (specifically email and Internet), for personal messages, solicitation, or distribution of information that is not related to Family Focus' business. E-Mail communication, the Internet and any other information resources are the sole property of Family Focus. This information may be monitored at any time to ensure that there is no unauthorized use of the company's systems, to assure compliance with policies and to investigate conduct of behavior that may be illegal or adversely affect the organizations or its employees and other constituents. Acceptable uses of the Internet, but not limited to, are 1) enhance client care; 2) benefit community relationship; 3) enhance client/family education; 4) positively affect organizational operations (cost reduction or revenue/efficiency increase); and 5) public service. (refer to Policies AG054 and AG006)

Family Focus Inc. takes no position on your decision to start or maintain a Blog (blogging or other forms of social media or technology include but are not limited to video, chat rooms, personal blogs, or other similar forms of online journals such as Facebook, My Space, etc., diaries or personal newsletters not affiliated with Family Focus Inc.). It is the right and duty of Family Focus Inc. to protect itself from unauthorized disclosure of information. Family Focus Inc.'s blogging policy includes rules and guidelines for company-authorized blogging and personal blogging and applies to executive officers, board members, management, contracted and non-management employees. (policy AG068)

Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of the company. Employees may not publicly discuss clients, programs, employees or any work-related matters, whether confidential or not, outside company-authorized communications. Employees are not to have DCS Case workers or clients as friends on their blogs of any type. Employees are expected to protect the privacy of the company and its employees and clients and are prohibited from disclosing personal employee and non-employee information and any other proprietary and non public information to which employees have access. Such information includes but is not limited to client information, company information, financial information and strategic business plans. Again, employees are cautioned that they should have no expectation of privacy while using the internet. Your postings can be reviewed by anyone, including Family Focus Inc. Family Focus Inc. reserves the right to monitor comments or discussions about Family Focus, its employees and clients and the industry posted by anyone, including employees and non-employees, on the internet.

FLEX HOURS FOR INTERNAL STAFF

Family Focus offers employees flexibility in their work schedule to balance professional and personal obligations, where such arrangements are possible. Internal employees may schedule to begin and end the workday at a different time each day, within the window of 5:00 a.m. and 9:00 p.m. A manager or the director will approve or deny these schedules based on individual circumstances, work loads or staffing levels in a particular

department, or other criteria. Family Focus also reserves the right to approve schedules based on the need to maintain minimum staffing levels during the core hours of 8:00 a.m. to 4:30 p.m. Employees are expected to work 38 hours per week. (refer to policy ER003)

COMPENSATION

Work Period:

Family Focus business hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. Family Focus has established a full time work shift that consists of eight and one-half hours. Eight hours is work time used in calculating hours worked for payroll purposes, and one-half hour is allotted for a meal period.

Pay Period:

Family Focus has established a pay period beginning Saturday at 11:00 p.m. and ending two weeks following on Saturday at 10:59 p.m. This is an established reoccurring period of 336 hours consisting of 14 individual 24 hour periods. Paydays occur on the Friday following the end of a pay period.

Hourly Employees: (Non-Exempt)

Manual timekeeping will be used and the process will be discussed at departmental orientation. Any falsification of the timekeeping records procedure will result in termination. Example: noting on timesheet regular time when vacation or sick time was used.

All requests for use of vacation time should be submitted to your supervisor at least 24 hours in advanced for 8 hours of vacation time, one (1) week in advance for 9-24 hours of vacation time and two (2) weeks in advance for requests of over 24 hours of vacation time.

Salaried Employees: (Exempt)

Salaried employees use a manual timesheet to submit worked hours, and vacation and sick time.

All requests for use of vacation time should be submitted to your supervisor at least 24 hours in advanced for any hours up to 8 hours of vacation time, one (1) week in advance for 9-24 hours of vacation time and two (2) weeks in advance for requests of over 24 hours of vacation time.

All external staff timesheets are due in the billing department by Sunday at 11:59 a.m. each week. All internal staff timesheets are due in the payroll department on Friday of the pay period. Vacation, sick and/or holiday time should also be noted on the timesheets. Any falsification of the timekeeping records procedure will result in termination.

Overtime:

In accordance with Wage and Hour provisions Family Focus has established the “over 40” method for which the hourly employee will receive overtime compensation. Under the “over 40” method, the employee will receive overtime compensation at a rate of one

and one-half times his/her base rate of pay for all hours worked in excess of 40 hours in a given 168-hour, seven day work week period. The workweek period for purposes of computing overtime using the “over 40” method begins at the start of the 11:00 p.m. shift on Saturday and ends at 11:00 p.m. on the following Saturday (one week later). This method of overtime is required for all employees. Before working any overtime Field staff must notify their supervisors by calling and/or completing an overtime authorization form. If authorization is not obtained the Performance Improvement process may be initiated (Per policy ER-013 Wage and Salary Administration)

Direct Banking:

Family Focus participates in a direct banking program under which payroll earnings are deposited directly into the employee’s account at any participating financial institution. Your earnings record is paperless. You will be instructed on how to retrieve your information on line with Paycor payroll processing. Because of the nature of the payroll procedure, it is not possible for an employee to be paid ahead of the regular payday.

Payroll Deductions:

In accordance with state and federal laws, payroll will withhold the necessary deductions for income taxes and Social Security from your paycheck. Family Focus is also required by law to honor all court-mandated garnishments by withholding the required amount from your wages. There may be a processing fee withheld to cover the administrative cost of the garnishments.

CONFIDENTIALITY OF INFORMATION

It is the policy of Family Focus that all information, regardless of source (verbal, electronic, paper, etc.) is treated as strictly confidential. All clients, employees, volunteers, and visitors of Family Focus have certain rights of privacy. To provide guidelines for an appropriate and consistent level of information security, the following general definitions have been established.

Information Security is the protection of information against unauthorized access, modifications or disclosure, whether in storage, processing or transit.

Information Resources includes all media that store or communicate information including, but not limited to, paper records (client records, business office records, personnel records, financial records, administrative records, etc.), computers (hardware, software, and storage media), Internet, copy machines, fax machines, telephones, answering machines, employees, printers, and typewriters.

Confidential information is information which the inappropriate disclosure could cause harm to any individuals in connection with Family Focus. Confidential information includes the following:

- 1) Client information, includes, but is not limited to, all information regarding a client’s identity, financial information, treatment, diagnosis, and communication between a client and family and friends.

- 2) Personnel information includes, but is not limited to, employee salaries, benefits, personal medical information, and performance improvement issues.
- 3) Business information includes, but is not limited to, financial and strategic performance information regarding the business transactions of Family Focus.

Individual computer system passwords allowing access to such information are also considered to be highly confidential and are not to be shared. Browsing of client and/or employee information, even if no disclosure is made, is not allowed. Staff who knowingly and willfully access or release information outside of proper authorization are subject to performance improvement measures up to and including termination.

Protection of Employee Files: Employee Personnel records are maintained in our Human Resource Department. As required by law, some records pertaining to employees are maintained in a separate file relating to medical issues. The internal investigations and Performance evaluations are filed in section B of the employee personnel file. The Employees, or their representative, may request access to their basic personnel file not including Medical records or Section B. Depending upon the circumstances, employees may be provided access to records pertaining to internal investigation with appropriate editing to protect the rights of others.

All requests to access your personnel file must be provided in writing to the HR Administrator. Upon receipt of your written request, the HR Administrator will schedule an appointment for you to view your file during normal office hours. Employees are not permitted to remove any documents from the personnel file but may provide a written response to any document in the personnel file. Written responses will be attached to the original document in the personnel file.

Employees may request copies of documents in their personnel file. Request for copies must be made in writing to the HR Administrator.

CONFLICT OF INTEREST

A conflict of interest can be considered to exist in any instance where the actions or an activity of an individual on behalf of the company also involves the obtaining of an improper gain or advantage or an adverse effect on Family Focus's interests. To prevent this, we ask that any employee who may become involved in activities that could be seen as creating a conflict of interest, sign a conflict of interest disclosure statement. (refer to Policy AG004) Annually staff are also asked to complete an Outside Employment form.

DRESS CODE

Family Focus has established general guidelines for the appearance of employees in all areas with each department responsible for establishing other specific guidelines as needed. All employees should be conscious of their appearance and the impression made on clients, visitors, volunteers, other employees, and other "customers". Clothes should be neat and clean and in keeping with their work assignment. Attire and appearance

should not draw undue attention by either style or fit and should reflect contemporary styles. Blue jeans are allowed. Shorts and clothing with messages, slogans, symbolic designs, or other similar working or designs should not be worn (exceptions to this guideline such as attire for special events or holidays may be approved by management.). Hair should be clean and neatly groomed. Jewelry may not be worn in eyebrows, nose, tongue or lips in order to assure a professional appearance, and support safety practices or policies. (Refer to Policy ER007)

SMOKE FREE WORKPLACE

Family Focus Inc. is committed to providing a safe and healthy workplace and to promoting the health and well being of its employees. Family Focus Inc. prohibits smoking on company premises except in outside designated areas. All designated areas are 8 feet from the entrances per Indiana smoking ban.

DRUG-FREE WORKPLACE POLICY

To provide quality care of clients and to accomplish the mission of Family Focus, Inc., it is imperative that all employees be free from chemical impairment. The unlawful manufacture, distribution, dispensing, possession, or abuse of a chemical substance by employees of Family Focus, Inc. is prohibited. As a condition of employment, all employees shall be free from chemical impairment and shall abide by the terms of Policy ER019 Drug Free Workplace, Chemical Impairment. In addition, employees shall notify the employer of their conviction for violation of any criminal drug statutes within five (5) days after such conviction occurs. Family Focus reserves the right to conduct random, no-notice testing of current employees at any time it feels such actions are appropriate. Refusal to submit to drug or alcohol testing may result in disciplinary action, up to and including termination of employment. Any employee involved in an on-duty accident will be required to submit immediate blood and/or urine specimens for testing. (refer to Policy ER019)

EQUAL OPPORTUNITY

It is the intention of Family Focus to recruit, employ and retain the best-qualified individuals for all positions. There are many opportunities for training and development and employees are given preference whenever advancement opportunities occur and their skill and qualifications match the requirements of the position. The basis for employment at Family Focus shall be fair and free from bias and without regard to race, religion, creed, gender, age, marital status, national origin or disability, disabled veteran, a newly separated veteran, a campaign veteran, or an armed forces service medal veteran (i.e, qualified protected veterans) and in accordance with all state, federal and local employment laws.

It is also the policy of Family Focus Inc. to take affirmative action to employ and to advance in employment, all persons regardless of their status as qualified individuals with disabilities or qualified protected veterans, and to base all employment decisions only on valid job requirements. This applies to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, terminations, rates of pay or other forms of compensation and selection fro training at all levels of employment.

Any employee who believes they have been discriminated against in any aspect of employment based on one or more of these factors should follow the Problem Solving Procedure as outlined in this handbook. (refer to policy AG027)

EXCLUSION FROM CLIENT CARE

Situations may arise in which the prescribed course of intervention or care for a client may be in conflict with the personal values, ethics or religious beliefs of a staff member. In such situations, it is the responsibility of the employee to immediately notify his/her supervisor or Director of his/her concerns and to request that he/she be excused from participating in a particular aspect of intervention with the client.

As permitted by the situation, this request must be committed to writing as soon as reasonably possible and must include the specific aspects of intervention from which the employee is requesting to be excused and the reasons for making the request. (Policy ER036)

PROFESSIONAL AND ETHICAL BEHAVIOR

Family Focus, Inc. is committed to conducting its business with integrity underlying all relationships, including those with clients, suppliers, communities, and among employees. The highest standards of ethical business conduct are required of Family Focus, Inc. employees in performance of their responsibilities'. Employees will not engage in conduct or activity that may raise questions as to the company's honesty, impartiality or reputation or otherwise cause embarrassment to the company. Family Focus Inc's staff must maintain objectivity and not engage in personal relationships with clients while providing services for them and FFI for two years after termination of employment. It is FFI policy that staff will not accept or solicit gifts of any monetary value from clients, will not loan or borrow money from FFI clients, will not purchase or sell items to or from FFI clients. (See policies FFI003, ER008, AG004)

VEHICLE DRIVING REQUIREMENTS

Any employee who is expected to operate a vehicle, as part of their job description must provide a copy of his/her current driver's license, have a current license plate, and proof of auto insurance that meets the minimum state requirements at the time of employment. Verification of required Auto insurance will be checked at initial hire and at least

annually thereafter. Field staff employees must have reliable transportation and valid Indiana driver's license and proof of automobile insurance of a combined single limit of \$300,000, split limit bodily injury of \$100,000 per person, 300,000 per occurrence, and property damage of \$25,000.

Drivers license checks will be performed on all applicants after a conditional offer of employment has been made and at least annually thereafter for all employees where driving is an essential job function. Applicants and employees will be subject to the status classification system listed in policy ER022. Employees are responsible for informing their employer of any vehicular violations or major violations incurred during the course of their employment. Employees are required to always wear seat belts. All clients shall be required to use seatbelts or child restraint systems during transportation. (refer to policy ER022)

EQUIPMENT (cell phones, computers, GPS Units, etc.)

Because Family Focus Inc. is a crisis prevention agency, each field staff member and manager shall be given a cell phone at the time of hire, at agency expense, to carry with them at all times. Family Focus Inc. field staff will also be supplied a GPS (Global Positioning System) application on their cell phones to assist in the safety of our staff and efficiently record mileage. These GPS applications will be used during working hours only. Staff may shut off their GPS application during personal time.

Employees in possession of Family Focus electronic devices are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment the employee will be asked to produce the equipment for return. If the equipment is not returned at resignation or termination the employee is responsible for repayment to Family Focus Inc.

Employees whose job responsibilities include regular or occasional driving and who are issued electronic devices for business use are prohibited from using their phone while driving – use of electronic devices while driving is not required by the company. Employees are required to pull off the side of the road and safely stop the vehicle before placing or accepting a call.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions. (refer to policy ER002)

BACKGROUND CHECKS

Background checks of newly hired employees include references, character, past employment and education, including those maintained by both public and private organizations and all public records for the purpose of confirming the information contained on an applicants application.

Family Focus Inc. is also required by grant regulations to procure a Finger Print-based National Criminal history (includes Indiana State Juvenile History) background check, Indiana State Limited Criminal check, Sex and Violent Offender Registry check, Local Police/Sheriff Records check, Child Protective Services History check and Bureau of Motor Vehicle Report of each employee or volunteer who has or will have, in connection with performance of any services or activities, direct contact with children on a regular and continuing basis. (refer to Policy ER052)

HARASSMENT

It is Family Focus's commitment to maintain a culture that provides a safe and healthy environment. As required by law, Family Focus provides equal employment opportunities to all persons without regard to race, religion, creed, age, gender, marital status, national origin, physical impairment or medical condition and in full compliance with all Federal and Local laws. The policy applies to all employees and applicants for employment and to all phases of employment including hiring, promotion, demotion, and treatment during employment, rates of pay or other forms of compensation, as well as termination of employment.

Employees have a right to work in an environment free of harassment. Family Focus will act proactively to address in an expedient manner behavior that is considered harassing, threatening, and violent or behavior of a sexual nature.

Harassment refers to behaviors that are offensive and fail to respect the right of others. Harassment can be verbal or non-verbal conduct designed to intimidate or coerce.

Threatening behavior is defined as an implied threat to interfere with an individual's health, safety, and/or property, or with the property of the organization, which causes a reasonable apprehension that harm is about to occur.

Violent behavior is defined as the use of physical force or violence to restrict the freedom of action or movement of another person or to endanger the health or safety of another person or the property of the organization.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, demands or requests for sexual favors, the promise of special treatment with regard to an individual's employment in exchange for sexual favors or sexual activity, and any sexually related comments or conduct that interfere with an employee's work performance or creates an uncomfortable work environment.

If you believe you are being subject to conduct or comments that violate this policy, you are encouraged to immediately contact the Director. Such reports will be treated confidential to the extent possible, and no action will be taken against the employee that reports the harassment situation. All employees are assured that action will be taken to investigate and resolve complaints and that Family Focus is firm in its commitment to eliminate such conduct from the workplace. Any employee who engages in any form of

harassment shall be reprimanded in accordance with the Performance Improvement Process outlined in this handbook. (refer to Policy ER027)

IDENTIFICATION BADGES

Identification badges must be worn and clearly visible by all field staff at all times while on duty except in specifically identified work areas because of operation of the area. Identification badges should not be obstructed with stickers, pins, etc. Only service award pins or pins from professional certifications or affiliations should be worn on your Identification badges. If your badge is lost or stolen, report it to your supervisor immediately. Replacement cost will be applicable.

JURY DUTY AND OTHER CIVIC DUTIES

Family Focus encourages employees to fulfill their civic duties. To that end, employees will be allowed leave to serve on a jury, if summoned. We request that you bring in a copy of your summons notice as soon as you receive it, so that we may keep it on file. If you are called during a particularly busy period, we may ask you to request a postponement. Family Focus Inc. will provide additional documentation in this regard, if necessary, to obtain such postponement.

Jury Duty can last from several days to several months or more. During this time you will be considered on a leave of absence and will be entitled to continue to participate in insurance and other benefits as if you were working. While servicing on Jury Duty, you are expected to call in to your supervisor periodically to keep him/her apprised of your status.

Family Focus will compensate full-time employees for the difference between Jury Duty compensation and your current 8 hours daily pay up to a maximum of one month. If additional time is required, it will be granted, but without pay. Employees may use accrued vacation time. (see policy ER028)

Witness: An employee called to appear as a witness will be permitted time off to appear, but without pay. Employees will be permitted to use accrued vacation time when appearing as witnesses.

Voting: Family Focus encourages all employees to vote. Most polling facilities for elections for public office are scheduled to accommodate working voters. Family Focus, therefore, requests that employees schedule their voting before or after their work shift. An employee who expects a conflict, however, should notify his/her supervisor, in advance, so that schedules can be adjusted if necessary and appropriate.

LEAVE OF ABSENCE

Once an employee has completed the employment introductory working period and the performance has been satisfactory, the employee will be eligible to apply for a leave of absence. The length of the leave may not exceed the maximum period of time specified for each type of leave and should not exceed your actual length of employment at the time of the leave.

An authorized leave of absence is required when an eligible employee will be absent from work without pay for more than three (3) working days in succession with a serious medical illness. It is the employee's responsibility to notify the HR Administrator after the 3rd scheduled day off that he/she will need a leave of absence. Family Focus cannot guarantee that your position will be held open for you on a personal leave of absence. However, every effort will be made to restore you to your former position or to a position comparable in status and rate of pay.

Military, health, and personal leaves will be granted in 30-180 day increments up to the maximum specified for the type of leave requested. An employee pursuing an educational course of study that directly relates to his/her present or future employment may be granted an educational leave for a maximum of one (1) year. An employee must renew the leave or return to work the following date after expiration of the current leave or it will be assumed that the employee has resigned. An employee may not accept or engage in gainful employment elsewhere during the period of the leave of absence. To do so will result in immediate termination.

An employee on a leave of absence is responsible for keeping his/her supervisor and the HR Administrator informed and updated on an ongoing basis, as deemed appropriate to the situation, as to plans for returning to duty, regardless of the expected expiration date of their leave.

All health or FMLA leave of absence requests must be scheduled through the HR Administrator 30 days in advance when possible. Eligible employees must be employed by the company at least twelve (12) months and have worked at least 1250 hours of service during the twelve month period prior to the request. Employees are responsible for starting the leave of absence procedure by meeting with the HR Administrator to discuss the details of the leave and to fill out the appropriate paperwork. FMLA leave time is accumulated on a "rolling" 12 month period going backward from the date an employee first uses FMLA. A copy of the approved or disapproved leave of absence request will be provided to the employee. There is no guarantee a job will be held for the employee during a leave of absence or upon return from the leave with the exception of the Family and Medical Leave. (refer to Policy ER-051)

VACATION/SICK TIME-Vacation time and then Sick time hours must be used for an educational, personal leave or Family FMLA. Military leave has the option of using Vacation or Sick time. Once Vacation Time and Sick time has been exhausted, the employee will be off without pay when on an approved leave of absence of this type.

HEALTH INSURANCE IMPACT-As long as the employee is receiving a paycheck, deductions for premiums will continue as if the employee is still working. For an

employee on unpaid FMLA or health leave, the employee will have three (3) options to maintain all insurance benefits. 1.) The employee may choose to pre-pay the benefits, 2.) pay as he/she goes, or 3.) request the organization maintain his/her benefits while on the leave and have the health insurance deductions be doubled upon his/her return to work until the premium payments have been reimbursed in full. Maintaining insurance coverage for an employee on unpaid leave must be arranged through the HR Administrator and is the responsibility of the employee on unpaid leave to arrange. If the employee does not make arrangements, the employee will have a 30 day grace period in which to make premium payments. If payment is not made timely, group health insurance may be cancelled, provided the organization notifies the employee in writing at least 15 days before the date that the health insurance will lapse. The total amount for all insurance coverage the employee elects to continue will be noted on the leave of absence request form. If the employee does not return to work after the expiration of the leave, the employee will be required to reimburse the organization for all insurance premiums paid while on the leave. The employee must return and work at least 30 days following the conclusion of the leave to be considered to have returned to work.

RETURN TO WORK-An employee on a medical leave must submit a return to work slip to the HR Administrator prior to being restored to work. If the employee is to return to work with restrictions, the restrictions must be presented to the HR Administrator. Every attempt will be made to return the employee to his/her own department and position if there are no light duty jobs available, every attempt will be made to accommodate the employee in another area. In the event that there are no jobs available to accommodate the restrictions, the employee will remain off work.

FAMILY AND MEDICAL LEAVE ACT

OVERVIEW-The Family and Medical Leave Act (FMLA) requires any employer that employs 50 or more employees to offer 12 weeks of unpaid leave in a 12 month period to employees for certain qualifying reasons. A qualifying reason would be a serious health condition for the employee, the employee's spouse, child (under the age of 18) or parent.

ELIGIBILITY-Any employee that has worked for the organization for at least 12 months (need not be consecutive) and has worked at least 1250 hours in the past 12 months.

QUALIFYING REASONS- A serious health condition is defined as an injury, impairment or physical or mental condition that involves the following:

- A. Hospital Care-Inpatient care (an overnight stay in a hospital, hospice, or residential medical care facility) including any period of incapacity for subsequent treatment.
- B. Absence plus treatment-A period of incapacity (inability to work, attend school, or perform other regular daily activities due to the serious health condition) of more than three consecutive calendar days, involving:
 1. First visit to the health care provider within seven days of the onset of incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring

- periodic health care visits for treatment, such visits must take place at least twice a year.
2. Period of incapacity of more than 3 consecutive days with Treatment at least 1 time that results in a continuing regimen (i.e. prescription meds, physical therapy)
- C. Pregnancy or prenatal care (qualifies even if an employee doesn't receive treatment and even if the care doesn't last three days).
1. An employee must attempt to schedule all routine prenatal visits outside of work hours (routine visits are not considered FMLA time).
 2. Only unscheduled prenatal visits will count as FMLA.
- D. A chronic serious health condition defined as one that:
1. Requires 2 visits for treatment by a health care provider within a 30 day period.
 2. Continues over an extended period of time, and
 3. May cause episodic rather than continuing incapacity (e.g., asthma, diabetes, epilepsy).
- A chronic health condition also qualifies as a serious health condition even if an employee doesn't receive treatment and it doesn't last three days (e.g., asthma, severe morning sickness).
- E. A permanent or long-term condition for which treatment may not be effective (e.g., Alzheimer's, severe stroke, terminal stages of a disease).
- F. An absence to receive multiple treatments by a health care provider either for restorative surgery after an accident or injury or for a condition that would likely result in an incapacity of three or more days in the absence of medical treatment (e.g., cancer, severe arthritis.)

RETURN TO WORK-An employee must have a return to work slip on file with the HR Administrator prior to being restored to his/her position following a continuous medical FMLA. An employee on FMLA leave must be reinstated to the same or an equivalent job, with the same pay, benefits, terms, and conditions of employment. (See ER051)

MILITARY LEAVE

Military leaves of absence and the employment rights of employees who served in the armed forces of the United States shall be determined on the basis of applicable federal laws. Prior to the approval of a military leave or military reserve training, a copy of the employee's military orders must be provided to the HR Administrator and his/her manager. (See ER051)

MILITARY FAMILY LEAVE

Under the Leave Policy a total of up to twenty-six (26) weeks of absence is available to eligible individuals under the following circumstances, in accordance with the National Defense Authorization Act for FY 2008 (NDAA), as signed into law by President Bush, on January 28, 2008:

The Family and Medical Leave Act of 1993 (FMLA) is amended to permit a “spouse, son, daughter, parent, or next of kin” to take up to 26 workweeks of leave to care for a “member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

The NDAA also permits an employee to take FMLA leave for “any qualifying exigency (as the Secretary of Labor shall, by regulation, determine) arising out of the fact that the spouse, or a son, daughter, or parent of the employee is on active duty (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation.

MILITARY CAREGIVE LEAVE (Covered Service Member Leave):

This leave may extend up to 26 weeks in a single 12 month period for an employee to care for a spouse, son, daughter, parent or next of kin covered service member with a serious illness or injury incurred in the line of duty on active duty or family members of veterans who are undergoing medical treatment, recuperation or therapy for a serious injury or illness sustained in the line of duty on active duty that occurred any time during the five years preceding the date of treatment.

EMPLOYEE INJURIES

If you are injured on the job, the injury should be reported to your Supervisor, Manager, Director or Human Resource department within 24 hours if possible. An Employee Incident Report form should be completed as well as a Workman’s compensation report of injury form. (refer to Policies SS041, SS005)

WORKERS COMPENSATION

All employees are automatically covered by Worker's Compensation in accordance with the laws of the State of Indiana. Eligibility for coverage is as follow:

- The injury occurs during the course of employment and on Family Focus property while the employee is on duty.
- The injury occurs when the employee is on authorized Family Focus business, but is not necessarily on the premises.

To qualify for this coverage, the employee must comply with the following criteria:

- Report the injury immediately to his/her supervisor and then to the HR Administrator.
- Complete an event or incident report at the time of the injury and;
- Follow the recommendations of his/her supervisor or the HR Administrator regarding where to seek treatment or follow up care.

When an employee is off work or working with restrictions and protected under Worker's Compensation, the employee must keep all scheduled appointments. If the employee must cancel an appointment, it is the employee's responsibility to notify the Human Resource Department and to reschedule the appointment. Failure to do so will result in the suspension or Worker's Compensation benefits until the employee resumes care.

When an employee has restrictions, those restrictions are to be maintained 24 hours per day.

In the event that an employee must be off of work due to an on the job injury, he/she will be paid during such time, however, Worker's compensation insurance makes no payment for the first seven (7) days of absence due to work-related injury unless the total absence exceeds 21 days. Employees may use sick time or vacation time if sick time is exhausted. If the employee does not have sick time or vacation time, then days 1-7 are non-paid. Starting on day 8, Worker's Compensation will begin paying the employee 66 2/3% of the employees' average weekly base wage with upper limits determined by the state statute. After 21 days of absence, Worker's Compensation will pay for the first 7 days.

Reasons that Worker's Compensation can deny a claim:

- Not reporting the injury timely to your manager. Manager should be notified within 24 hours.
- Not following policy and procedures
- Safety violation
- Seeking treatment without authorization from the Executive Director, manager or HR Administrator.
- Willful misconduct or horseplay
- Drug or alcohol involvement

(refer to policy SS 005)

ORIENTATION

The purpose of our orientation is to assist you as a new employee in understanding how our organization works, what your part is in the organization, and how to get answers to your questions and concerns. We hope that it helps you know how important you are in meeting the mission of Family Focus.

Orientation will consist of job specific information which will help you demonstrate the competencies necessary for the specific job you perform.

PERSONAL CALLS AND VISITORS

Employees should refrain from personal phone calls or visitors during working hours. Public telephones at the facilities may be used during breaks or meal periods. The assignment of a cell phone to each employee is to be used in the work setting only. Personal phone calls should not be made from company cell phones except for

emergency purpose.

PERSONNEL RECORDS

Employee Personnel records are maintained in our Human Resource Department. As required by law, some records pertaining to employees are maintained in a separate file relating to medical issues. The internal investigations and Performance evaluations are filed in section B of the employee personnel file. The Employees, or their representative, may request access to their basic personnel file not including Medical records or Section B. Depending upon the circumstances, employees may be provided access to records pertaining to internal investigation with appropriate editing to protect the rights of others.

All requests to access to your personnel file must be provided in writing to the HR Administrator. Upon receipt of your written request, the HR Administrator will schedule an appointment for you to view your file during normal office hours. Employees are not permitted to remove any documents from the personnel file but may provide a written response to any document in the personnel file. Written responses will be attached to the original document in the personnel file.

Employees may request copies of documents in their personnel file. Request for copies must be made in writing to the HR Administrator.

For the purpose of maintaining accurate employee records, it is your responsibility to notify the HR Administrator immediately of any changes in the following by completing the appropriate form obtained from the HR Administrator:

1. Name
2. Marital status
3. Telephone number and/or address change
4. Withholding exemptions
5. Life insurance beneficiaries
6. Person to notify in case of emergency
7. Change in status of conditions affecting benefits
8. Changes to bank accounts which affect your direct banking

POLICIES AND PROCEDURES

Every office has been issued an Administrative Policy and Procedure manual, which should be readily available. Policies and Procedures are also listed on Familyfocusinc.net website for employees. Sections of this handbook that would have a more detailed written policy will have the actual policy number noted at the end of the section. The administrative policies and procedures are updated periodically and the updates are sent to each office for placement in the manual. Employees are notified by memo of updates and/or changes. If you cannot locate your policy manual, please notify your manager or supervisor for assistance.

PROBLEM SOLVING PROCEDURE

It is Family Focus's intention that all persons, with whom an exchange or transaction of any type occurs, be treated equally and fairly irrespective of race, creed, sex, sexual orientation, age, national origin, or disability (these are referred to as "factors" throughout this policy).

Family Focus recognizes and accepts its responsibility for establishing a mechanism in which any client, employee, visitor, or other "customer" who believes they have been discriminated against on the basis of race, creed, sex, age, national origin, or disability may take appropriate action by filing a complaint with the Director. (policy AG027)

PROMOTIONS AND TRANSFERS

The policy of Family Focus is to fill each vacant position with the best-qualified applicant. The organization prefers to promote its own employees; therefore, current job openings for all non-managerial and most managerial positions are posted within Family Focus offices. The posting will list the job title, classification, shift, department, special requirements, traits or qualifications desired of applicants. Detailed job descriptions are available from the HR Administrator for your review.

An employee who desires a transfer or promotion for a posted vacancy may come to the HR Administrator, complete a Request for Transfer form, attach an updated resume, and submit it to the Director for review. The Request for Transfer must be for a specific posted position and will be valid until that position is filled. Any employee requesting consideration for an open position will have an opportunity to interview if he/she meets the requirements for the position. The department manager will interview qualified applicants and when qualifications are equal between the employee and another applicant; preference will be given to the employee on the basis of these priorities: 1) ability to perform the essential job functions; 2) prior and current job performance; 3) applicable experience and customer service approach, 4) length of service with the organization.

There are two types of transfers, Interdepartmental or Intradepartmental.

Interdepartmental Transfer and/or Promotion

An interdepartmental transfer is an employee who initiates a request for transfer or promotion from one department to another. An employee may not initiate a Request for Transfer until he or she has completed at least six (6) months of satisfactory employment in his/her current position number. A resource employee does not have to fulfill six (6) months in the same position until he/she transfers into a regular position. Upon receipt of a Request for Transfer, the HR Administrator will confirm that the employee has completed six (6) months of satisfactory employment in his/her current position prior to sending the request to the appropriate hiring manager/director.

Intradepartmental Transfer and/or Promotion

An intradepartmental transfer is an employee who initiates a request for transfer or promotion from one position to another within the same department. An employee may

initiate a transfer within the same department after completing six (6) weeks of satisfactory employment in his/her current position.

Within 90 days after a transfer is initiated, if the employee or manager decides the job is inappropriate for the individual, the employee may return to their former job only if a similar opening exists. If there is no opening, an attempt will be made to place the employee in a similar job and in the same pay scale as the former job. Transfer to jobs of the same or lower pay classifications may also be applied for when openings are available. (refer to Policy ER017)

REHIRE POLICY

The HR Administrator maintains personnel files on all former employees. Former employees will be considered eligible for rehire if they have had satisfactory work performance and have followed all of the proper resignation procedures.

RESIGNATION/EXIT PROCESS

Family Focus and its employees share a working relationship defined as employment-at-will. Simply stated, employment at will means that in the absence of a specific written agreement, you are free to resign at any time and Family Focus Inc. reserves the right to terminate your employment for any reason (which does not violate any applicable law) with or without prior notice.

Family Focus intends to provide long and continuous employment, however, for various reasons either you or the organization may wish to end this employment.

Hourly employees are expected to offer the organization two weeks notice for resignation of employment. Salaried non-managerial and managerial employees are expected to provide four weeks notice. Accrued vacation or sick time may not be substituted as part of the required notice. If proper resignation notice is not given or the employee has not completed their 90 day trial working period of employment, accrued vacation time will not be paid at the time of departure. It is the employee's responsibility to submit a resignation letter to their Supervisor or the Director. Sick and Holiday pay is not reimbursed at termination. (refer to policy ER011)

Terminating employees who have given proper notice of resignation (4 weeks for salaried positions, 2 weeks for hourly positions) will receive vacation time accrued to date of resignation, less vacation time used. (Example: termination date July 1, will receive 7 months of accrued vacation time, less vacation time used). Holiday and sick time are not reimbursed.

During the course of your employment with our organization, certain equipment (i.e. cell phone, etc.) and materials may be loaned to you to assist you in completing your work. You will be required to sign a wage assignment form indicating the specific equipment and/or materials and their value. You also agree to return all equipment and material that have been issued to you at the end of your employment. Family Focus property such as

employee identification badges, and keys must also be returned to the Secretary before your final day of employment. Employees may be held responsible for lost, damaged or unreturned equipment. (refer to Policy ER045)

STAFF REDUCTION

It is Family Focus's philosophy to take all possible steps to prevent layoff from ever occurring. The organization recognizes the tremendous value and importance of job security and every practical attempt will be made to provide job security to all employees. If a reduction in staff is necessary selection for layoff of specific positions/classification will be made at the discretion of management based upon staffing needs. (see policy ER053)

EMERGENCY PLANS

Family Focus Inc emergency plan guidelines are in the front of the policy book. Family Focus staff should familiarize themselves with all emergency plans.

Threatening Individuals Plan - is designed to protect Family Focus Inc employees, volunteers and clients in the event of confrontation by a threatening individual.

Emergency Response Plan – is designed to protect Family Focus employees, volunteers, and clients in the event of a major disaster. A major disaster constitutes any of the following: fire, tornado, earthquakes, or floods.

Severe Weather Plan – is designed to protect Family Focus employees, volunteers, and clients in the event of a tornado or severe weather.

Fire Response Plan – to provide a standard response to fire or the potential of fire in order to assure the safety of clients, volunteers, and staff at the Family Focus offices and in the home.

Bomb Threat Plan – to provide a consistent and organized method of handling a bomb threat.

Codes:

Code 1 - Severe weather threat

Code 13 - Threatening Individual

Code Yellow - relocation of staff to safer areas (inner corridors) during Tornado Warnings.

WORK CLASSIFICATIONS

Family Focus maintains five different classifications of employee status:

Classifications.....Scheduled Hours Per Pay Period

FTH – Full time hourly (76 hours and above per pay period)

FTSM – Full time salary managerial

PTE – Part time eligible (30 hours and less than 76 hours)

PTA - Part Time Non-Benefit eligible (less than 30 hours)