



NEW HOPE SERVICES, INC.

EMPLOYEE HANDBOOK

Revised September 2023

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Our History

New Hope Services, Inc., hereafter referred to as NHS, is one of the largest and most successful nonprofit organizations with services in 20 counties across Indiana.

Today NHS's focus is on three primary divisions: Ability Services, Family Services, and Housing & Community Development. Clients include families, seniors, and adults with developmental disabilities. With about 160 employees, the organization meets the human services needs of more than 15,000 individuals and families.

A list of our services includes the following:

Ability Services

- Community Habilitation
- The Square
- Vocational Training/Work Services
- Employment Services
- Supported Living
- Respite, Attendant Care & Homemakers
- Hope SeniorCare
- Behavior Management Services

Family Services

- Healthy Families
- WIC
- HopeCare Clinic

Housing and Community Development

- Multi Family Construction
- Single Family Construction
- Affordable Apartment Complexes
- Community Development Relocation Services

NHS Vision Statement

A Quality Life for All in Our Community

NHS Mission Statement

***Provide Services Responsive
To Individual Needs***

New Hope Services, Inc.
OPERATIONAL MISSION STATEMENTS

ABILITY SERVICES

Strengthen community inclusion by empowering individuals across all ability levels to face challenges and achieve independence.

FAMILY SERVICES

To promote and strengthen families with respect and compassion through prevention, education, and support.

FISCAL SERVICES

To provide financial guidance, through leveraging funds in order to meet the needs of the organization along with educating staff on financial matters and reviewing financial performances.

FUND DEVELOPMENT & PUBLIC RELATIONS

To provide resources to the corporation through mechanisms that increase revenue and build community support and awareness.

HOUSING

To provide direction and leadership in the development of safe, affordable, and suitable housing in response to community needs.

HUMAN RESOURCES

To provide leadership and support to management by developing, integrating, and implementing HR strategies which maximize employee and organization effectiveness in connection with corporate

You may not have thought about it, but the value of your benefits amounts to a considerable sum each year in addition to the wages or salary you earn.

These are just some of the benefits NHS provides for eligible employees:

- Employee Appreciation Events
- Dependent Life Insurance
- Training Opportunities
- EAP (Employee Assistance Program)
- Employee Referral Bonus Program
- Expense Reimbursement
- 401(K) Retirement Plan
- Bereavement Leave
- Group Term Life Insurance
- Length of Service Award Program
- Long Term Disability Insurance
- Non-FML Medical Leave of Absence
- Paid Holidays
- Paid Personal Days
- Paid Vacations
- Personal Leave of Absence
- Pre-Tax for Medical, Dental, Vision and/or Supplemental Coverage
- Short-Term Disability Insurance (optional)
- Sick Leave
- Social Security
- Wellness Reimbursement Program
- Workers' Compensation Insurance

Business Hours

Our regular operating hours are Monday through Friday as follows:

New Hope Center:	8:00 AM – 4:30 PM
New Hope Commons:	8:00 AM – 5:00 PM
Gardner Place:	9:00 AM – 5:00 PM

STATEMENT OF POLICY

The policies set forth in this Handbook apply to all employees of NHS. The President/CEO will be responsible for the administration of all policies. In her absence, the organizational hierarchy will determine responsibility for administration of NHS. The Board of Directors retains sole authority in matters pertaining to personnel policies. Any unusual problems not covered in this Handbook should be brought to the attention of your immediate Supervisor or the Human Resources Department.

The policies in this Handbook are to be considered as guidelines. NHS at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Handbook at any time without prior notice. Employees may not accumulate eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accumulate eligibility for any benefits, rights, or privileges beyond the last day worked. No one other than the President/CEO of NHS may alter or modify any of the policies in this Handbook. No statement or promise by a Supervisor, or Department Head may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only the subject provision.

It is the responsibility of Supervisors to administer these policies appropriately with respect to the persons in their immediate employ. Questions regarding the interpretation of specific policy statements or their application in specific instances should be directed to the Director of Human Resources.

Supervisors will familiarize employees with the rules and procedures specifically applicable to their department. Supervisors will inform all employees of any changes in departmental procedures or personnel policies.

Employees are expected to know and observe the rules and procedures developed for the department in which they work. Employees are also expected to respect and observe the rules of other departments, which are brought to their attention.

Employees are encouraged to discuss these procedures and policies with their Supervisors. Suggestions for improvement may be made at any time. All employees are expected to report to their immediate Supervisor any perceived violations of State/Federal law and/or the policies pertaining to fair and equitable employment, prior to reporting any infraction to outside enforcement agencies. This Employee Handbook replaces all other previous Handbooks for NHS as of February 2023.

Requirements for employment, compensation, advancement, and benefits include quality performance and a good, team attitude; however, all employment at NHS is at will. No one will be denied opportunities or benefits on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation, gender identity, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons.

<p>This handbook is a guide to you, a member of NHS. It is not a contract of employment. No person is authorized to state or imply a contract of employment with any other employee unless approved, in writing, by the President/CEO.</p>
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CODE OF ETHICS

NHS has always been proud of its reputation for honesty and integrity. This is one of its most important assets. This can be only if each of us does his or her best to maintain the highest standards of ethical behavior. NHS fundamental principles in this connection are that:

All federal, state and local laws must be obeyed. Every NHS employee must follow the laws which apply to the conduct of business. These laws may vary from place to place and it is the responsibility of each employee to know and abide by different or additional local requirements.

NHS will do its best to alert employees to important legal matters affecting its operations. However, employees also bear responsibility for advising higher management of issues or changes of which they become aware and for seeking management's guidance where there are questions about laws, regulations, or other legal obligations.

NHS forbids unlawful discrimination. The NHS policy is to provide equal employment opportunity and nondiscriminatory access to its facilities and services. NHS prohibits unlawful discrimination based on age, race, color, religion, sex, national origin, age, disability, military status, sexual orientation, gender identity, and all other legally protected characteristics.

Every employee is expected to be totally honest and accurate in the creation and submission of all documents and reports (verbal and written), including all expense reports, time records or any other financial document. Those who handle documents, including all employee and client documents, must exercise care to protect all confidential information and report any breach of confidentiality immediately. Every precaution will be made in the witnessing of documents to protect the persons served. Only appropriate personnel will be authorized to sign and witness documents to be in the best interest of the persons served. This Code of Ethics applies to all owners, directors, officers, employees, contractors, subcontractors, or agents.

Accepting Gifts and Gratuities

It is the policy of NHS that employees may not give or accept any gift of value, which might indicate intent to influence improperly the normal business relationship between NHS and any supplier, member, client or competitor. This does not apply to minor items commonly exchanged in business relationships, but even with minor items, discretion and common sense should be used. Traditional supplier activities (i.e., tickets to sporting events) can be accepted on behalf of NHS for internal use. However, they must be reported to the President/CEO.

The exchange of social amenities is acceptable when reasonably based on a clear business purpose and within the bounds of good taste. Excessive entertainment of any kind is not acceptable.

Gratuities shall be restricted to those that are legal and customary in the business and social context in which they are given. You are responsible for ensuring that gratuities are approved by the President/CEO.

Gratuities should never be accepted that would suggest a payment for an improper or illegal favor or concession. An unusually large amount, covering an extended period of time, must be properly explained and approved by the applicable manager and the President/CEO prior to the time it is accepted.

Bribes and Kickbacks

Bribes and kickbacks are strictly forbidden. Both the acceptance of and the offering of bribes, kickbacks, or other unlawful payment(s) in any form are absolutely prohibited; these include those that can appear to be a payment for receiving or providing favored treatment during the conduct of business. Occasional lunches, dinners, or vendor-sponsored field trips of nominal value, which promote stronger business relationships, are not prohibited. No gifts may ever be offered to or accepted from government officials.

Conflict of Interest

Conflicts of interest must be avoided. Employees must avoid every association which might conflict with or appear to conflict with either abiding by the law or their loyalties to NHS' legitimate interests or which might compromise their good judgment. Employees are expected to remain free of interest or relationships that are, or appear to be, harmful or detrimental to NHS' best interest. All real or potential conflicts of interest that may tarnish your own or NHS' image must be avoided. This includes any relationships or transactions that can be construed by others as a conflict of interest, such as owning or directing a business with whom NHS does business or purchases goods/services, working for a business that can influence the disposition of grants or legal transactions with NHS, etc. It is required of all staff or agents to report any known or suspected conflict of interest.

Confidentiality

Every employee must maintain the confidentiality of all business activities of NHS. This may include expansion, reduction, or other business changes. It also includes employee personnel files, and other proprietary information. The Agency, its clients, and its employees, and other stakeholders, deserve complete loyalty. Only the President/CEO may approve the release of confidential information, unless there is an order of the court. Confidentiality is a condition of employment and agreed upon into perpetuity. NHS will vigorously protect all information regarding our business for the continued success of the Agency, including legal action to recover whatever damages the court determines is appropriate. Employees are expected to report any breach of confidentiality immediately to the Human Resources Department, unless the breach was the action of the Human Resources Department. In that case, the report must be made to the President/CEO.

Employee Privacy

Employee privacy must be safeguarded. Information contained in an employee's personnel file is confidential (including the files of former employees). This information will be released only if management determines that release is, in its judgment, necessary.

Competitor Relations

Employees may not engage in employment with a competitor and may not solicit employees or members to become part of a competing association. Discussing the business activities of NHS with other businesses is prohibited. The annual report contains all of the information that is available for public consumption.

Competitive Intelligence

Employees should not conceal NHS' identity to receive proprietary information or interview and/or hire a competitor's employee solely to get confidential information.

Nepotism

No employee shall give or receive any special consideration to the condition of employment of another employee due to family or personal relationships. This includes consideration for enrollment in a service, housing, or any other service provided by NHS. Immediate family may not be placed in a position where they report directly or indirectly to each other. Should two employees become related by marriage, or enter into a domestic partnership, while one is working under the supervision of the other, the Director of Human Resources will be responsible for the transfer of one of the employees, within 30 days. If a transfer is not available, the employee with the least service to the Agency will be required to leave the employment of NHS. Exceptions to this policy may be requested and must be approved by the, or through the President/CEO.

Sexual Harassment and Substance Abuse

Sexual harassment and substance abuse are prohibited. NHS maintains strong, enforced specific policies prohibiting all sexual harassment and substance abuse and each employee is responsible for being familiar with and following these policies. Managers may not engage in a personal relationship with a subordinate. These policies are mentioned here because no ethics program can be considered complete without a reminder that such matters are also a question of ethics and propriety, as well as of law.

Outside Employment

Full-time employees are expected to devote their full energy and attention to their employment with NHS. Employees with outside employment, including self-employment, must disclose the second employment to their Supervisor. This disclosure includes full scope of the work, the legal entity associated with the work, the time requirements of the outside employment, and the financial gain to the employee (or employee family) from the work. Specific written documentation may be required. NHS absolutely prohibits being employed by or contracting with entities whose interests are in conflict with those of the Agency or deliberately subrogating work that would have been done by NHS. The decision of the President/CEO on this issue will be final.

Employees who have second jobs may not use the resources of NHS in connection with outside work. This includes time, staff, vehicles, office equipment, supplies, and telecommunication equipment. No activity relative to outside employment may ever be conducted by an NHS employee when the employee is expected to be working on behalf of the Agency. If any second employment is inconsistent with the values of the Agency, the employee may be prohibited from working with that employer.

WHISTLEBLOWER Protection

No employee will be subjected to any form of retaliation for reporting the illegal conduct of another employee to the appropriate member of management. As such, unless the employee knows that the report is false at the time it is reported, NHS will not discharge, threaten, or otherwise discriminate against any employee because the employee reports, verbally or in writing, a violation or suspected violation of law, regulation, or rule promulgated pursuant to the laws of this state, a political subdivision of this state, or the United States, to a public body. This same protection applies when an employee is requested by a public body to participate in an investigation, hearing, or inquiry held by that public body, or a court action. To report incidents, employees can utilize Red Flag Reporting (reporting avenues found on employee portal).

Information regarding known or suspected disclosure of information shall be forwarded to the President/CEO, except that information shall be forwarded to the Chair of the Board of Directors when the disclosure involves the President/CEO. The President/CEO shall conduct an investigation into the disclosure within one week following receipt of the information. The Chair of the Board shall follow the procedure established by the Board of Directors for handling allegations of internal irregularities.

Conclusion

Of course, it is not possible to cover every action which might be prohibited under this policy. Employees will be provided with in-service training regarding Ethics and Ethical Conduct. NHS will, however, not engage in word games about these important principles. If an employee has any question about whether his or her conduct might be a violation of these requirements, or about lawful or ethical behavior or other kinds in general, it is his or her responsibility to come forward for guidance from the President/CEO. An employee who fails to do so will not be allowed to claim later that he or she didn't know that NHS prohibited questionable conduct.

CODE OF ETHICS STATEMENTS

The following code of ethics shall guide NHS employees with specific references to those who provide direct services:

I will hold the dignity and well-being of each client, staff, and their family in the highest regard.

I will treat all persons served and their families equally regardless of race, creed, age, or severity of disability.

I will be fair and honest to my employer, people-served and their families, business customers, competitors and all those for whom I have a business or professional relationship.

I will not do physical, psychological, or verbal harm to a client or their family. I will not assault, ridicule or endanger a client, nor will I allow other clients or staff to do so.

I will educate clients and their families to make choices that are personally meaningful and promote improvements in their lives. I will not otherwise influence them to adopt beliefs or behaviors which reflect my value system rather than their own.

I will remain aware of my own skills and limitations. I will not counsel or advise clients or their families or guardians on matters which are not within my own area of expertise. If I do not have the expertise, I will refer them to other programs or individuals.

I will not engage in any activity that could be construed as exploitation of clients or families for personal gain, including the unauthorized use of personal services or fundraising, personal property or finances, personal identity of an individual and other incidences of exploitation for one's own profit, advantage or for the profit or advantage of another.

I will remain aware that NHS prohibits waste, fraud, abuse, and other wrongdoing.

I will not attempt to use my influence with a client or his/her family in a coercive manner. I will not promote dependence on me, but will help clients and their families to empower themselves.

I will only share information about clients on an as-needed basis and according to the Confidentiality and HIPAA policies of NHS. I will only share information with people outside the agency as allowed under state or federal laws or as specifically authorized by the client and/or their guardian.

I will recognize the need to conduct any subsequent relationships with former clients and their family with the same concern for their well-being that is acknowledged above.

I will serve as a responsible role model for NHS clients, their families, staff, and the community.

I will accept responsibility for my continuing education and professional development, as part of my commitment to providing quality services.

I will accurately present professional qualifications and credentials.

I will maintain professional licensure or accreditation.

I will notify the appropriate party of any unprofessional conduct that may jeopardize an individual's or individual's representative in any decision-making process.

I will prohibit advertising or marketing in a misleading manner.

POLICY STATEMENTS

At Will Employment

All employment and compensation with NHS is at will, which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either NHS or yourself, except as otherwise provided by law.

Equal Employment Opportunity

NHS will provide equal employment opportunity without regard to race, color, sex, age, disability, religion, national origin, marital status, sexual orientation, gender identity, ancestry, political belief or activity, or status as a veteran.

The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

It is the policy of NHS to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). NHS will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. Any applicant or employee who requires accommodation in order to perform the essential functions of the job should contact the Human Resources Department and request such accommodation. NHS will make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided any accommodations made do not require significant difficulty or expense.

Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes they have been discriminated against.

Management is primarily responsible for seeing that NHS's equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that the policies are effective and apply uniformly to everyone.

Any employee(s) involved in discriminatory practices will be subject to discharge.

Harassment

Our workplace benefits from having a diverse group of employees. You will work with other employees who are different from you, based on age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation, gender identity, and other differences. Diversity brings strength to the workplace.

Any form of harassment of employees, vendors, customers or clients/families, is forbidden. **NHS strongly opposes any form of harassment by any employee.** This includes harassing behavior based on religion, national origin, culture, race, gender identity, sexual orientation, color, or other differences. Harassment may include sex harassment, such as requests for sexual favors, obscene or profane language, and any unwanted action of a sexual nature by employees, co-workers, or visitors. Harassment may also include disparaging comments about another person's appearance, manner of dress, accent or any behavior that is abusive or offensive to another person, and creates a hostile work environment. Comments made in a joking manner may easily be viewed to have a hostile intent. It is wise to refrain from this behavior. You are encouraged to report any act of harassment at once. Any employee found to have engaged in harassing conduct will be severely disciplined up to, and including, discharge. No employee will suffer retaliation in any form connected with work for reporting acts of harassment.

It is appropriate to file a report with your Supervisor, a member of management, a Human Resources representative, or via Red Flag Reporting. Every complaint will be promptly investigated. We will follow a specific list of criteria when

investigating a complaint to be certain we have been thorough and fair. As much as is possible, we will protect the identity of the charging party. When the investigation is complete, appropriate remedial action will be taken. The charging employee will be informed that a resolution has been reached.

Please recognize that an accusation of harassment is very serious. Any employee who knowingly files a false claim of harassment against another person will face severe discipline.

Alcohol & Drug-Free Work Place

NHS is committed to the safety, health and well-being of all individuals in our workplace. Therefore, NHS maintains an alcohol-free and drug-free workplace. NHS has implemented this policy in an effort to balance respect for individuals with the need to maintain a safe and healthy work environment.

To maintain this status, NHS requires pre-employment drug screening for all employees. NHS reserves the right to perform random testing when there is reasonable suspicion.

NHS recognizes alcohol and drug abuse are treatable. At the same time, it is recognized that alcohol and drug abuse affect job performance and the work environment. Employees whose attendance at work and performance of job responsibilities are not satisfactory due to alcohol and/or drug abuse, or who violate conditions set forth in this procedure, will be subject to disciplinary action, up to and including termination. Additionally, as a condition of employment, you are expected to abide by this Drug-Free Workplace policy and report to your Supervisor or the VP/Director of HR, in writing, any criminal drug statute conviction occurring in the workplace no later than five (5) days after such conviction. NHS is required to notify in writing any contracting State Agency and the Indiana Department Administration within ten (10) days after receiving notice from an employee or otherwise receiving actual notice of a conviction. Within thirty (30) days after receiving notice of a conviction, NHS will impose the following sanctions or remedial measures on any employee who is convicted of drug abuse violations occurring in the workplace: (1) take appropriate personnel action against the employee, up to and including termination; or (2) require such employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State or local health, law enforcement, or other appropriate agency.

PROCEDURES

- I. As used in this policy, the following terms are defined as indicated:
 - A. **Alcohol Abuse:** Use of alcoholic beverages to the extent that such use interferes with job performance or the safety of others on the job.
 - B. **Drug Abuse:** All use of illegal drugs and the use of legal drugs in a manner not consistent with the recommended dosages of the manufacturer and/or the prescribing physician to the extent that such use interferes with an employee's ability to attend work or perform job responsibilities or threatens the safety of themselves and others on the job.
- II. After an initial offer of employment, all prospective employees will be required to provide a urine specimen for the purpose of a pre-employment drug screening, which will be collected at a specified collection site. NHS will assume the cost of the pre-employment drug screening. Test results will be reported exclusively to the Human Resources Department who will ensure the utmost confidentiality.
- III. Employees are not permitted to consume alcoholic beverages or use illegal drugs while performing their work duties. Violation of this policy shall result in immediate termination. The unlawful manufacture, distribution, dispensing, use, or possession of alcoholic beverages, illegal drugs, or controlled substances on the premises of NHS is strictly forbidden. Confiscated drugs will be turned over to local law enforcement. Employees who

are under the influence of alcohol and/or illegal drugs/controlled substances will not be permitted to work in this condition.

- IV. Supervisors will evaluate each case of alcohol and/or drug abuse with the President/CEO and the VP/Director of HR. Individual cases will be referred to the Employee Assistance Program. Employees may be subject to disciplinary action, up to and including termination.
- V. Employees are permitted to use legal drugs and remedies at work for health purposes provided they are used according to the manufacturers or prescribing physician's directions, and provided that such use will not pose a safety hazard to themselves or others in the work environment.
- VI. Employees who suspect that they have a problem with alcohol and/or drug abuse are encouraged to refer themselves for assessment and treatment.
- VII. No employee with alcohol or drug abuse problems will have his or her job security or promotional opportunities jeopardized by a request for help. Such employees will receive the same consideration and opportunities for treatment that are presently extended to employees with any other illness.
- VIII. The individual's rights to confidentiality and privacy are recognized. Pertinent information and records of employees with alcohol and/or drug abuse problems will be preserved in the same manner as all other medical records.
- IX. Supervisors should not attempt to diagnose alcohol abuse or drug abuse. Referrals made by Supervisors for assessment should be based strictly on unsatisfactory or deteriorating job performance resulting from apparent medical or behavioral problems, whatever their nature.
- X. Employees may be sent for a for cause/post incident evaluation if they cause an accident which results in injury to themselves or others which requires medical attention beyond first aid and/or if they cause property damage in excess of \$500.
- XI. It is the responsibility of the employee to comply with the referral for assessment and to cooperate with the prescribed treatment. An employee's refusal to accept diagnosis or treatment, or failure to respond to treatment, will be handled in the same manner as for all other illnesses when job performance continues to be adversely affected.
- XII. Implementation of this policy will not require or result in any special regulations, privileges or exemptions from the standard administrative practices applicable to job performance problems.

CULTURAL COMPETENCY & DIVERSITY PLAN

NHS is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. The success of our business is the result of the valuable services and commitment of our employees. They bring to our workplace individual differences, extensive knowledge of our work, many years of valuable training, their own life experiences, creativity, empathy, unique capabilities, and talent. They bring their many cultural influences and embrace the culture we have created at NHS. Their commitment and effort results in our achievements and our reputation as a great place to work, and for delivering high quality services to our clients.

We value the many differences in our workplace in gender, color, age, ethnicity, physical and mental abilities, marital status, gender identity or sexual preference, language, national origin, race, religion, military status, socio-economic status, and other unique characteristics. We recognize the differences between our employees and the clients we serve contribute to the dynamics in the workplace.

Some of the practices of NHS that demonstrate how we value diversity and practice inclusion are our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity, that encourages and enforces inclusion.

All employees of NHS have a responsibility to treat clients, vendors, suppliers and each other with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. The company will continually seek resources to assist employees to enhance their knowledge and understanding of differences. Employees are required to attend all mandatory diversity and inclusion training programs that will assist them to embrace inclusion and value diversity in our workplace. The Cultural Competency and Diversity plan will be reviewed at least annually for relevance and updated as needed.

NHS will not allow employees to be excluded, to be treated with disrespect, or to be the subject of discrimination. If any employee feels he/she has been singled out and treated with any level of disrespect based on differences, including exclusion from a privilege offered other employees, or who observes any inappropriate behavior toward any other stakeholder in our company, it is the duty of the employee to report the inappropriate behavior to the Supervisor or to the Human Resources Department. It is the commitment of our company that we take immediate corrective action.

To abide by our contracts, we must act affirmatively to assure our Corporation is free of discriminatory practices. We are committing to the community that we will not show favoritism to any individual or group. From time to time, we need to be reminded to examine our workplace to assure that we are sending the correct message to our clients and staff that we embrace and value diversity.

We must certify that the corporation is neither non-sectarian (not affiliated with) nor indicate preference for any religion or religious group in every state contract that we sign.

The policy of NHS is that no religious broadcasts will be allowed in offices of the corporation. If you have photographs and artwork posted in your work area, they may not be political, religious or offensive to others.

If you have any questions or doubts about what is acceptable to assure our commitment to diversity, please speak with your Supervisor.

Workplace Violence

NHS has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect NHS, or which occur on NHS property, will not be tolerated.

Acts or threats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions at NHS, or to create a hostile, abusive, or intimidating work environment for one or several employees. Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on NHS's premises, regardless of the relationship between NHS and the parties involved.
2. All threats or acts of violence occurring off NHS's premises involving someone who is acting in the capacity of a representative of NHS.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

1. Possession of any weapon, including a firearm, on or about his/her person, while on company property. Definition of weapon: A weapon is any instrument of offensive or defensive combat, or anything used, or designed to be used in destroying, defeating, or injuring an enemy, such as a gun, knife, sword, brass knuckles, etc. and carried without written authorization from an Executive Manager of New Hope Services, necessary to perform the work (security, law enforcement, or maintenance).
2. Hitting or shoving an individual.
3. Threatening/intimidating an individual, his/her family, friends, associates, or threatening property damage.
4. Intentional destruction or threatening to destroy NHS property.
5. Making harassing or threatening phone calls.
6. Harassing surveillance or stalking (following or watching someone).

Any person who is in violation of the policy of carrying a weapon will be denied entry to or will be removed from the property. If the weapon owned by an employee, on company property, is in a vehicle and it is used in the commission of an unlawful act, the company will not accept liability for any resulting damage, and will not participate in the legal defense of the employee.

NHS's prohibition against threats and acts of violence applies to all persons involved in NHS's operation, including but not limited to: personnel, contract, and temporary workers and anyone else on NHS property. Any person in violation of this policy will be denied entry to or will be removed from the property. Any employee in violation of this policy will be subject to disciplinary action, up to and including discharge.

Every employee is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to your Supervisor, but every employee is empowered to call for emergency assistance (911) if you feel there is a dangerous situation in the workplace.

Background Checks

All newly hired employees, limited to hires after October 1, 2003, are subject to background checks as a part of the hiring process. The checks may include national and county criminal history checks dating back 7 years, education and employment verifications, and national sex offender registry, depending on job responsibilities. NHS reserves the right to conduct the checks as necessary by program regulations.

NHS has the discretion to prohibit employment of any individuals that have been convicted of any offenses as listed below:

- a. A sex crime
- b. Exploitation of an endangered adult
- c. Failure to report: Battery, neglect, or exploitation of an endangered adult; or abuse or neglect of a child

- d. Theft, if the person's conviction for theft occurred less than ten (10) years before the person's employment application date
- e. Murder
- f. Voluntary manslaughter
- g. Involuntary manslaughter
- h. Felony battery
- i. A felony offense relating to a controlled substance

If the background checks reveal criminal records or other serious misconduct, the VP/Director of HR will review to determine if the results would disqualify the candidate for the position.

The VP/Director of HR will take into consideration the following factors, but not limited to:

- a. Number of offenses or misconduct and circumstances of each
- b. Length of time between the offense or misconduct and the application of employment
- c. Whether the offense or misconduct is related to the responsibilities of the position
- d. Completeness of the information provided by the candidate during the application process

To the extent required by the Fair Credit Reporting Act (FCRA), candidates will be informed, in writing, of the adverse information discovered in the Background Check and given an opportunity to respond. The candidate will receive a copy of the background check report, a Pre-Adverse Action Notice and a document summarizing his/her rights under the FCRA. Candidates will have five business days to refute information with the provider. If the candidate fails to respond in a timely manner to remove or clarify the disqualifying information, another candidate may be recommended for the position. If the decision is made not to hire the candidate, a Final Adverse Action Notice will be mailed or emailed to the candidate explaining the reason for not hiring. Background checks revealing misrepresentations may be grounds for immediate rejection of the application.

Employment of Minors

Employees must be 18 years of age or older. Exception can be made to utilize students or interns, with prior approval from management. NHS intends to follow all applicable federal and state law with regard to the employment of minors.

Your Personnel File

The task of handling personnel records and related personnel administration functions at NHS has been assigned to the Human Resources Department. Questions regarding insurance, wages, and interpretation of policies may be directed through your Supervisor to the Human Resources Department.

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits and other matters.

If you have a change in any of the following items, please be sure to notify your Supervisor and the Human Resources Department as soon as possible:

- 1. Legal name
- 2. Home address
- 3. Home telephone number
- 4. Emergency contact information
- 5. Number of dependents
- 6. Marital status
- 7. Change of beneficiary
- 8. Driving record, status of driver's license or insurance coverage, if you are required to drive for your job at NHS or drive any NHS vehicles
- 9. Military status
- 10. Exemptions on your W-4 tax form

Coverage or benefits that you and your family may receive under NHS's benefits package could be negatively affected if the information in your personnel file is incorrect.

Employee medical information is kept in a separate electronic location from the personnel file. Access to the employee medical information is limited to representatives of the Human Resources Department.

Since NHS may refer to your personnel file when decisions may need to be made in connection with promotions, transfers, layoffs and recalls, it is to your benefit to be sure your personnel file includes information about completion of education or training.

An employee wishing to view her/his record must contact a member of the Human Resources Department. An employee may view her/his record in the presence of the human resources staff member by submitting their request in writing. Upon receipt of the written request, Human Resources will schedule an appointment for you to view your file during normal office hours. Employees are not allowed to alter any documentation but may provide a written response to any document in the personnel file. Written responses will be attached to the original document. Only human resources staff are authorized to insert or withdraw items from the personnel file. Current/active employees are entitled to review and receive copies of any items placed in their personnel file with the exception of pre-employment references.

Health Insurance Portability and Accountability Act (HIPAA)

History

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a significant healthcare reform law that passed Congress in 1996. It is also known as the Kennedy-Kassebaum Act.

- Its primary purpose was to provide better access to health insurance as well as toughen the law concerning healthcare billing fraud.
- The Administrative Simplification provisions of HIPAA require the Department of Health and Human Services to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addresses the security and privacy of health data.
- These standards were implemented to improve the efficiency and effectiveness of the nation's health care system by encouraging the widespread use of electronic data interchange in health care.

Why HIPAA?

Did you know that pharmaceutical giant Eli Lilly sold the mailing list of patients who had been prescribed Prozac?

How about the fact that tennis great Arthur Ashe's HIV status was office gossip that slipped out to the public, forcing him to address it publicly?

These and countless other injustices are what HIPAA is intended to combat.

Why NHS?

NHS is affected by this law because the information on our clients is technically considered healthcare information. We are what HIPAA terms a covered entity.

Why is it important to us?

The HIPAA uproar is all about Accountability.

- Accountability means that the Federal Government is now regulating ALL U.S. health care providers, doctor's offices, etc. for complete privacy and security of ALL information regarding their patients.
- Penalties for HIPAA violations include fines starting at \$100 and ranging up to \$250,000 and ten years in prison.

The Details

- There are actually two separate HIPAA sections. One is dealing with privacy, and one primarily with security, both physical and electronic.

- Security of electronic data includes secure workstations and emails, offsite backups, internet firewalls, and most other computer related issues.

What does this mean for our clients/employees and us?

All providers are required to do the following:

- Notify clients/employees about their privacy rights and how their information can be used
- Adopt and implement privacy and security procedures
- Train all employees so that they understand the agency privacy and security procedures
- Designate an individual to be responsible for seeing that the privacy and security procedures are adopted and followed
NHS Privacy Officer is the VP/Director of HR
NHS Security Officer is the Asset Manager
- Secure client/employee records containing individually identifiable health information so that they are not readily available to those who don't need them

The impact of HIPAA for clients/employees is the following:

- They are able to make informed choices when seeking care and reimbursement for care based on how personal health information may be used.
- HIPAA enables clients/employees to find out how their information may be used, and about certain disclosures of their information that have been made. We must keep a log of all disclosures made that are not for treatment, payment or health care operations.
- Generally, limits the release of information to the minimum necessary needed for the purpose of the disclosure.
- Gives the right to examine and obtain a copy of their records and request corrections/amendments.
- Empowers a client/employee to control certain uses of their information.

HIPAA does allow us to share information regarding client's services provided (case review, quality improvement, etc.) However, one of the biggest impacts of HIPAA on the agency is the emphasis on minimum necessary and the need for us to define who has access to what information on which clients. The requirement is that those who do not need to know information about clients do not have access. For example, a staff person in one program in most cases does not need to have access to information about clients in other programs. HIPAA requires us to implement safeguards that ensure the privacy rights of our clients.

For that reason, the following is required of staff:

- Client full names should not be posted in public locations. When necessary to identify a client, use first names (or first names and last initial).
- Papers containing information about clients should not be left out where others have access.
- File cabinets which contain information regarding clients should be locked-especially when they are left unattended. The keys to filing cabinets need to be secured. Employees who print out information about clients need to retrieve that information immediately. If you find such information on a shared printer and can identify to whom it belongs, deliver it to them, if possible. Any papers containing client information left on a shared printer need to be shredded at the end of the day.
- Materials containing information about clients need to be placed in envelopes prior to being left in the mail slots.
- Speak quietly when discussing a client with a family member or other involved party in a waiting room or other public place. Speak quietly when discussing a client when other clients may be within hearing distance.
- Documents containing client names or information should not be posted in office areas unless there is a covering that prevents them from being seen by those not involved in the treatment of the individual client.
- Whenever possible avoid identifying the individual as an NHS client in public.

- Employees need to secure their office areas (close/lock doors) when the area is unattended. All employees with access to client information need to ensure that they lock their computers when not being used.
- Employees will have a password to log onto NHS computers and client information systems. These passwords are to be protected and not shared with others.
- Computers will be set up to log users out when the computer receives no input for a specified period of time.
- Employees accessing computers from remote access will take precautions to prevent unauthorized access and/or viewing of client's protected health information.
- E-mails should not have the name of clients (or other identifying information) in the subject line. Whenever possible do not use the client's full name in the body of the email.
- Employees may not download software onto NHS computers without the permission of the IT Consultant

HIPAA does recognize that there will be times when those not involved in the treatment of an individual client do hear information about that client. This is referred to as incidental disclosure of information. Our responsibility is to have reasonable safeguards in place, but there is a realization that incidental disclosures do take place. For us some of those kinds of situations might occur if staff have to say the name of a client when dealing with certain individuals in the reception area. Programs will be allowed to have boards up that have client (first) names on them. The idea is that reasonable safeguards are in place to protect client information from those who do not need to have it.

Who do you call for problems?

The VP/Director of HR is NHS Privacy Officer. Their role is to ensure that the privacy policies and procedures are adopted and followed. The Notice of Privacy Practices that is shared with all clients on their first day in the program has been developed from the VP/Director of HR office. This notice informs clients and guardians of the procedures for filing a complaint if they believe that their privacy rights have been violated. Clients will have the right to file a complaint directly with NHS and/or with the Office of Civil Rights. The privacy notice tells them how to do that. The Employee Handbook & Client Handbook contains policies and procedures governing privacy.

The Asset Manager is the agency's Security Officer. The role of the Security Officer is to ensure that the security policies and procedures are adopted and followed. The policy manual contains policies and procedures governing security. Notify the Asset Manager if you believe that security policy or procedure has been violated.

Ongoing Evaluation

We will continue to evaluate areas in the agency where improvements are needed in the area of privacy and security of information concerning our clients. If you know of areas of weakness, please let us know.

Protected Health Information (PHI)

Medical information about NHS's Clients is protected by federal law under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). All disclosures of PHI, whether to outside parties or other employees of NHS must follow NHS's Policy for the Protection of Protected Health Information. It is the responsibility of all employees to understand and follow these policies. If you have any questions about how to handle medical information, please ask the Privacy Officer.

Other Employee Information

All employees are cautioned about sharing confidential information regarding other co-workers. Sharing private and confidential information is prohibited and may subject the revealing employee to Corrective Action, including termination. If you are unsure about how to handle information you receive, bring it to the attention of your Supervisor.

Other Client Information

All employees are cautioned about the necessity of confidential treatment of all information pertinent to the individual client records. Inquiries concerning NHS Clients must be referred to the appropriate Director.

Written authorization of the Client/Guardian is required prior to the release of information. Revealing information that is not purely factual or refers to other Clients is a breach of confidentiality and is a right that is protected legally and may subject the revealing employee to Corrective Action, including termination.

Employees are also cautioned that discussing Client information with other employees, beyond what is absolutely necessary to perform their respective job duties, is inappropriate and prohibited.

HIPAA Chart of Access for Protected Health Information

	Employee PHI (Subject to minimum necessary and need to know)	Consumer PHI (Subject to minimum necessary and need to know)
Full Access	VP/Director of HR, and President/CEO	All Program Staff, Supervisors, Managers, Directors, Administrative Assistants (except Maintenance); President/CEO, Executive Management Team members
Limited Access	Supervisors –as needed to perform administrative function(s)	<ul style="list-style-type: none">• Maintenance – as needed to perform services• IT staff – as needed to perform services• Business/Fiscal Dept staff – as needed to perform business office functions• Safety Committee members specific to issue• Managers– as needed to perform services
No Access Without Authorization	<ul style="list-style-type: none">• Executive Management Team members – as needed to perform administrative functions• Governmental/Reviewing agencies - as needed to perform review• Program Consultants – as needed to perform services	<ul style="list-style-type: none">• HR Staff• Governmental/Reviewing agencies – as needed to perform review• Program Consultants – as needed to perform services

Search Warrants, Subpoenas and Investigations

NHS protects the confidentiality of clients and families we serve as well as employee records and may only disclose such records with written authorization from either the client/family/employee, from a judicially authorized Subpoena, or with the existence and execution of a search warrant. A Search Warrant is confidential and clients/staff must not disclose any information concerning such a warrant to any other person.

A **Subpoena** is a command to appear at a certain time and place to give testimony on a certain matter. It can be addressed to a specific individual or to an organization. A subpoena may command a witness to bring certain documents, records, files, papers and other things including computers to court. Failure to appear as commanded may result in legal action being taken against the individual or organization. The Subpoena must be judicially authorized. A subpoena signed by a lawyer or by a law enforcement officer is not adequate.

A **Search Warrant** is an order issued by a judge authorizing law enforcement officers to search and seize any property in an investigation that constitutes evidence of the commission of a crime. If the police have a search warrant, they should be permitted to conduct a search immediately. When an individual presents herself/himself to you as a law enforcement officer, you should alert your Supervisor.

If a Law Enforcement Officer asks you or a client to comply in an investigation without a Subpoena or Search Warrant you are not legally required to do so without legal counsel.

If an employee has been subpoenaed or otherwise requested to testify as a witness by NHS, they will receive paid time off for the entire period of witness duty.

EMPLOYMENT PRACTICES

Remote Work

New Hope Services, Inc., does not offer remote work as an alternative to working on-site at your assigned location as a general rule. There are, however, some exceptions to this policy.

Supervisors and staff are expected to communicate regarding the details surrounding the need for remote work to HR, follow the process outlined by HR, and must have been notified of the approval of the President/CEO prior to initiating remote work. If remote work is not approved, and an employee cannot report for work, they may use their accrued paid time off (vacation or personal time).

Additional Expectations

- Employees are expected to be available and communicative during scheduled work hours.
- NHS work rules and other policies continue to apply to offsite work locations (including clocking in and out via ADP).
- Employees should seek a quiet and distraction-free working space, to the extent possible.
- Employees are expected to maintain their workspace in a safe manner, free from safety hazards.

Virtual Meetings

- While distractions are often unavoidable, try to keep them to a minimum. No music or television in the background during meetings.
- Keep yourself muted during video or audio conferencing unless you are speaking.
- Turning on video is encouraged but not required.
- Avoid eating a meal during a virtual meeting unless invited to do so by the meeting host.
- Casual dress is acceptable; however, use discretion. No sleeveless tops, pajamas or other apparel that would not be appropriate to wear to work (see Dress Code for details).
- Avoid multi-tasking. Give your full attention to the meeting as if you were face to face.

New Employee Orientation

It is mandatory for all new hires to attend New Employee Orientation on their first working day of employment with NHS. During the new employee orientation, you will be asked to complete all employment paperwork. The goal of this program is to familiarize our new employees to the entire company so they have a better understanding of NHS. New employee orientation is an important part of beginning your new job and we hope to get you off to a good start.

Job Descriptions

A job description is developed and provided to new employees at the time of employment for each position in NHS, to include minimum qualifications, major duties and responsibilities. When your duties and responsibilities are changed, your job description will be updated. Your job description will be reviewed and updated at the time of your annual evaluation. We use job descriptions to establish job requirements and qualifications, aid in staffing, training, setting wages, clarifying job responsibilities and specifying physical requirements of the jobs. However, job descriptions are only guidelines and should be expected to change.

Job Postings

Open positions may be viewed on the company website. If you are interested in applying for another position within the organization, you may apply online to be considered after you have completed your introductory period. For more information, please see the “Your Career Development” section in the Handbook or contact Human Resources.

PAY PRACTICES

Employment Classifications

Full-Time Employees

At the time you are hired, you are classified as either Full-Time or Part-Time. Unless otherwise specified, the benefits described in this Handbook apply only to Full-Time employees. All other policies described in this Handbook and communicated by NHS apply to all employees, with the exception of certain wage, salary and time off limitations applying only to non-exempt (see the definition that follows) employees. If you are unsure of which job classification your position fits into, please ask your Supervisor.

If you are a Full-Time employee and are laid off, you will be considered a Full-Time employee upon return to work, provided you were not on layoff for longer than one (1) year.

If you are a Full-Time employee and have been on an approved leave of absence, upon return you will be considered a Full-Time employee, provided you return to work as agreed in the provisions of your leave.

Employees that have gone from Part-Time to Full-Time status will have benefits offered and enrolled to be effective the 1st day of month following 30 days of full-time employment.

Part-Time Employees

An employee who works less than thirty-five (35) hours a week is considered a Part-Time employee. If you are a Part-Time employee, please understand that you are not eligible for benefits described in this Handbook, except to the extent required by provision of state and federal laws.

PRN Employees

PRN employees work as needed to fill-in when Full-Time or Part-Time employees must be absent, or when assigned to a position where work hours are determined by the amount of work available. The PRN employee does not work a regular schedule, nor do they work on a regular basis.

If you are a PRN employee, please understand that you are not eligible for benefits described in this Handbook, except to the extent required by provision of state and federal laws. A PRN employee will terminate after one year of inactivity.

Temporary Employees

From time to time, NHS may hire employees for specific periods of time or for the completion of a specific project. An employee hired under these conditions will be considered a temporary employee. The job assignment, work schedule and duration of the position will be determined on an individual basis.

Usually, a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees are considered temporary employees.

If you are a temporary employee, please understand that you are not eligible for benefits described in this Handbook, except to the extent required by provision of state and federal laws.

Non-Exempt and Exempt Employees

At the time you are hired, all employees are determined to be either exempt or non-exempt. This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for excess hours worked. These employees are referred to as non-exempt in this Handbook. This means that they are not exempt from (and therefore should receive) overtime pay. (Please refer to your Job Description.)

Exempt employees are generally Supervisors, executives, professional staff, technical staff, outside sales representatives, directors, and others whose duties and responsibilities allow them to be exempt from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws.

Work Schedule

The typical workweek consists of five (5) days, Monday through Friday. Hours of work vary depending on need. You will be notified promptly whenever a change is necessary. Should you have any questions concerning your work schedule, please ask your Supervisor.

Absence or Lateness

From time to time, it may be necessary for you to be absent from work. NHS is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. Sick and personal days have been provided for this purpose.

If you are unable to report to work, or if you will arrive late, please contact your Supervisor immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your Supervisor.

When you call to inform NHS of an unexpected absence or late arrival, ask for your Supervisor directly. For late arrivals, please indicate when you expect to arrive for work. Notifying the receptionist, the answering machine or a fellow-employee is not appropriate. If you are unable to call yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf. If your Supervisor is not available when you call, you may leave the information with another Supervisor. Some departments have other specific procedures for reporting absences. These procedures take precedence and will be provided upon hiring.

One absent shift from work without proper notification is considered a no-call, no-show and may be cause for termination. Two consecutive no-call, no-show shifts is considered job abandonment and your voluntary resignation from your position at New Hope.

Overtime Pay

From time to time, it may be necessary for you to perform overtime work in order to complete a job on time. Your Supervisor must pre-approve any overtime hours prior to the time being worked. Failure to obtain prior approval will result in disciplinary action, up to and including termination. When it is necessary to work overtime, you are expected to cooperate as a condition of your employment.

Non-exempt employees will be paid overtime for any hours over forty (40) worked in one workweek at overtime rates of time and one half (1½).

Electronic Time Recording

By law, we are obligated to keep accurate records of the time worked by non-exempt employees. NHS requires records of time for exempt employees. This is accomplished by electronic time sheets.

Your time sheet is the only way the Payroll Department knows how many hours you worked and how much to pay you. Your time sheet indicates when you arrived and when you departed. Non-exempt employees are to clock in and out for lunch and for any absences greater than 20 minutes.

All employees are required to keep their Supervisor advised of their departures from and returns to the premises during the workday. You are responsible for your time sheet.

Remember to record your time. Falsifying time sheets is considered theft of time and could be considered cause for dismissal.

Work Week

For payroll purposes, the work week begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 midnight. There are 26 pay periods per year. Payday is normally on every other Friday afternoon for services performed for the two (2) week period ending the previous Saturday at 12:00 midnight.

Deductions from Paycheck (Mandatory)

NHS is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you provide on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to your Supervisor or the Human Resources Department immediately, to ensure proper credit for tax purposes. The W-2 form you receive each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, will be explained whenever NHS is ordered to make such deductions.

Deductions/Direct Deposit

NHS requires that employees have their payroll direct deposited. For those employees who do not have bank accounts, there are a few area banks that provide free, no-minimum balance checking accounts, provided you use direct deposit. You may also opt to have your pay direct deposited onto any number of pay cards. If you have questions or would like more information about direct deposit or checking account possibilities, please contact HR.

Social Security

As a wage earner, you are required by law to contribute a set amount of your weekly wages to the trust fund from which benefits are paid. As your employer, NHS is required to deduct this amount from each paycheck you receive. In addition, NHS matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits.

Reporting Time Pay --Inclement Weather & Acts of God

Employees will not be paid when work is not available due to circumstances not within NHS's control. If severe weather conditions exist and the President/CEO or designated representative decides to close NHS for a portion of the day, you will be notified as soon as possible by your Supervisor. You may request to use your accrued personal or vacation time, if available, for any time lost due to the closure. If your position is one that can be performed remotely, and you have the capability to do so, you may request to work from home in lieu of utilizing personal or vacation time.

Expense Reimbursement

You must have your Supervisor's written authorization (requisition/purchase order, etc.) prior to incurring an expense on behalf of NHS. To be reimbursed for all authorized expenses, you must submit a purchase order accompanied by receipts and approved by your Supervisor. Please submit your purchase order each month in accordance with the fiscal policy, as you incur authorized reimbursable expenses.

If you are asked to conduct NHS business using your personal vehicle, you will be reimbursed at the established rate per mile. In order to be reimbursed, a mileage form must be completed, approved by your Supervisor and delivered to the Fiscal office.

Wage Assignments (Garnishments)

Should NHS receive a court-ordered wage assignment or garnishment we are obligated to execute it against your wages, usually by the next regularly scheduled pay period. Whenever court-ordered deductions are to be taken from your paycheck, you will be notified.

Please note, according to the Federal Wage Garnishment Act, multiple garnishments from the same creditor may be cause for dismissal. If you have any questions, or concerns, please speak to HR.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell your Supervisor immediately. Your Supervisor will take the necessary steps to research the problem and to ensure that necessary corrections are made promptly.

YOUR CAREER DEVELOPMENT

Introductory Period

Your first ninety (90) days of employment at NHS are considered an Introductory Period, and during that period you will accumulate specified benefits described in this Handbook, such as sick and vacation days. This Introductory Period will be a time for getting to know your fellow employees, your Supervisor and the tasks involved in your job position, as well as becoming familiar with NHS's services and products. Your Supervisor will work closely with you to help you understand the needs and processes of your job.

This Introductory Period is a try-out time for both you, as an employee, and NHS, as an employer. We make every effort to hire those people best qualified for their positions, and those candidates whom we feel will be successful at NHS. During this Introductory Period, NHS will evaluate your suitability for employment, and you can evaluate NHS as well.

Employees have no right of appeal when separated during their Introductory Period.

As a part of the evaluation process, if you work with clients, we may request feedback from individuals receiving services.

A former employee, who has been rehired, is considered an introductory employee during the first 90 days following rehire.

An active employee who moves into a new position within NHS is considered an introductory employee during the first 90 days following position change.

Performance Reviews

Your Supervisor is continuously evaluating your job performance. Day-to-day interaction between you and your Supervisor should give you a sense of how your Supervisor perceives your performance and will ensure that you both have the same expectations.

Supervisors meet with their employees once per quarter to review their performance. On or about each employee's anniversary date, an annual performance evaluation and compensation review will be completed.

An employee's annual review date will always be their anniversary date (original hire date) regardless of whether they transfer into a new position during the course of employment, or if the employee takes a leave of absence. However, if an employee resigns and is later rehired, the rehire date will then become their new anniversary date (rehire date) going forward; unless the rehire date is within 90 days of the separation date (in which case the employee will retain their original hire date as their seniority and anniversary date).

During formal quarterly reviews, your Supervisor will consider the following things, among others:

- * Attendance, initiative and effort
- * Knowledge of your work
- * Attitude and willingness
- * The quality and quantity of your work
- * The conditions under which you work

The primary reason for quarterly reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve your weaker areas. These meetings also serve to make you aware of, and to document

how, your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals. Your Supervisor is interested in helping you to progress and grow in order to achieve personal as well as work-related goals.

In addition to individual job performance reviews, your current job description will be reviewed annually to ensure that we are fully aware of any changes in the duties and responsibilities of each position and that such change is recognized and adequately compensated.

As a part of the evaluation process, if you work with clients, we may request feedback from individuals receiving services.

To ensure that each employee participates in the planning of his or her future assignments in our changing organization, the performance evaluation process can be a means of discussing your goals and the training and skills you would require for these assignments. Your input is important, for it allows your Supervisor to correctly understand not only your specific career goals, but also what you are willing to do to attain those goals (classes, on-the-job training, etc.). With this information, NHS can properly plan the organization's future personnel needs and, where possible, help ensure that you are given every opportunity to work toward the position you have chosen as a goal.

It is the full responsibility of each employee to achieve performance objectives and job description duties.

Document the meeting: Use the Quarterly Performance Evaluation conversation in Weekly10 to document your discussion and upload the goals you've discussed. The employee will start this process when they receive the notification from the Weekly10 system. When the employee has completed their section and clicked 'send to next step' you'll be notified to complete your section. After both you and the employee have completed your sections, you should schedule a time to meet. Once you've met with the employee and 'saved as final' the document will live in Weekly10. You may also download a PDF copy for your files and reference.

Staff that fail to complete all quarterly evaluations for any measurement period during the year, or the annual evaluation, will not be eligible for a compensation increase during their next annual increase period. This applies to both direct staff and supervisors. The intent is to ensure that all staff are receiving appropriate and timely feedback, setting and meeting performance goals, and to ensure timely performance evaluations are completed for all staff across the organization.

Compensation Reviews

NHS has a formal Wage & Salary Program to compensate each employee according to job responsibility and performance. All jobs are evaluated and placed into job grades and salary ranges. The program addresses several factors: the changing workforce; ensures dollars are spent effectively; assures the organization complies with all laws and regulations regarding pay practices; addresses inflationary living costs and provides an understanding for the basis of pay decisions; and conducts Wage & Salary Surveys to compare similar jobs within the industry to assure external equity.

NHS conducts employee compensation reviews annually on your anniversary date. Having your compensation reviewed does not necessarily mean that you will be given an increase. Compensation increases are contingent upon your own performance in your role, as well as the financial performance of NHS as a whole. Any wage or salary increases will be effective beginning with the pay period following the date they are granted. Wage and salary increases may be retroactive at the discretion of the President/CEO.

Promotion Policy

Whenever a position becomes available, every effort will be made to fill it by promoting a qualified employee. Jobs will be awarded based on individual ability and past job performance, as well as length of service if two people have similar qualifications. By utilizing opportunities for education and a past history of excellent job performance, you may become qualified to fill a position of greater skill, responsibility and value.

NHS will generally post all internal job openings on the company website; however, the company may promote a qualified

employee who has been identified through succession planning into an executive role without posting the position. If you are interested in applying for a posted position within the organization, you may apply online or through HR to be considered. Before applying, employees are advised to notify their current Supervisor of their interest in the posted position. As an internal candidate you must have completed your probationary period, and be in good standing (no disciplinary actions currently in force, and not currently on a Performance Improvement Plan) to be considered. Employees who apply may have their previous performance appraisals and documentation made available to the hiring Supervisor.

Whenever you are learning a new job, or if your abilities are unknown in a particular job, you will be classified as a trainee during the time necessary for you to gain experience to do the job. The length of training time for any given job is determined by the experience required for that job and your learning ability. You will be reviewed at the end of 90 days (introductory period), and then be recommended by your Supervisor for retention or termination. An employee selected for a position through the internal process may be retained in the former position until a replacement is obtained or satisfactory arrangements are made with the present department (minimum of two (2) week period).

Succession Planning Policy

Purpose

Recognizing that changes in management are inevitable, New Hope Services, Inc. (NHS) has established a succession plan to provide continuity in leadership and avoid extended and costly vacancies in key positions. NHS's succession plan is designed to identify and prepare candidates for high-level management positions that become vacant due to retirement, resignation, death or new business opportunities.

Policy

It is the policy of NHS to assess the leadership needs of the company to ensure the selection of qualified leaders that are diverse and a good fit for the organization's mission and goals and have the necessary skills for the organization.

Procedures

NHS's succession plan is the responsibility of all Supervisors and Managers.

1. On an ongoing basis, each Supervisor/Manager will work with VP/Director of HR and their Division Head to develop a departmental succession plan by using data in Weekly10 platform to:
 - Identify key positions and incumbents targeted for succession planning. This should include an analysis of planned retirements, potential turnover, etc.
 - Identify individuals who show the potential needed for progression into the targeted positions and leadership within the company.
 - Outline the actions taken in the previous six months to prepare identified individuals to assume a greater role of responsibility in the future.
2. The VP/Director of HR, Supervisor/Manager, and Division Head will work together to develop an outline of actions that will be taken in the following six to twelve months to prepare individuals to assume a greater role of responsibility in the future.
3. VP/Director of HR will periodically provide updates to the President/CEO/CEO and the rest of the EMT on the development process for each targeted candidate.

The succession plans developed will identify critical executive and management positions, forecast future vacancies in those positions and identify potential managers who would fill vacancies. Vacancies will be filled from within or, in the event no viable candidate is available, on an "acting" basis while an external recruitment effort is conducted.

Transfers

Transfers from one position to another may be required or requested from time to time. Such transfers (up, down, or laterally) will be made with a possible adjustment in pay. Transfers of more than thirty (30) days may be considered

permanent transfers. NHS will generally post all opportunities on the company website; however, the company may transfer a qualified employee who has been identified through succession planning into an executive role without posting the position.

If you are interested in applying for a posted position within the organization, you may apply online or through HR to be considered. Before applying, employees are advised to notify their current Supervisor of their interest in the posted position. As an internal candidate you must have completed your probationary period, and be in good standing (no disciplinary actions currently in force, and not currently on a Performance Improvement Plan) to be considered. Employees who apply may have their previous performance appraisals and documentation made available to the hiring Supervisor.

When an employee transfers to another department, the introductory period becomes effective once again. If you are transferred to a lower position because there is no work in your department or other reasons deemed necessary by your Supervisor, your wage may be adjusted to suit the job to which you are transferred. An employee selected for a transfer through the internal process may be retained in the former position until a replacement is obtained or satisfactory arrangements are made with the present department (minimum of two (2) week period).

INSURANCE BENEFITS

The Benefits Program

In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits, which will enhance your job satisfaction. Our benefits program, as described in this Handbook represents a very large investment by NHS.

A good benefit program not only ensures the loyalty of long-time capable employees; it also helps to attract talented newcomers who can help NHS grow. NHS will periodically review the benefits program and will make modifications as appropriate.

Eligibility for Benefits

If you are a Full-Time employee, you may receive the benefits described in this Handbook as soon as you meet the eligibility requirements for each particular benefit. If you are a Part-Time employee that averages over 30 hours a week, you may be eligible to receive the medical benefits described in this Handbook. Insurance benefits are available to you on the first day of the month following thirty (30) days of full-time employment, except as otherwise provided by law.

***Effective Benefit Date- 1st day of the month following 30 days of full-time employment**

Part-Time employees (working less than 30 hours per week), Temporary & PRN employees are not eligible for benefits.

Group Insurance

NHS is interested in the health and well-being of both you and your family. The benefits listed below are available to you and your family. After reaching your effective benefit date, the 1st of the month following 30 days of full-time employment, you may choose to accept the insurance coverage, or waive coverage.

Employees that have been employed at least 30 days and go from Part-Time status to Full-Time status will become eligible to enroll in benefits the in same process as new hires, to be effective the 1st day of the month following thirty (30) days of full-time employment.

The following benefits are provided, as defined and limited in the literature provided by the insurance carrier:

- Group Term Life Insurance (paid 100% by employer)
- Accidental Death & Dismemberment Insurance (paid 100% by employer)
- Voluntary Employee & Dependent Life Insurance Coverage

Short Term Disability
Cancer/Critical Care
Accident
Long Term Disability (paid 100% by employer)
Major Medical (dependent coverage is available) *
HSA*
EAP (Employee Assistance Program, paid 100% by employer)
Dental Care Coverage (dependent coverage is available) *
Vision Care Coverage (dependent coverage is available) *
401K Retirement Plan* (employer match, % varies each year)
**Pre-tax deduction option*

You have the opportunity to allow your dependents to participate in the health, dental and vision coverage, at your expense, available through payroll deduction.

In the event of your termination of employment with NHS or loss of eligibility to remain covered under our group health/dental/vision insurance program, you and your eligible dependents may have the right to continue coverage under our health/dental/vision insurance program for a limited period of time at the expense of yourself or your family. (This does not affect the conversion privilege as stated in the insurance policy.) Consult the Human Resources Department for details.

Health/Dental/Vision Insurance

Today's many health insurance plans and options can be confusing and complicated. That is why NHS has taken the time to carefully review the coverage and plans available. We have selected the plan we feel provides the best coverage for our employees. Refer to the literature provided by our insurance carrier for details on your health/dental/vision coverages.

Life Insurance

If you are a Full-Time employee of NHS, you are covered by our Group Life Insurance on your effective benefit date. This insurance is payable in the event of your death from any cause, at any time or place, while you are insured. Payment will be made in a lump sum or in installments to the beneficiary, as designated by you. You may change your beneficiary whenever you wish by submitting the appropriate documents to the Human Resources Department. Refer to the literature provided by our insurance carrier for details on your life insurance coverage.

Dependent Life Insurance

This insurance is payable in the event of the death of your spouse and/or dependent children. Payment will be made in a lump sum.

Termination of Insurance

Your insurance will terminate when the insurance policy terminates, when you fail to make an agreed contribution to premium when due, when you cease to be eligible for coverage under the terms of our group insurance program, or when you cease to be employed as a regular Full-Time employee eligible for the insurance. Upon termination any outstanding premiums for the remainder of that month may be deducted from your final pay check.

COBRA (Consolidated Omnibus Budget Reconciliation Act of 1986)

Under COBRA, employees and their family members who are no longer eligible to participate in the Company's group health insurance programs due to certain qualifying events may elect to continue coverage temporarily at their own expense. Qualifying events include, but are not limited to termination of employment, reduction of work hours, and divorce or legal separation. Details of the Act are provided to employees upon eligibility. Contact the Human Resources Department for more information.

Retirement

NHS has an Employee Retirement Plan for Full-Time employees and those employees that meet 1,000 hours worked within

a twelve-month period beginning on your date of hire. To be eligible, you must meet the following criteria: At least 18 years of age and have completed 90 days of service. To participate in the employer matching contributions, you must have attained age 18 and completed 1 year of service. NHS has Automatic Enrollment and will automatically defer 5% of the Compensation you receive for each payroll period. Your entry date will be the first day of the month coinciding with, or the next payroll period following the date you satisfy the eligibility requirements. Alternatively, you may elect to defer a different amount or elect not to participate in the Plan at all.

Details regarding NHS and employee contributions, vesting, administration, investments, etc. are provided in the Summary Plan Description.

ADDITIONAL BENEFITS

Holiday Schedule

Eligibility: Full-Time employees immediately upon hire. You may take time off to observe your religious holidays. If available, personal or vacation time may be used for this purpose, otherwise time off is without pay. You must notify your Supervisor at least ten business days in advance.

NHS schedules all national holidays on the day designated by common business practice. However, NHS reserves the right to reschedule paid holidays based upon service needs.

Recognized Holidays - NHS recognizes ten (10) paid holidays annually:

Floating Holiday	New Year’s Day	Good Friday	Memorial Day
Independence Day	Labor Day	Thanksgiving Day	The Friday after Thanksgiving
Christmas Eve	Christmas Day		

You are not eligible to receive holiday pay when you are on a leave of absence (including FMLA). Should a paid holiday fall on a day when you are not scheduled to work (i.e., four (4) day/week employees) you will not be paid for that holiday.

Once notice to terminate employment has been given, you will not be able to request your floating holiday. Prior approval from your Supervisor is required when scheduling your floating holiday.

NHS believes that its employees are the key to what makes a great company. Although work makes up a large portion of an employee's life, we believe work life balance is essential to maintain quality performance and a positive work atmosphere. To support this philosophy, the company offers a generous time off plan:

Vacation Policy

Eligibility: Full-Time employees 180 days from their hire date. New Hires/Full-Time: Full-Time employees, who have been granted paid vacation leave, must complete 180 days of full-time employment following their hire date before they may take vacation time.

Full-Time employees, newly eligible for vacation, will receive pro-rated vacation during their first year of employment. Vacation time is accrued based on a 40-hour workweek (overtime hours will not be included in calculating hours accrued). Hours will accrue when using FMLA unpaid leave. Vacation time based on years of service is accrued as follows:

Years of service	Hours per year*
0-5 years	96 hours max
6-10 years	120 hours max
11-15 years	160 hours max
16 years	168 hours max
17 years	176 hours max

18 years	184 hours max
19 years	192 hours max
20+years	200 hours max

* Accruals are calculated by dividing the total hours earned per year, for the appropriate years of service tier, by the number of pay periods in the year (26).

EXAMPLE: Employee A has been with the company less than 5 years. Their accrual would be 96 hours/26 pay periods or 3.69230732 hours per pay period. Employee B has been with the company 16 years. Their accrual would be 168/26 or 6.46153846 hours per pay period.

Increased accrual for years of employment will begin on the anniversary date.

During the employee's year of hire only, unused vacation hours may be carried over to the next year. This is due to the initial waiting period required to use vacation time for all new hires. Otherwise, NHS has a use it or lose it policy, any vacation not taken by December 31st will be forfeited. For special consideration you may submit a request in writing to your Supervisor and the President/CEO will give final approval. Any balance less than .25 on December 31st will zero out effective January 1st of the following year.

Applying for Vacation: An employee may take vacation time after 180 days from their hire date. It is essential to request vacation through your Supervisor in advance of the time requested. Preference will be given to the employee who made the earliest request for any requested date and is ultimately at the discretion of the Supervisor to grant leave. The requested time will not be approved if doing so would impede the successful operation of the Agency. Vacation time may be taken in 15-minute increments.

Termination and Vacation: Upon termination of employment an employee will receive any unused vacation time accrued on their final pay. **Voluntary termination requires a two-week working notice in order to be paid for balance of vacation. Once notice to terminate employment has been given, you will not be able to request vacation time. If an employee is terminated involuntarily by NHS, then vacation time is forfeited and will not be granted.**

Vacation time is granted at the beginning of the year and is based upon the employee working 40 hours per week and a full year of service. Upon termination, if more vacation time has been taken than earned, pursuant to the policy, the advanced vacation time will be deducted from the employee's final pay.

Sick Time

Eligibility: Full-Time employees 90 days from their hire date. New Hires/Full-Time: Employees, who have been granted paid sick leave, must complete 90 days of Full-Time employment from their hire date before they may take sick leave.

Full-Time employees will accrue 2.76923076 hours of sick time per pay period, annualized at 72 hours. Hours will accrue when using FMLA unpaid leave.

Applying for Sick Leave: Sick leave may be used for visiting doctors, dentists and medical providers. It may be used for illness/injury of the employee or member of the employees' immediate family (spouse, child, parent, or sibling). Except during an emergency, please make advance arrangements with your Supervisor. Sick time may be taken in 15-minute increments. If an employee takes sick time and does not have sick time accrued, their absence should be recorded as leave without pay. **Once notice to terminate employment has been given, you will not be able to schedule sick time.**

Sick Time Carried Forward: You may earn up to a maximum of 480 hours of sick time. Sick time must be used for approved leaves of absences (FMLA/Non-FMLA Medical Leave). Upon accruing the maximum sick leave allowance, you will not accrue additional sick leave until some of the accrued sick balance is used.

Personal Time

Eligibility: Full-Time employees 90 days from their hire date. New Hires/ Full-Time: Full-Time employees, who have been granted paid personal leave, must complete 90 days full-time employment following their hire date before they may take personal time.

Full-Time employees, newly eligible for personal time, will receive pro-rated personal time during their first year of employment. Personal time is granted per hours paid per pay period (up to 40 hours per week; overtime hours will not be included in calculating hours accrued). Employees that work a 40-hour work week will be eligible to earn a max of 24 hours per year. (For exact calculation formulas, please contact HR.) Hours will accrue when using FMLA unpaid leave.

Personal Time may be used for personal business, such as handling financial or legal affairs that cannot be managed during non-work time. *Thirty-two hours are available for Senior Management. Except during an emergency, please make advance arrangements with your Supervisor. **Once notice to terminate employment has been given, you will not be able to request personal leave.**

NHS has a use it or lose it policy; any personal time not taken by December 31st will be forfeited. Any balance less than .25 on December 31st will zero out effective January 1st of the following year.

Termination, Sick Pay and Personal Pay: Any unused Sick and Personal time are not paid upon separation of employment with NHS. **Personal time is granted at the beginning of the year and is based upon the employee working 40 hours per week and a full year of service. Upon termination, if more personal time has been taken than earned, pursuant to the policy, the advanced personal time will be deducted from the employee's final pay.**

Employee Assistance Program

The objective of the Employee Assistance Program (EAP) is to reduce problems in the workforce and to retain valued employees by offering assistance to employees in dealing with personal problems and concerns. We recognize that problems of a personal nature can have an adverse effect on an employee's job performance. It is also recognized that most personal problems can be dealt with successfully when identified early and referred to appropriate care. The program deals with a broad range of human problems such as emotional/behavioral, family and marital, alcohol and /or drug, financial, legal, and other personal problems.

The program provides problem assessment, short-term counseling and referral. Costs for these services are covered by the employer. Costs incurred for other services not covered by insurance or other benefits are the responsibility of the employee.

The policy for use of the program:

1. The policy applies to all employees of the company no matter what their job title or responsibilities.
2. The program is available to employees and their families on a self-referral basis. If employees, family members, or anyone living in the employees' household, has personal problems that may benefit from assistance, they are encouraged to use the program.
3. Participation in the program will not jeopardize an employee's job security, promotional opportunities or reputation.
4. All records of the EAP provider and discussions of personal problems with the EAP provider will be handled in a confidential matter.
5. Employees may be encouraged to seek assistance to determine if personal problems are causing unsatisfactory job performance. If performance problems are promptly corrected, no further action will be taken. If performance problems persist, the employee will be subject to normal corrective action procedures.
6. All levels of management are encouraged to use this program when appropriate to assist in resolving job performance problems related to personal problems.
7. Leaves of Absence may be granted for treatment or rehabilitation on the same basis as for other health problems.
8. Self-referral under this policy, or any use of the policy, will not excuse misconduct or other violation of policy.

OTHER LEAVES

Bereavement Leave

You may be granted up to three (3) workdays to attend the funeral and take care of personal matters related to the death of a member of your immediate family (A parent, spouse, spouse's parent, child, grandchild, spouse's child by a former marriage, brother, sister, step-parent or grandparent). Only Full-Time employees are eligible for **paid** bereavement leave.

Paid bereavement leave must be taken on consecutive work days. The bereavement leave allowance will not be counted in computing overtime. A one-day leave of absence will be granted for the funeral of a relative who is not an immediate member of the family (An aunt, uncle, cousin, etc.). Employees are expected to use personal or vacation time for the funeral of a close friend. Individual circumstances will be considered by your Supervisor for approval.

Pay for bereavement leave will be made for actual days missed from work. If a death occurs at a time when you are not scheduled to work (i.e., weekend), bereavement days would apply to your next scheduled work days. If additional time is needed, accrued vacation/personal/sick time may be used with Supervisor approval.

Subpoenaed Court Appearances/Jury Duty

If you are subpoenaed in a matter related to work at NHS, you will be paid for time spent away from work related to the subpoena.

If you are called for jury duty, we will permit you to take the necessary time off and we wish to help you avoid any financial loss because of such service. NHS will reimburse you for the difference between your jury pay and your regular pay, not to exceed eight (8) hours per day, for a maximum of ten (10) business days.

- On any day or half-day, you are not required to serve, you will be expected to return to work. In order to receive jury duty pay, **you must present a statement of jury service and pay to your Supervisor and HR/Payroll. This document is issued by the court.**

For more information related to Search Warrants, Subpoenas and Investigations please refer to the Administrative Policy Manual.

Family/Medical Leave of Absence

Family and Medical Leave is a federally mandated program that applies to companies with 50 or more employees within a 75-mile radius. The purpose of **FMLA** is to assure that you may be away from work for specific reasons, with job security and a guarantee of continued health insurance. NHS will grant up to twelve [12] weeks of Family and Medical Leave during any rolling twelve-month period to employees eligible for leave under the Family and Medical Leave Act. The leave may be paid, unpaid, or a combination of paid and unpaid, depending on the reason for the leave and whether the employee has accumulated any paid time off.

To qualify for Family and Medical Leave, you must have been employed at NHS for at least 52 weeks. If you have resigned and been rehired at any point in time, you must have been employed for at least 52 weeks during the last seven years to qualify for Family and Medical Leave. During the twelve- [12] months immediately prior to being granted leave, you must have worked at least 1,250 hours. Eligible employees, including "*in loco parentis*" - people with day-to-day responsibilities to care for and support a child - will be considered for Family and Medical Leave for any of the following reasons:

- » The birth of a child, in order to care for the child
- » Receiving an adopted or foster child into the home
- » To care for a spouse, child or parent with a serious health condition
- » Employee personal health condition of the employee that prevents the employee from performing the essential functions of his/her job
- » To serve as a caregiver for an ill or injured active member of the U.S. Military
- » Any qualifying exigency (critical situation) related to military service

An employee will be deemed to have met the conditions of a qualifying exigency for up to twelve (12) weeks of military FMLA when:

- » An employee is notified of impending deployment, or

»An employee is the spouse, parent or child of a person who is on armed forces activity or who has been notified of impending deployment, and the employee is requesting FMLA for any of these reasons:

1. To arrange childcare because of the service member's absence
2. To make financial and/or legal arrangements related to the service member's absence
3. To arrange/attend counseling related to the service member's active duty
4. To make farewell or arrival arrangements for the service member, or
5. To attend to issues related to the death or missing status of the service member

The employee must provide notice whenever possible. This includes copies of military orders and other requested documentation that supports the need for leave.

Military Service Member Caregivers are eligible for additional FLMA for a total of 26 weeks of FMLA during any 12-month period. An eligible employee is the spouse, child, parent, or nearest blood relative of a service member who has incurred a serious illness or injury while on active duty. A serious illness or injury is any injury incurred in the line of active duty that causes the service person to be medically unfit to perform the duties of his/her office, grade, rank or rating. A service person is any military person in the United States military, including the National Guard, who is on the military temporary disability retired list.

The employee requesting Military Caregiver Leave must provide documentation to support the request for leave, as requested.

Serious health conditions for employees are those requiring an absence of three or more workdays and continuing medical care, care in a hospice or some residential medical facility. Examples of a serious condition include heart attacks, most cancers, strokes, kidney dialysis, and complications of pregnancy. For employees, a serious health condition requires absence from work for three or more consecutive days, and you must be under the care of a physician.

A medical provider statement will be required prior to granting Family and Medical Leave and a re-certification will be required after each 30 days of leave time granted. Re-certification for intermittent leave will be semi-annually. In all cases, planning is essential. Whenever a leave is foreseeable, the company needs advance notice. Failure to return to work at the end of the approved leave under the Family and Medical Leave Act will be considered a voluntary termination.

For purposes of using Family and Medical Leave, an eligible employee can take up to twelve [12] weeks of leave under this policy during any twelve-month period. We will calculate the 12-month period as a rolling 12-month period, measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the Company will compute the amount of leave the employee has taken under this policy and subtract it from the 12 weeks of available leave. The balance remaining is the amount of time the employee is entitled to take.

Leave time may be taken in consecutive days and weeks, or intermittently. Intermittent leave for childbirth, or to receive an adopted/foster child, is not available under FMLA. No leave can be granted for voluntary or cosmetic surgery. When a question arises about what illnesses are covered, please consult with the Director of Human Resources. Employees' right to privacy will always be respected.

While you are on FMLA, you must first use all of your available accrued sick leave allowance. When all of the sick allowance has been used, you have the option to use other accrued leave time. You cannot use sick leave allowance, wait a period of time, and then begin using your vacation.

FMLA protects your employment status. While on leave, your status as an employee will not be affected. All changes in your employment status will be made as if you were working [e.g., pay changes, transfers, layoff, recall, etc.]. That means that employees on FMLA could be transferred or laid off, if they would have been transferred or laid off if they were not on FMLA leave. Employees on Family and Medical Leave will have no more or less favored status than other employees. When you return from Family and Medical Leave, you can expect a similar, or equivalent, position. To return to work, you must give your Supervisor a statement from your medical provider stating that you are able to return to work.

You must continue to pay for all benefits for which you had a payroll deduction while actively at work. The company will continue to pay for whatever health insurance you have as an active employee. If you make any contribution to your health insurance, you will be expected to continue that payment, or reimburse the company when you return. Other non-mandatory insurance will be continued only if you make your premium contributions as described in your leave authorization letter.

Information regarding when, how and where to make your payment of premiums will be available from the Human Resources Department.

There are specific forms provided by the Department of Labor that are used for the administration of the Family and Medical Leave Act. They are time-sensitive and must be completed in a timely way to assure you can be granted FMLA protection. To obtain the correct forms or to ask questions, talk with your Supervisor or the Human Resources Department.

Non-FMLA Medical Leave of Absence

If you will be absent from work for more than two (2) weeks for a medical reason, you may apply for a Non-FMLA Medical Leave. This type of leave is available for employees not yet eligible for a FMLA leave and who have been employed for at least six months. A Non-FMLA Medical Leave applies solely to your own need for medical or family leave, such as your health condition or the birth of a child. Your Application for Leave must be approved by the Director of Human Resources.

While you are on Non-FMLA Medical Leave, you must first use all of your available accrued sick leave allowance. When all of the sick allowance has been used, you have the option of using all or a portion of available, other accrued leave time. You cannot use sick leave allowance, wait a period of time, and then begin using your other accrued leave time.

Once you are out of pay status, having exhausted all of your sick leave allowance and requested vacation pay, if chosen, you no longer accrue vacation time and sick allowance. Also, you will be billed for your portion of the insurance benefits costs. If you are out of pay status, contributions will not be made towards Social Security.

To return to work, you must give your Supervisor a statement from your medical provider stating that you are able to return to work.

A Non-FMLA Medical Leave cannot last longer than ninety (90) calendar days from the date you last worked. If you are still disabled after ninety (90) calendar days, you should request, on another application, a Leave of Absence.

Leave of Absence

We recognize that from time to time, an employee might be absent from work for extended periods of time because of situations beyond his/her control or for personal reasons, which may not be covered under Family and Medical Leave. We have provided full-time employees who have completed one (1) year of service the opportunity to be considered for an unpaid leave of absence for these situations.

Requests for any leave of absence up to thirty (30) calendar days must be made in writing to your Supervisor. Each request will be reviewed and your work record, attendance, the nature of your request, and the Company's workload requirements will be considered. In unusual circumstances, a leave of absence period of time longer than 30 calendar days may be granted by the President/CEO.

Management reserves the right to call you back from a leave of absence prior to your anticipated return date for business reasons. If you choose not to return to work within one (1) week of such notification, your position will be filled and your employment terminated. Should the demand arise, the Company reserves the right to fill a vacancy created by a personal leave of absence of more than fifteen (15) calendar days in duration. Upon your return from a leave, every effort will be made to return you to the position you held previously. However, business conditions, changes in workload and other factors may make this impossible. In such cases, every effort will be made to offer you the first job opportunity of suitable

employment at the time the leave terminates. If no such position is available or if you refuse to accept suitable employment upon completion of the leave, your employment will be terminated.

Employees who do not return to work on the first regularly scheduled workday following the end of the leave of absence will be assumed to have voluntarily resigned, effective on the first day of the leave of absence.

A leave of absence will not be granted to employees in order to allow them to work elsewhere or to become self-employed. Violation of this policy may result in discharge, effective on the first day of the leave. Should the Company discover that an employee has misrepresented the reason for the leave or is engaging in an activity other than that stated on the initial request, we reserve the right to cancel the leave or terminate the employee (effective on the first day of the leave), depending on the circumstances.

Reasonable Accommodations for Pregnant Workers Policy

As required by the federal Pregnant Workers Fairness Act (PWFA), NHS will provide reasonable accommodations to employees and applicants with limitations related to pregnancy, childbirth or related medical conditions, unless the accommodation will cause undue hardship to NHS's operations.

An employee or applicant may request an accommodation due to their own pregnancy, childbirth or a related medical condition by submitting the request in writing to human resources (HR). The accommodation request should include an explanation of the pregnancy-related limitations, the accommodation needed and any alternative accommodation(s) that might be reasonable. Depending on the nature of the accommodation, the individual may be requested to submit a statement from a health care provider substantiating the need for the accommodation.

Upon receipt of a request for accommodation, HR will contact the employee or applicant to discuss the request and determine if an accommodation is reasonable and can be provided without significant difficulty or expense, i.e., undue hardship.

While the reasonableness of each accommodation request will be individually assessed, possible accommodations include allowing the individual to:

- Sit while working.
- Drink water during the workday.
- Receive closer-in parking.
- Have flexible hours.
- Receive appropriately sized uniforms and safety apparel.
- Receive additional break time to use the bathroom, eat and rest.
- Take time off to recover from childbirth.
- Be excused from strenuous activities and/or activities that involve exposure to compounds deemed unsafe during pregnancy.

An employee may request paid or unpaid leave as a reasonable accommodation under this policy per following the guidelines of the NHS Time Off policy; however, NHS will not require an employee to take time off if another reasonable accommodation can be provided that will allow the employee to continue to work.

NHS prohibits any retaliation, harassment or adverse action due to an individual's request for an accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

Insurance Premium Payment During FMLA/Leaves of Absence

NHS will continue to pay our share of insurance premiums for employee coverage during the Family Medical Leave (FMLA) for a maximum of twelve (12) weeks while you are on a qualifying leave of absence. If you fail to return to work after the leave for reasons other than the continuation, recurrence or onset of a serious health condition that would entitle you to Medical Leave, or other circumstances beyond your control, you may be financially responsible for the medical insurance premiums that NHS paid while you were on leave.

While you are on any other type of unpaid leave of absence from NHS, you will be responsible for paying the total premiums for your elected benefits coverage(s) and that of your dependents while on leave. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be re-instated.

OTHER BENEFITS

Training Opportunities (Attending Seminars/Training Sessions)

NHS may arrange to have both formal and informal training programs to enable you to progress in your knowledge of our business. Employees may be selected to attend workshops, or training programs. You will receive a normal paycheck while attending these seminars or workshops. All or a portion of the expenses for off-premises training will be paid for by NHS depending on the nature of the course. Check with your Supervisor for details.

During any slow periods of work, you should use the time to learn more about NHS, its services and products. You may progress as you become more knowledgeable about your job and the jobs of the people around you. You are encouraged to ask questions about any aspect of NHS that is of interest or unclear.

If you become aware of a particular seminar that you believe is appropriate for enhancing your skills (and/or those of other employees), please bring it to the attention of your Supervisor. Since these seminars are usually offered only at specified times in a geographical area, please be sure to notify your Supervisor as far in advance as possible. This way, he or she can attempt to schedule workloads to accommodate your (and/or other employees') desire to attend.

For certain positions, training is required on an annual basis. Please refer to Human Resources or your Supervisor for more detailed information regarding the training required for your position.

Employee Referral Bonus Program

If you know someone who would be a good addition to NHS and they meet the qualifications for an existing open position, you may be eligible to earn a referral bonus if you refer them for employment and they are hired.

Refer candidates who meet the qualifications to Human Resources by using the Refer a Friend Form. Refer to the program rules for more information (form can be found on the employee portal or by contacting Human Resources).

Length of Service Award Program

NHS honors its long-term employees by presenting awards. Gift codes for use in the on-line company store are issued after you have completed one (1) year through four (4) years of service. Cash awards will be given after you have completed five (5), ten (10), fifteen (15), twenty (20), and twenty-five (25), and thirty (30) years of service.

The awards are:

For one (1) year of service, \$15 on-line company store gift code
For two (2) years of service, \$15 on-line company store gift code
For three (3) years of service, \$35 on-line company store gift code
For four (4) years of service, \$50 on-line company store gift code
For five (5) years of service, \$100
For ten (10) years of service, \$200
For fifteen (15) years of service, \$300
For twenty (20) years of service, \$400
For twenty-five (25) years of service, \$500
For thirty (30) years of service, \$1,000
For thirty-five (35) years of service, \$1,500
For forty (40) years of service, \$2,000

Wellness Reimbursement

NHS recognizes the importance of good health and offers a wellness reimbursement annually for Full-Time employees who meet the criteria. To qualify for the reimbursement, an employee must provide a receipt of a wellness activity or wellness purchase, along with a complete purchase order form that is approved by their Supervisor. This benefit is effective the first day of the month following your 30 days of employment and is granted on a rolling 12-month calendar. An employee must be actively employed on the date of annual eligibility and date of submission. For questions, please notify the Human Resources Department.

PERFORMANCE RULES AND INFORMATION

Rules of Conduct

By accepting employment with us, you have a responsibility to NHS and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary.

Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, please see your Supervisor for an explanation.

Our goal is to maintain an employee friendly, comfortable working environment. We do this in several ways:

- By treating each of you as an individual and encouraging your maximum development;
- By recognizing that each of you is essential to the success and growth of NHS;
- By maintaining direct communication with all of our employees and ensuring that each and every one of you can speak directly and openly with your management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when you wish to express your problems, opinions, or suggestions, you will always find an open door and an attentive ear.

Supervisors

Your immediate Supervisor is the person on the management team who is closest to you and your work. Your day-to-day contact with your Supervisor gives you a chance to receive guidance and counsel regarding your assignments and the progress you make on your job. Your Supervisor can show you how your work fits into the overall picture, teach you how to do things, and encourage you when things look a little tough.

Your Supervisor is in complete charge of your work area. He or she is responsible for the efficient operation of the department. Your Supervisor has the authority to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline.

Your Supervisor has many responsibilities, and needs your cooperation, assistance, and loyalty. He or she wants to help you - that's their job - so please ask, and please be willing to meet them half way. If he or she cannot help you or answer your question, your question will be referred to someone who can. You can expect to be treated fairly and with respect. Like NHS, your Supervisor has a direct interest in you. He or she wants you to consider him or her as your advisor, friend and mentor. Go to your Supervisor for information about your job, your pay, or other matters of NHS policy.

Do feel free to ask for clarification of policies or responsibilities. Any problem that hinders the efficient completion of your responsibilities should be taken up with your Supervisor.

Excessive Absenteeism or Lateness

In general, four (4) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question. Tardiness or leaving early is as detrimental to NHS as an absence. Three (3) such incidents in a 90-day period will be considered a tardiness pattern and will carry the same weight as one absence. Other factors, like the degree of lateness, will be considered.

Be aware that excessive absenteeism, lateness, or leaving early may lead to disciplinary action, up to and including possible dismissal.

Record of Absence or Lateness

If you are absent because of illness for three (3) or more successive days, you will be required to submit written documentation from your doctor explaining your absence. In the case of successive day absences, if documentation from a doctor is provided, the total absence period will carry the weight of one total absence. If a doctor's note is not provided, each day will be counted as a separate absence. If you are absent five (5) or more days because of illness, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you will be permitted to return to work. You may be required to provide written documentation from your doctor supporting the reason for absences less than three days if patterns of absence or excessive absences exist within a 90-day timeframe that indicate the attendance policy is being abused.

Your Supervisor will inform the Director of Human Resources in case of a potential medical leave activity. Your Supervisor will make a note of any absence or lateness, and the reason, in your personnel file. Your attendance record will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, etc.

Resolution of Disputes

It is the policy of NHS to provide employees with a method for dealing with problems, concerns, or complaints, thereby assuring that all problems affecting employees will be handled promptly and, hopefully, to the mutual satisfaction of the employee and NHS.

Therefore, if for any reason you wish to bring a problem, concern, or a complaint to the attention of management, you are expected to follow the steps below:

Approach your immediate Supervisor and discuss the problem. Your Supervisor will look into the matter and will give you a prompt response.

If, for any reason, your Supervisor does not get back to you within a reasonable period of time, or if the answer given is not to your satisfaction, you may present your problem, in writing, to the next level of management. Before you go to the next level of management be certain to inform your Supervisor that his/her answer was not satisfactory, and explain why you are discussing the matter with the next level of management. Your Supervisor will schedule a meeting for you with the Management representative who will review your problem and give you an answer in a reasonable period of time.

If for any reason you do not believe that your Supervisor is the appropriate person with whom to discuss a problem, concern or complaint, regardless of reason, you may present the issue directly to that next level of Management or to a Human Resource Representative.

Do not be afraid to handle concerns this way. All managers are aware that this procedure and policy is in effect, and know that their answers will not always fully address your concerns.

This procedure is available to each employee, and there will be no retaliation, coercion, intimidation, or harassment of any employee who follows this policy in good faith.

Progressive Discipline Program

Inappropriate conduct will result in Progressive Discipline, up to and including termination of employment. Types of behavior or conduct that NHS considers inappropriate include, but are not limited to, the following:

- a. Willful violation of any NHS policy, procedure or protocol
- b. Any deliberate action that is extreme in nature and is obviously detrimental to NHS
- c. Disregarding a safety policy as outlined in the Health & Safety Policies & Procedures Handbook
- d. Negligence or any careless action which endangers the life or safety of another person
- e. Abandoning your shift (leaving without providing notice to your Supervisor or another Supervisor/Director during your scheduled shift)
- f. Excessive absenteeism or tardiness, or an attendance pattern which indicates abuse
- g. Violation of the Company's Drug Free Workplace Policy
- h. Violating the Company's EEO, Harassment and/or Workplace Violence policies
- i. Insubordination of any form
- j. Theft or improper use of property from employees, customers, or the Company as outlined in the Theft policy
- k. Falsification of any Company document
- l. Failure to comply with the Company's Confidentiality or HIPAA Policies
- m. Unsatisfactory performance or conduct
- n. Neglect of duty
- o. Dishonesty
- p. Solicitation of any form without advance authorization

Our Progressive Discipline Program includes:

Corrective Discussion

The first conference to discuss a performance or discipline problem may be preceded by several informal conversations about what may be a developing concern. During the conference the issue is defined and you and your Supervisor will discuss the facts, identify a constructive solution, and set a timetable for its implementation and follow-up.

Verbal Warning

If you fail to correct a particular problem after the first conference, or if it is determined that the issue under consideration is serious enough that it warrants action beyond the first conference, you will be given a Verbal Warning. During the Verbal Warning, appropriate management will review the facts of the continuing problem. New solutions, timetables and follow-up may be developed, and you may be subject to other disciplinary action.

Written Warning

If an employee fails to correct a particular performance problem, or if it is determined that any incident or the employee's behavior in general is serious enough that action beyond the Verbal Warning is appropriate, a Disciplinary Conference will be held. The purpose of this session will be to determine the reasons behind the employee's continuing performance or conduct problem, and what action will be taken. Generally, a Performance Improvement Plan is developed during this meeting.

Last Chance Option

This may be used where such action may include suspension or termination of employment.

The company may begin the Progressive Discipline process at any step in the process or skip any step in the process, as determined by the discretion of management, to be consistent with the nature of the offense and the employee's prior work record. This Progressive Discipline Program is not intended to create any contractual rights or change in any manner the at-will relationship of employment at NHS.

Bulletin Boards

Only authorized personnel are permitted to post, remove or alter any notice on the bulletin board(s). If you want to have notices posted on NHS bulletin board(s), see Human Resources for instructions.

Government Postings

All facilities have a separate bulletin board for government-required information to be posted. This board is placed in a conspicuous place for all employees and applicants to view.

Communications

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they relate to your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all NHS methods of communication, including this Employee Handbook, bulletin boards, discussions with your Supervisor, memoranda, staff meetings, newsletters, e-mail, training sessions, etc.

Customer Relations

The success of NHS depends upon the quality of the relationships between NHS, our employees, our customers, and the general public. Our customers' impression of NHS and their interest and willingness to receive services and purchase from us is greatly formed by the people who serve them. In a sense, regardless of your position, you are NHS ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, NHS and our services.

Here are several things you can do to help give customers a good impression of NHS:

1. Act competently and deal with customers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.

Dress Code/Personal Appearance

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with customers or visitors in person.

We respect individuality and acknowledge casual work attire is often appropriate in certain departments due to the nature of the work you perform. However, a neat, tasteful appearance is expected to the positive impression you make on our customers. You are expected to be suitably attired and groomed during working hours or when representing NHS. A professional appearance bolsters your own poise and self-confidence and greatly enhances our image. Body and clothing are to be clean and odor free. When working at a customer's site, please observe what the customer is wearing and dress appropriately.

The following items are not appropriate dress for any NHS employee:

- Clothing that reveals bare backs or shoulders
- Flip flops
- Undershirts for men or women
- Leggings; tight-fitting stretch pants that can be knit or spandex without a tunic/dress at least fingertip length covering
- Sweat pants/athletic apparel
- Jeans with rips or tears, whether by wear, tear, or design
- Ball caps, beanies, toboggans, or any other type of hats while indoors

The above list is not all-inclusive; employees should use common sense and choose clothing in good taste for their working environment. Corrective action will be taken at the discretion of the employee's Supervisor if an individual violates or abuses these privileges with inappropriate dress attire.

Personal Phone Calls

Please keep personal phone calls to a minimum. They must not interfere with your work. You are permitted to make limited local area calls on NHS telephones for essential personal business. Please do not abuse this privilege. Emergency calls regarding illness or injury to family members, changed family plans, or calls for similar reasons may be made at any time.

Interns

NHS recognizes the value of utilizing qualified interns to supplement services provided by compensated staff. Interns providing any services must meet the same standards as employees with regard to technical competency, training skills, and educational background. Interns are supervised in the same manner as employees and each intern must have a written job description. Successful completion of a formal orientation and in-service training program is required. For more detailed information, contact the Human Resources Department.

Visitors

Our insurance coverage and good common sense prohibit unescorted visitors in our facilities. Visitors are not permitted on NHS property without prior permission from your Supervisor. If you are expecting visitors, please request permission from your Supervisor and ask your visitors to see the front desk when they arrive.

Donations

Advance approval from management is required before an employee may accept or solicit a donation of any kind from a customer, supplier or vendor representative. Employees are not permitted to give gifts to customers or suppliers, except for certain promotional premiums (T-shirts, coffee mugs, pens, key chains, etc.) imprinted with the NHS logo or sales information.

SAFETY AND SECURITY

Government Required Coverage Workers' Compensation

The Workers' Compensation Law is a no-fault insurance plan that is supervised by the state and is one hundred percent (100%) paid for by NHS. This law was designed to provide you with benefits for any injury that you might suffer in connection with your employment. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers' Compensation. Whether you are eligible for benefits is determined by our carrier.

In accordance with Indiana state worker compensation law, compensation for time away from work is not paid until the 8th working day. It may be necessary for an employee to use accumulated sick time in order to be compensated for time missed during days 1-7, following an illness or injury.

Who Is Covered?

Every NHS employee is protected by Workers' Compensation. **All injuries or illnesses arising out of the scope of your employment must be reported to your Supervisor immediately.** Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Ensure your right to benefits by reporting every injury, no matter how slight. An occurrence report must be completed and forwarded to Human Resources **ASAP** after the accident and should be received no later than 48 hours after the accident. Failure to complete this form could result in loss of benefits. The occurrence report can be located on the NHS portal.

Employees returning to work after being absent due to a work-related injury must report to their Supervisor prior to beginning work and must bring a doctor's clearance for returning to work to HR.

What Is Covered?

Any injury or illness is covered if it's caused by your job--not just serious accidents, but even first-aid type injuries. Common colds and flu are not covered, but if you caught tuberculosis while working at a TB hospital, that's covered. The main question is whether the injury or illness is the result of the performance of your job.

Theft

Internal theft can be a serious problem. Although taking small items of NHS property may seem inconsequential, the cumulative effect can be very large. Stealing from the NHS is like stealing from yourself. Losses from theft immediately affect our ability to increase salaries and can jeopardize the profitability of NHS.

Property theft of any type will not be tolerated by NHS. We consider property theft to be the unauthorized use of our services or facilities or the taking of any NHS property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities which are unacceptable:

- **Use of NHS copy machines for personal use** - The office copiers are not provided as a free service to employees. If you wish to use an NHS copier for personal use, please follow the established procedure for reimbursement of NHS. Failure to do so is a form of property theft.
- **Use of computers** - NHS's personal computers (office computers, or laptops made available for work away from the office) are to be used exclusively for business purposes unless you receive permission from your Supervisor.

Taking of NHS property

No equipment purchased or supplied by NHS should be removed from NHS premises without authorization (verbal or email) of your immediate Supervisor. This rule applies to all NHS property including but not limited to: raw materials used in the workshop, mechanics' tools, computers, and laptops.

Tobacco Free

NHS is a tobacco-free work place. This applies to all tobacco products including cigarettes, cigars, pipes, herbal tobacco products, chewing tobacco, electronic cigarettes and all smokeless tobacco products. Employees, clients and visitors are prohibited from use of all tobacco inside any of the buildings and properties owned and operated by NHS. Those

employees who do use tobacco may do so only off NHS premises. Tobacco users are requested to dispose of their trash in a safe and neat manner.

There is a tobacco free policy in company owned vehicles or while transporting clients in personal vehicles – as referenced in the Transportation Policy Manual.

Auto Safety

Employees who drive their own vehicles or company vehicles while performing duties for the Company bear the responsibility for carrying a valid driver's license. In addition, for those employees who transport clients, a current certificate of liability insurance coverage that meets the state minimum requirement must be on file with the Human Resources Department. Any changes in your driving record or insurance coverage must be reported to the Human Resources Department immediately. Failure to do so may result in disciplinary action, including possible dismissal.

If you are authorized to use an NHS vehicle for NHS business, you must adhere to the Transportation Policy and Procedure Manual.

Electronic Media Policy

A. Purpose:

The purpose of this document is to outline the acceptable use of all electronic media and services issued by and/or owned by NHS

B. Scope:

The Policy applies to your use of all electronic media and services when:

- Accessed on, or from, company premises;
- Accessed using company-owned computers, facsimile machines, voice mail, or other equipment and communication devices, including but not limited to cell phones, smart phones, personal data assistants (PDA's), and any other type of mobile device;
- Using NHS leased or purchased services (e.g., the NHS corporate network, the company's internet connection or external service providers); or
- The media is used in a manner that identifies the employee with NHS (e.g., you join a chat room, video conference software (Zoom or any other web conferencing website), newsgroup, social networking sites or publish a comment on the Internet referencing NHS).
- Using your own computer, or other resources, with any of the conditions above.

All lists provided in this document are by no means exhaustive, but attempt to provide a framework for activities which fall under acceptable use. If you ever have any doubt about whether a use is acceptable, consult your Supervisor.

C. Company Property and Business Use:

Access to the Internet/Employee Portal, email and all other forms of electronic media and services are resources provided by the company to facilitate company-related business. Employees must be aware that all information being transmitted over the LAN or WAN is the property of NHS.

- Email and other electronic media are to be used primarily for business purposes related to the performance of your job duties. You are responsible for exercising good judgment regarding reasonable personal use.
- You are responsible for all content you place or send over the Internet.

- You may never use electronic (or any other) media to communicate offensive, harassing, pornographic or other inappropriate material. It is important to note that the perception or reaction of the recipient is a major factor in determining if a specific communication is harassing, offensive, profane or abusive.
- You may never use electronic (or any other) media to send or forward unsolicited email messages, such as chain letters, including sending of junk mail to individuals who did not request such material (email spam).
- You may never use email or other electronic media to solicit or proselytize for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations.
- Employees wishing to express personal opinions may never use company-provided equipment or company-provided user account/ID.
- You may never use electronic media to access inappropriate sites such as pornography, nor should you download or transmit messages or images containing inappropriate material.
- Utilization of NHS's equipment and services is only for acceptable forms of communication.

D. Electronic Media Privacy:

Employees have no expectation of privacy in anything stored, sent or received on company-provided electronic media equipment. NHS reserves the right to audit and/or monitor any and all activities on company-owned systems and networks.

(HIPAA) No Protected Health Information (PHI) will be transmitted by E-Mail unless special, written permission is granted by the Privacy Officer. This may be granted only on a case-by-case basis.

E. Software and Copyrights:

File Sharing/Swapping Applications

Copyright-protected materials, including but not limited to, MP3s, videos, photographs, text, graphics and designs are illegal to download and/or use and strictly prohibited on NHS computing resources. All such materials found will immediately and without notice be removed.

Even if copyright-free and legal, unauthorized non-business-related downloading or copying of electronic products including but not limited to MP3s, videos, photographs, text, graphics and designs, toolbars such as those that provide up to the minute weather information, is NOT allowed on company-provided equipment.

Installed Software

Only software developed, owned or licensed by NHS may be installed on NHS computing resources and used for the purpose of promoting NHS business. All employees are required to comply with software copyright laws and licensing agreements. Unauthorized duplication of licensed software and documentation is strictly prohibited. You may use company departmental software if the original CD and the software license are turned in to the Information Technology Department for safekeeping.

External Storage Media

No external storage media (including but not limited to USB drives, iPods, and other personal electronics) may be connected to NHS equipment unless specifically approved by the Information Technology Department.

F. System Security:

NHS's policies regarding system security, detailed Internet security controls and design requirements are provided in this section. Important considerations you should be aware of are:

- You may not use the Internet to communicate sensitive or confidential information unless management approved encryption standards are implemented.

- All users will have the ability to access certain areas of the network based upon job requirements. Your unique password provides this access and you are responsible for the security of your password and accounts. *Under no circumstance are you to disclose your password to anyone except the person responsible for Information Technology services.*
- If you leave your computer unattended you must either lock your PC or log-off the network. This lock or log-off prevents anyone else from accessing the network through your password while you are away. If you fail to sign-off and someone accesses the system through your password and a problem occurs, you will be considered responsible.
- Certain Internet browsers, and other similar technologies, which are used to access Web-based resources and services include the ability to store information locally in files that can be retained for an indefinite period. Employees should be aware that this occurs and be vigilant against inappropriate access being allowed on your computer.
- You should be aware that the network services and internet web sites can identify individuals and companies accessing their services, and do monitor access and usage.

G. NHS Products and Services; Public Relations and Customer Interaction:

Products and services provided by NHS, regardless of the media used, are subject to a variety of legal and regulatory restrictions applicable to such matters as advertising, product and service availability, costs and fees, and disclosures and descriptions. Existing guidelines regarding product functions and features need to be in compliance by all employees. The policies and procedures that govern employee behavior regarding customer contact are applicable to all interactions via electronic media.

- Employees should not use their status as NHS employees to set forth opinions, comments, or information that may be contrary to NHS interest. Therefore, participation in online chat rooms, social networking sites and publication of information involving NHS must be conducted with care and solely by using your personal identification only. You may not use company resources to create your own personal web site or blog.
- Any negative or misleading information found on electronic media concerning NHS should be referred to the President/CEO immediately. Individual employees should not respond to such items.
- The standards for the Internet apply the same basic, corporate identity standards as those used in print which meet the objectives of visual clarity and consistency.

H. Exceptions

Any exception to these standards must be documented and approved in writing by the President/CEO and include date of revocation, termination or expiration.

I. Enforcement

In today's business environment, electronically distributed information can be transmitted much more quickly than in the past, it is important to use caution and abide by the above principles while utilizing any form electronic media.

Any employee found abusing the privilege of company-facilitated access to electronic media or devices is subject to disciplinary action, which may include termination of employment.

Electronic Signature

NHS allows employees to utilize electronic signature as needed for their program(s). Electronic signatures can only be used in conjunction with some other form of electronic media text where the person agrees.

TERMINATIONS

Terminations

Your employment with NHS is a termination at will relationship. You should understand that the termination at will relationship means that your employment is not for a stated period. This means you may submit a written resignation at any time you believe it is in your best interest. Likewise, your employer may end the employment relationship whenever it believes it to be in its best interest, for cause or for no cause. You should also understand that no one has authority to make any oral statements or commitments regarding job tenure, duration, or security, which is contrary to this policy. Any such statements or commitments, to be effective, must be in writing and signed by the President/CEO of NHS. In addition, no provision contained in this handbook, nor the existence of the handbook itself, is intended to create any contractual expectation, agreement or relationship.

Should termination occur as a result of job elimination due to business conditions, reorganization or financial cutbacks, performance standards and service records of employees will be taken into consideration. Employees will be given as much advance notice as possible.

Resignations

Resignations may be voluntary or mutually agreed upon by the employee and his/her Supervisor. In either case, notice of your intent to resign should be submitted in writing to your Supervisor at least two (2) weeks in advance of your anticipated departure. Advance notice helps us plan our future work schedule and personnel needs. This courtesy to us becomes part of your work record and adds to your qualifications should you seek re-employment with NHS.

References and Recommendations

All requests for references and recommendations for current or prior employees of NHS should be directed to the Human Resources Department.

Final Paycheck

Your final paycheck will reflect regular compensation due for hours worked up to the effective date of termination and will be mailed to you at the next distribution date.

Exit Interviews

It is our policy to conduct an exit interview with each employee upon separation. Exit interviews are conducted by either the Supervisor, a Human Resources representative or someone in management that you feel comfortable with. The Company uses this opportunity to:

- Obtain objective feedback that can help us to improve workplace conditions and make this company a better place to work;
- Identify problem areas;
- Advise you on benefits and benefit conversion privileges you may have acquired;
- Settle all accounting of any cash funds and provide for your payment for any outstanding bills;
- Discuss and arrange for the return of all Company property in your possession including equipment, keys, credit cards, records, notebooks, computers, computer-generated data, photocopies, photographs, letters, and other similar documents that contain confidential information, whether prepared by you or others.

We encourage you to be candid in this interview and to ask any questions you have about your separation.

Return of Company Property

Any NHS property issued to you, such as keys, lap top computer, or customer files, must be returned to NHS at the time of your resignation or dismissal, or whenever it is requested by your Supervisor or a member of management. You are responsible to pay for any property/equipment that you fail to return upon your separation from the company, or that is

deemed to have been lost, stolen, or damaged as a result of misuse or neglect. You will be issued an invoice for the current fair market value of any property/equipment issued and not returned by the agreed upon date following your separation. You will be required to sign an agreement upon being issued company property/equipment. This agreement serves as your acknowledgement of financial responsibility. Should you fail to return any company issued property/equipment, and further fail to tender payment for the invoice presented to you, this will be considered theft and may lead to criminal prosecution by the Company.

Rehire

If an employee is rehired within 90 days of their separation date from the company, they will retain their original hire date as their seniority/anniversary date going forward.

New Hope Services, Inc.

Employee Handbook Acknowledgement

I have received and reviewed the policies, guidelines and provisions set forth in the Employee Handbook. I have received orientation concerning agency policies, guidelines, and employee benefits contained in the handbook and have had the opportunity to ask questions I may have concerning the handbook and its contents. I understand that each Manager and Supervisor has an Employee Handbook, which is accessible to me at all times, or I may access the Employee Handbook on my own via the NHS portal at any time; and that I may direct my questions to my immediate Supervisor or the Human Resources Department.

I have read and understand the Code of Ethics as established by NHS and agree to abide by them.

I understand that neither the Handbook, nor any of the policies or benefits contained or referred to therein, constitute a contract. NHS has the right to amend, add to, repeal, or deviate from any or all of the policies and benefits contained or referred to in the Handbook as is necessary in order to assure the accomplishment of the Company mission.

Nothing in this Acknowledgement alters my employment at will relationship with NHS, and I understand that I am not employed for any term of time, and either I or the Company may terminate my employment at any time, with or without cause and for any reason.

Employee's Name Printed

Witness

Employee's Signature

Date