

**Independent Living Services,
Inc.**

& Creative Living, Inc.

Employee Handbook

Independent Living Services, Inc.

P.O. Box 1070

Conway, AR 72033

www.indliving.org

Phone (501) 327-5234

Fax (501) 327-7251

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Orientation & Training Form (Action is Required from Employee) See Note at bottom.

EMPLOYMENT ACKNOWLEDGMENT FORM

I acknowledge that I have received a copy of the ILS EMPLOYEE HANDBOOK. The Employee Handbook (“Handbook”) provides important information necessary for understanding Independent Living Services (ILS) and the related corporations under ILS management (ILS Group Homes, ILS Apartments, Sheltered Living Services, Creative Living, Independent Living Services of Greenbrier, and Florentz Estates.) These related corporations, owned and operated and/or managed by ILS will be referred to collectively as ILS in this Handbook.

Since the information (policies, procedures and benefits) described herein, are subject to change, I acknowledge changes to the Handbook may occur. I understand that a change or revision will supersede, modify, or eliminate existing policy being changed or revised. The Executive Director of ILS has the authority to implement revisions in procedures for day to day operations in their sole, absolute and unfettered discretion. The Executive Director of ILS also has authority to implement revisions in policy with the direction and approval of the Board/s of Directors in their sole, absolute and unfettered discretion.

I acknowledge that the employment relationship between ILS and its employees is at will. That means that it is of indefinite duration, and may, regardless of the time and manner of payment of wages and/or salary, be terminated at any time by me or ILS, for any reason or no reason, and with or without cause or notice. Any representation about the employment relationship and/or the Handbook that is different from what is described above will be invalid unless specifically agreed to in writing and signed by me and the Executive Director with Board of Directors’ approval.

I further acknowledge that this Handbook is not a contract and the language used in the Handbook is not intended to create or be construed as a contract.

Employee’s Signature

Date

Employee’s Name typed or printed

Human Resources Representative

Date

NOTE: AFTER YOU HAVE COMPLETED READING THE HANDBOOK, AT ANY TIME DURING THE FIRST 30 DAYS AFTER YOUR HIRE DATE, PLEASE REMOVE THIS FORM, SIGN IT, AND TURN IT INTO HUMAN RESOURCES TO BECOME A PART OF YOUR PERSONNEL FILE. RETURN OF THIS FORM IS A TERM AND CONDITION OF YOUR EMPLOYMENT.

Part I GENERAL INFORMATION ABOUT THE AGENCY

A. INTRODUCTION - WELCOME TO INDEPENDENT LIVING SERVICES

ILS is the parent corporation and the management agent of the following corporate structures: **ILS Group Homes, ILS Apartments, Sheltered Living Services, Inc., Creative Living, Inc., Independent Living Services of Greenbrier, Inc., and Florentz Estates, Inc.** These related corporate structures will be collectively referred to as **ILS** throughout this Handbook, and any reference to **Board of Directors** in this Handbook will include the **Board of Directors of the related corporations.**

ILS has been a part of the Conway community since 1970. The mission is to help people with developmental disabilities to live as independently as possible in their community. At the time ILS was created, people with developmental disabilities such as intellectual disabilities, cerebral palsy, autism, and related conditions had very limited options. They could live with family or in an institution. Through the years, communities have recognized that everyone benefits from having good neighbors and that people with disabilities are good neighbors. It is important to remember people with disabilities are people first.

From a group home for eight men that opened in 1970, ILS has grown to serve the needs of more than 250 people today. Each person has a unique plan of care and services tailor-made to fit their needs. Residential programs that are owned by ILS and related corporations include the following: **Schneider House (Creative Living, Inc.)**, an intermediate care facility (ICF/IID); four group homes, **Ross House, Reynolds House, Patterson House and the South Boulevard**; and three apartment complexes, **ILS Apartments, Greenbrier Apartments and Florentz Estates.** ILS also provides support to people living in their own apartments or homes in the community.

ILS also has a day service program, **Profiles**, where participants can experience a wide variety of subjects. The program has an emphasis on skills that help people succeed in the community. Profiles also has a work program, "Profiles Productions" where many consumers learn work skills.

Furthermore, ILS has a Supported Employment Program that assists individuals in finding and maintaining competitive wage jobs in the community along with providing them transportation to and from work.

1. Mission Statement

Advocate independence, purpose and dignity for individuals with disabilities.

ILS WILL STRIVE:

To provide services in an atmosphere of dignity and respect as people work toward reaching their life goals while living in the community;

To provide a safe, healthy, caring home environment where people can live a good quality of life;

To provide training and assistance that will enable the person to perform well within the community;

To assist in establishing a network of friends and family connections that will assist the individual through the adventures of daily living.

2. Handbook Purpose and Coverage

ILS believes in keeping employees fully informed. ILS has created this Handbook to acquaint you with the current personnel policies, procedures, benefits and compensation, and rules of conduct that apply to all categories of

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employees.

This Handbook is not a contract and the language used in the Handbook is not intended to create or to be construed as a contract. Instead, it is solely informational in nature. The Handbook and the policies and procedures within are subject to change by ILS from time-to-time without prior notice. Policy change must be approved by the Board of Directors. Procedural change and interpretation of policy is the responsibility of the Executive Director.

This Handbook modifies any and all pre-existing rules, benefits and policies whether written or otherwise. **The employee is responsible for reading the Handbook as part of the employee's orientation and training during the first 30 days after your hire date.** Please read this Handbook carefully to ensure that you are familiar with its contents. If you have any questions, please consult with your supervisor or any member of the management team. They will assist in getting clarification.

AN EMPLOYEE ACKNOWLEDGMENT FORM IS THE 1ST PAGE OF THIS HANDBOOK. AFTER YOU HAVE COMPLETED READING THE HANDBOOK, PLEASE REMOVE THE FORM, SIGN IT, AND GIVE TO THE HUMAN RESOURCES DEPARTMENT TO BECOME A PART OF YOUR PERSONNEL FILE. FAILURE TO RETURN THE FORM SIGNED BY YOU COULD RESULT IN THE TERMINATION OF YOUR EMPLOYMENT.

Note: The Handbook may be made available in an alternate format for those who have reading difficulties, i.e., disability, language, etc.

3. The ILS Employee Relations Philosophy

Employee accomplishments and cooperation are the most important factors in the continued growth and success. It is ILS's objective to provide a relationship of mutual trust and respect which will allow employees to get personal satisfaction from their work. Good employees are the keys that will contribute to the growth and success of the corporations and improve the quality of services for people with disabilities. **Please share your ideas with management for improving services and making ILS a better place to work.**

Accordingly, ILS will strive at all times:

1. To select and employ the best qualified person without regard to race, color, age, sex, marital status, national origin, religion or disability.
2. To provide wages, salaries and employee benefits that are competitive with those provided for similar positions in the local area and by our competitors as funding allows. To regularly review area wages, salaries and benefits and pursue funding opportunities that will keep ILS service programs competitive.
3. To provide safe working conditions by maintaining an orderly operation by developing and adhering to policies and practices that ensure the safety and health of our employees.
4. To encourage an individual's self-development by providing training and other opportunities for skill development and advancement.
5. To recognize length of service (seniority) as an important factor in cases of promotion, layoffs and recall, other qualifications being equal.
6. To put in writing in the Employee Handbook, our policies, procedures and practices in detail and to notify you of any changes in these items.

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7. To keep you informed by providing timely communications of developments within ILS which are of interest to you.
8. To encourage open discussion of all ideas, suggestions, problems and matters of concern between employees and management. Differences of opinion, complaints and problems will occur. When this happens, full and fair consideration will be given to all viewpoints to develop a positive solution.
9. To promote loyalty and pride in ILS corporations by following this philosophy so that everyone who works here will take a sincere interest in their jobs and each other.

4. Employment at Will

The employment relationship between ILS and employees is at will. This means that it is of indefinite duration, and may, regardless of the time and manner of payment of wages and/or salary, be terminated at any time by you or ILS, for any reason or no reason, and with or without cause. Any representation about the employment relationship and/or Handbook that is different from what is described above will be invalid unless specifically agreed to in writing and signed by both the employee and Executive Director with the Boards' approval.

B. ILS Code of Ethical Conduct

The Code of Ethical Conduct is not intended to duplicate or paraphrase law, statute, or agency personnel policies, nor is it intended to qualify in any way an employee's obligation to comply with those authorities. It is instead a tool to be used in helping staff work through the often-difficult ethical issues that confront them on a regular basis.

1. I will remember my first responsibility is to the people I serve. In working through ethical dilemmas, the best interests of a person with developmental disabilities are my first concern.
2. I will accept responsibility in making decisions consistent with the safety, health, and welfare of the public and those we serve, and to disclose promptly factors that might endanger the public or those we serve.
3. I will be honest and realistic in documenting and billing services to all payment sources. I will reject bribery in all its forms.
4. I will avoid injuring others, their property, reputation, or employment by false or malicious action. I will avoid real or perceived conflicts of interest whenever possible and to disclose them to affected parties when they do exist.
5. I will treat fairly all persons regardless of such factors as race, religion, gender, disability, age, or nation origin. I will honor and respect all people as unique and valuable individuals.
6. I will recognize and support the central importance of family and friends. Each person is the center of a support network composed of varying numbers of family and acquaintances, including those who have a close and long-term relationship.
7. I will empower people with disabilities to achieve their dreams by providing lifelong choices, support and learning opportunities. I will attempt to balance legitimate need for protection with the right to function as a member of the larger society.
8. I will be cautious in making assumptions about developmental potential. I understand that behavior, appearance, and even test scores can cause professionals and family members to make hasty judgments about the ability of an individual to learn and apply new skills. I will focus as much as possible on what people can do and their potential, rather than solely on deficits and limitations.

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9. I will support full integration of people with developmental disabilities. While many services and supports are necessarily unique to people with developmental disabilities, I will endeavor to assist and encourage people to exercise their right to use those services and supports that are available to all community members.

10. I will stay current in my field. I will also assist colleagues and co-workers in their professional development and to support them in following the code of ethics and all related professional codes.

11. I will apply the principles of teamwork. I will seek, accept and offer honest criticism, to acknowledge and correct errors and to credit properly the contributions of others. I will focus on common goals, sharing equally in the benefits and daily challenges of making difficult decisions.

12. I will adhere to all relevant state and federal regulations and to adhere to the professional conduct standards of all relevant professional groups.

13. I will maintain a professional relationship with consumers and not enter into an intimate or other inappropriate relationship with any consumer.

14. I will honor and respect all consumers, co-workers and the agency. I will not make disparaging remarks about them. I will promote and encourage consumers, co-workers and the agency as a whole.

15. I will promote the individual adherence with the ILS corporate compliance plan and report to the Corporate Compliance Officer those issues, without fear of reprisal, which are contrary to the spirit of this code of Ethical Conduct and the ILS Corporate Compliance Plan.

16. I will avoid real or perceived conflicts of interest whenever possible, and to disclose them to affected parties when they do exist.

17. ILS will utilize the corporate compliance officer to ensure that it conducts business in an ethical manner and ensure that any business practices that are questionable are thoroughly investigated. A notary public will be on staff to witness documents as required.

18. All ILS financial, purchasing, personnel, facility development and information technology practices shall comply with local, state, and federal law and guidelines.

Any allegations of violations of ethical codes see IV Guidelines for Conduct F. Complaints and Grievance Procedures.

B. 1. False Claims Act

Prevention and Detection of Waste, Fraud, and Abuse and Education about False Claims Acts

ILS employees, contractors and suppliers must abide by the Arkansas False Claims Act. The Arkansas Medicaid Fraud False Claims Act (“AMFFCA”) is a civil statute that helps the state combat fraud and recover losses resulting from fraud in the Arkansas Medicaid program. In addition, Arkansas has a criminal statute, the Arkansas Medicaid Fraud Act (“AMFA”), which provides for criminal sanctions in cases of Medicaid fraud. Violations of the AMFFCA include: (1) making false statements regarding a claim for payment; (2) falsifying information in the medical record; (3) double billing for items or services; (4) billing for services or items not performed or never furnished; (5) overcharging for a product or service; (6) underpaying money owed to the government; and (7) charging for one thing while providing another.

Purpose

Submitting a false claim for payment to Medicare, Medicaid, or other federal or state health care programs is a civil offense and possibly a crime for which ILS and its employee can be charged.

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Reporting a possible false claim

Even though ILS has a number of systems in place to prevent and detect fraud, waste, and abuse against the government, there may be instances in which an incorrect or "false" claim slips through. If an employee becomes aware of a possible false claim or has reason to suspect that fraud, waste, or abuse in state or federally-funded health care programs is occurring, ILS strongly urges each employee to report such knowledge to the Director of Finance, Executive Director of the Compliance Director.

If an employee discovers an event that is similar to one of the examples of a false claim listed above, or has reason to suspect that fraud, waste, or abuse in state or federally-funded health care programs is occurring, the employee is strongly encouraged to: Report the event to the Executive Director, Financial Director or Compliance Director for further investigation. Any reported matters reasonably suggesting possible violations of compliance policies or applicable federal or state law will be documented and investigated promptly.

Employees are not required to report a possible False Claims Act violation to the organization first. A report may be made directly to the U.S. Department of Justice or the Arkansas Attorney General. In many instances, however, our internal reporting process allows us to quickly evaluate and, if necessary, respond to potential problems. ILS encourages each employee to consider first reporting suspected false claims to the Executive Director, Financial Director, Compliance Director or their immediate supervisor.

Retaliation

Retaliation Not Permitted: ILS will not condone nor tolerate any intimidation, retaliation, or discriminatory action against an employee who reports in good faith internally or to the federal or state government concerning activity reasonable believed to be a possible False Claims Act violation. An employee with questions regarding this policy should contact the Executive Director, the Financial Director, or the Compliance Director.

B 2. Hiring of Parents & Guardians

ILS, in its sole option, may allow current employees of ILS, or may hire parents and/or guardians as employees of ILS, to be direct care providers for their own children and/or persons (the child or person for purposes of this section shall be referred to as the "Consumer") whom they are the court appointed guardian. Provided ILS permits the employee to be a direct care provider under this Section B.1., the employee as a condition to being employed as a direct care provider for a child or person over which the employee is a guardian, in addition to all other terms and conditions of set forth in this Employee Handbook or otherwise, will be subject to, must adhere to and must at all times satisfy the following terms and conditions:

- a. The employee shall obtain prior written approval from the employee's supervisor prior to incurring mileage and seeking reimbursement for any mileage associated with travel outside the county of residence of the person for whom care is being provided for travel required in obtaining healthcare or other services for the person. Notwithstanding anything contained in this Handbook to the contrary, the employee shall not be reimbursed for or paid mileage for family trips which the Consumer takes with the employee;
- b. The employee must obtain prior written approval for any trips outside the county which employee seeks to take with the Consumer while under the care of the employee;
- c. All employees must comply with all ILS protocols, policies and procedures, including, but not limited to, (i) the employee shall have passed a satisfactory background check; (ii) the employee shall have completed all training required by ILS; (iii) the employee shall have passed all drug and alcohol tests and screenings required by ILS; (iv) the employee shall be certified in CPR, and remain certified; (v) the employee shall have completed all First Aid Training required by ILS; (vi) the employee shall have completed all training required for new hire employees, if applicable; (vii) the employee's motor vehicle must pass the ILS motor vehicle check requirements; (viii) all training required by ILS

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must be and remain current; and (ix) all other policies and procedures required by ILS must have been satisfied by the employee;

d. The employee must have at all times a smart device and the employee must be able to use deTASO to enter data related to the care provided to the Consumer; and

e. Any overtime or schedule change of the employee must be preapproved in writing by the employee's supervisor;

Please note that the terms and conditions set forth above are not all inclusive, and ILS reserves to right to implement additional terms and conditions, either orally or in writing in the sole, absolute and unfettered discretion of ILS. Violation of any of the terms and conditions by the employee will subject the employee to disciplinary action, up to and including termination of employment or termination by ILS of the employee's position as a direct care provider for the Consumer, even for a first offense.

C. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

It is the policy of ILS to promote equal employment opportunity through a positive, continuing program. This means ILS will not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, sex, veteran status, age, mental or physical disability, citizenship or any other status protected by law. Equal employment opportunity will be extended to all persons, in all aspects of the employment relationship, including recruitment, hiring, training, promotion, transfer, discipline, layoff, recall and termination. The Human Resource Department is responsible for assistance in EEO. Employees may consult with the staff of the Human Resource Department concerning an EEO matter, or if the staff is not available, an employee may consult with the Executive Director of ILS.

ILS will reasonably accommodate employees and/or applicants with disabilities, provided the individual is otherwise qualified to perform the essential functions of the job. If you believe that you need a reasonable accommodation, please inform your Supervisor or the Human Resources Department.

In addition, ILS is committed to maintaining a workplace that is free of discrimination, harassment and retaliation. In keeping with this commitment, ILS management prohibits discrimination, harassment or retaliation in the workplace made by or toward employees.

If you believe that you have been discriminated against, you should immediately bring the matter to the attention of management through the Communication/Complaint Resolution procedure contained in this Handbook. All such complaints will be treated with discretion, and to the extent possible, confidential, and will be thoroughly investigated.

D. ILS POLICY AGAINST HARASSMENT

ILS management believes that employees should be able to work in an atmosphere free from harassment. Therefore, it is our policy to prohibit harassment, including but not limited to harassment based on: sex, veteran status, race, color, religion, national origin, age or disability. This policy extends to each and every level of operations. Accordingly, harassment, whether by a fellow employee, a customer, a guest, or a member of management, will not be tolerated. Activities of this nature serve no legitimate purpose; they have a disruptive effect on your ability to perform your job and they undermine the integrity of the employment relationship.

1. Definition-Harassment

Harassment is verbal or physical conduct relating to an individual's sex, race, color, religion, national origin, age or disability when this conduct: (a) has the purpose or effect of creating an intimidating, hostile or offensive working environment; or (b) otherwise adversely affects an individual's employment opportunities or job. Some examples of conduct that may constitute prohibited harassment include the following: slurs, jokes, cartoons, stereotypes, statements,

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etc. based upon sex, race, color, religion, national origin, age or disability.

2. Definition-Sexual Harassment

Acts considered to constitute SEXUAL HARASSMENT include, but are not limited to, unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) an individual's submission to or rejection of such conduct is used as a basis for an employment decision affecting that individual; or (c) the purpose or the effect of such conduct is to create an intimidating, hostile or offensive work environment.

Some examples of unwelcome behavior that can be construed as sexual harassment includes, but are not limited to: sexual advances, propositions, sexually suggestive gestures, sexual jokes, touching, physical assault, sexually explicit or suggestive objects or pictures, references to a person's body parts, requests for sexual activity and/or sexually explicit conversation.

3. "Harassment Complaint" Reporting Procedure

ILS takes allegations of harassment very seriously. If you believe that you are the victim of harassment, you should do the following:

- a. Document or otherwise record each incident of alleged harassment, including the date, time, place and details of what was said or done, and the surrounding circumstances.
- b. If you are comfortable doing so, clearly and directly communicate to the offending individual that his/her conduct is unwelcome, and request that the offensive behavior stop.
- c. You should immediately bring the matter to the attention of your supervisor. If your supervisor is somehow involved in the harassment, or if you are uncomfortable talking to them, you should report this matter to the Human Resources Department or the Executive Director of ILS.

No supervisor or manager has the authority to condition any tangible job benefit on an employee's putting up with or agreement to any conduct that may violate this policy. If you believe that you have been deprived of any job benefit or that you have been threatened with the loss of your job or job benefit, you should immediately report it to one of the individuals listed above. Managers and supervisors should report any activity that they hear about or observe, that may constitute a violation of this policy, immediately to the Human Resource Department or the Executive Director. The Human Resource Department or the Executive Director will initiate the investigation of the report and provide information to the Boards' President of the incident(s).

ILS will protect the confidentiality of harassment allegations to the extent possible under the circumstances. ILS will actively investigate all harassment complaints, and if it is determined that harassment has occurred, will take appropriate disciplinary action against the offending party, up to and including discharge.

Retaliation against any person who has complained about harassment, filed a charge of harassment, or who otherwise participated in an investigation of harassment will not be tolerated. Such activity will result in severe discipline, up to and including discharge. Persons making false reports of harassment will be subject to discipline, up to and including discharge.

E. DIVERSITY, EQUITY AND INCLUSION

ILS is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique. Independent Living Services diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation

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and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.

If you feel that you have been discriminated against, you should immediately bring the matter to the attention of management through the Communication/Complaint Resolution procedure contained in this Handbook. All such complaints will be treated with discretion and will be thoroughly investigated.

F. MEDICAL EXAMINATIONS AND MEDICAL RECORDS

To help assure that employees are able to perform their duties safely, medical examinations may be required. In addition to other jobs that may require a medical examination, a medical examination is required specifically for employees whose primary responsibility at work is transportation.

After an offer of employment has been made to an applicant entering a designated job category, a medical examination will be performed at the expense of ILS by a health professional chosen by ILS. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Information on an employee's medical condition or history will be kept in a separate medical file. These files as well as the general personnel files are confidential. The files will be labeled as Personnel, Medical Records. Only people having a right to know will have access to such files.

G. BACKGROUND CHECKS

ILS is mandated to provide a safe environment for the people who receive services, as well as for employees of the corporation(s). ILS will ask every job applicant to provide information concerning any criminal convictions and charges/convictions of abuse neglect on the job application.

ILS will also ask for every applicant seeking to contract with or be employed by the Corporation/s to sign a "release" of information regarding background checks for criminal records, traffic violations, central registry for abuse/neglect, adult protective services for abuse/neglect and Medicaid exclusions check.

These applicants will be classified as temporary employees or agents until their background checks are complete and information received and reviewed as required by DDS/DHS or LTC. DDS, DPSQA LTC and/or ILS may disqualify an applicant based on the background information. DDS/LTC may waive the disqualification of an applicant with convictions of certain offenses as per their regulations.

ILS will accept the decision by the licensing or certifying agency regarding an applicant or employee's disqualification from employment based on the criminal history of the applicant or employee. ILS will not ask for a waiver of the disqualification from the licensing or certifying agency.

Decisions for becoming an employee, eligible for benefits as applicable, will be made based on all complete information, including background checks. A decision will be made as to whether the temporary employee can be trusted to act in a responsible manner regarding the provision of services for people with disabilities; and/or can be trusted to perform the duties as written on the job description; and not endanger the corporation/s, its principles or its people.

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If an employee is arrested for a crime that is listed as a disqualifying crime by our licensing agencies their employment can be terminated at the sole, absolute and unfettered discretion of ILS. If the issue is satisfactorily taken care of they can reapply for employment with the agency.

H. ORIENTATION & IN-SERVICE TRAINING

1. Orientation

The first 30 days of employment are considered an Orientation training period. ILS reserves the right to extend the 30-day orientation training period for an employee in ILS's sole, absolute and unfettered discretion. This gives the employee time to become acquainted with the job and complete required training as well as topics which will be as required by licensing agencies. The following topics are required orientation:

- a. History, Mission and Guiding Principles of ILS and related corporations.
- b. Review Organizational Chart of Operations, Services and tour facilities.
- c. Review of Program Policy and Procedure Manual - individual/parent/guardian rights, health care, emergency/disaster preparedness, fire & safety, incident reporting, abuse & neglect definitions, behavior management, infection control and sanitation, assisting in self administration of medication, etc. (must sign form for personnel file when review is finished)
- d. Review of the Employee Handbook - Must sign form for a personnel file when review is finished.
- e. CPR and First Aid
- f. Transportation procedures-training is required for all staff that drive ILS vehicles and/or transport consumers in their own vehicle.

Other new employee requirements:

- a. As required by licensure standards, direct care employees must have a negative TB skin test or documentation of a clean chest x-ray.
- b. Complete paperwork: (HBV form, ID-9 form, W-4 form, Abuse/Neglect Records & Criminal Record check completed, permit to check driving record form, Personnel Data form and any other information that may be required). Provide additional information for your personnel file such as: Proof of previous training; copy of driver's license; copy of your SS card; copy of First Aid/CPR card; copy of any license/certification that is applicable to the job, (RN, LPN, CNA, etc.) and a copy of automobile liability insurance card, and other information as required by licensing standards.
- c. Provide ILS with Criminal Record Check information. This includes being fingerprinted. DDS requires that you remain in temporary employment status until the information from Central Registry, Adult Protective Service and Criminal Records are in hand. If a law violation is found, DDS or LTC may intervene, and make the decision of your eligibility to work at ILS.

Upon successful completion of the 30-day Orientation, the employee will continue to be an employee-at-will.

2. In-Service Training

Requirements for an employee in good standing - All ILS employees working in programs licensed through DDS are required to complete in-service training each year and provide proof of training to Human Resources for your personnel file. Failure to do so will trigger disciplinary action, up to and including, termination as ILS must maintain the following

- a. Direct Care employees are required to have a current a TB skin test (CLI employees only) and First Aid/CPR card. Proof of such must be recorded in the personnel file.

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- b. People who drive ILS vehicles, transport consumers or use their vehicle for ILS business, must have current Automobile Liability Insurance. Proof of such must be recorded in the personnel file.
- c. Complete Criminal Record Check and Central Registry information as required by the agency. All new employees are required to have Criminal Record and Central Registry abuse/neglect background checks.
- d. Any additional regulations/standards which DDS implements.

Employees licensed through the Office of Long-Term Care must meet their standards.

Other in-service training requirements relating to ILS employment include:

- a. Nursing Home Administrators – twenty (20) hours (OLTC approved topics only)
- b. Registered Nurse - License must be current and copied for personnel file.
- c. Licensed Practical Nurse - License must be current and copied for personnel file.
- d. Bus/Van Primary Driver - Defensive Driving
- e. Home and Community-based Waiver Services or Integrated Supports-Direct care staff are required to receive annual in-service training review of Normalization, Community Integration and Positive Programming.

Experience is the best teacher in the business of providing services for people. ILS will help you perform your job effectively by providing you with the opportunities for learning. Your supervisor and experienced employees working at ILS are also available to help you in any way possible. Let your supervisor know if you have any problems or questions regarding the work assigned to you. Make recommendations (in writing) to Human Resources Department about your training needs. Please ask questions if you don't understand something about your job responsibilities or ILS policy/procedures. Above all, do not get discouraged. The agency values good employees and wants to help you succeed in every way possible.

I. PROBATION

Any employee starting a new position, whether new hire, re-hire, or transfer will be placed on a ninety (90) day probationary period. Probation may also be used as part of the progressive disciplinary procedure as outlined within this Handbook. The ninety (90) day probationary period may be extended for a period of time in ILS's sole, absolute and unfettered discretion.

The probationary period provides for assessment of employee qualifications, performance, and general suitability to successfully meet position requirements and standards. It gives ILS time to evaluate the employee's progress and potential. It likewise provides the employee with an opportunity to determine whether the position meets their expectations. If you fail to qualify for continued employment, the reasons will be discussed with you at that time.

Employees on Probation may be restricted from:

- a. Transferring positions unless they receive permission from both their supervisor and the new supervisor to apply for the position and must be approved in writing by the Executive Director and/or Human Resources Department.
- b. Receiving Pay Increases, and
- c. Special End of the Year Pay or other Board approved incentive payments

J. PERSONNEL RECORDS AND NON-DISCLOSURE STATEMENT

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The agency will maintain a confidential personnel file for every employee. This information is needed to send you mail, properly maintain your insurance and benefits, compute your payroll deductions and otherwise comply with various laws and licensing regulations. It is important to ILS and to each employee, that all personnel records are accurate and up to date.

We ask that you immediately notify your supervisor and/or any employee who maintain the personnel records of any change in any of the following:

1. Name
2. Address
3. Telephone number
4. Emergency contact information

Non-Disclosure

The protection of confidential information about individuals served and confidential business records are vital to the interests and the success of ILS and related corporations. Such confidential information includes, but is not limited to, the following examples:

1. All files containing information about individuals served.
2. All personnel files.
3. All medical records relating to Personnel.
4. All files containing records as related to drug testing.

All such information will be treated as highly confidential, and only authorized personnel will have access to it. Your individual personnel records are available to review upon request in the Human Resource Department. No employee will be allowed to make a copy of all or any portion of their personnel file.

All employees will be required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses confidential information about individuals served, employees and/or confidential business information of the corporations will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information. Your obligation to protect and not disclose confidential information survives the termination of your employment.

Part II

EMPLOYEE CLASSIFICATIONS, BENEFIT DEFINITIONS, CATEGORIES, AND COMPENSATION

We are committed to providing a fair and competitive compensation and a fringe benefit package consistent with the financial condition and the compensation and benefits received by similarly situated employees in this industry as well as comparable positions in other industries.

A. EMPLOYEE CLASSIFICATIONS

It is the intent of ILS to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment or benefit eligibility for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and ILS.

CATEGORY I - REGULAR FULL-TIME: Employees who work at least forty (40) hours per week. These employees are 100% eligible for all available fringe benefits as defined and explained in **Part B**. Employees in this category are considered full time for purposes of initial and on-going benefit eligibility as defined and explained in **Part C**.

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CATEGORY II - REGULAR PART-TIME: Employees who work between thirty (30) and forty (40) hours per week. These employees are eligible for the fringe benefits as defined and explained in **Part B**, with the exception of ILS paid life insurance and long-term disability insurance. A percentage (usually seventy-five (75%)) or less of hours available for Sick, Vacation and Holidays will be accrued by these employees. Employees in this category are considered variable hour for purposes of initial and on-going benefit eligibility as defined and explained in **Part C**.

CATEGORY III - WAIVER FULL-TIME: Home and Community-Based employees who work at least forty (40) hours per week. Full-time waiver employees are eligible for the fringe benefits as defined and explained in **Part B**, with the exception of Sick, Vacation or Holiday pay. Waiver employees are eligible for Paid Time Off as defined and explained in **Part B – Section 3a**. Employees in this category are considered variable hour for purposes of initial and on-going benefit eligibility as defined and explained in **Part C**.

CATEGORY IV - WAIVER PART-TIME: Home and Community-Based employees who work between thirty (30) and forty (40) hours per week. These employees are eligible for the fringe benefits as defined in **Part B**, with the exception of ILS paid life insurance and long-term disability insurance. Waiver employees are not eligible for Sick, Vacation or Holiday Pay, but are eligible for Paid Time Off as defined and explained in **Part B – Section 3a**. Employees in this category are considered variable hour for purposes of initial and on-going benefit eligibility as defined and explained in **Part C**.

CATEGORY V - PART-TIME: Employees are those who are not temporary and who are scheduled to work less than 30 hours per week. Part time employees participate in the benefits of social security and workers' compensation. Part time employees are ineligible for most of ILS-SPONSORED benefit programs, i.e., health insurance, retirement and are not eligible for Sick, Vacation or Holiday pay. However, depending on the number of hours worked during the year, part-time employees may become eligible for Family and Medical Leave and/or the 403 (b) Plan. Employees in this category are considered variable hour for purposes of initial and on-going benefit eligibility as defined and explained in **Part C**.

CATEGORY VI – CASUAL: Employees are those who have established an employment relationship with ILS but who work on a short term seasonal or irregular basis, regardless of the number of hours worked in a week. Employees not providing direct care to consumers will not be required to complete orientation and in-service training as outlined in Part I. G. While they do participate in benefits such as workers' compensation and social security, they are ineligible for ILS-SPONSORED benefit programs. However, depending on the number of hours worked during the year, casual employees may become eligible for Family Medical Leave and/or the 403 (b) Plan. Employees in category are considered variable hour for purposes of initial and on-going benefit eligibility as defined and explained in **Part C**.

Contract Personnel Policy

ILS may contract with persons/organizations to provide a service for the organization that will supplement the operational and service objectives of the organization.

All contract personnel/organizations:

1. Must have a signed contract
2. Will be required to follow all applicable policies and procedures of the organization

B. FRINGE BENEFITS - DEFINITIONS AND EXPLANATIONS

ILS is committed to providing a fair and competitive fringe benefit package. Benefit eligibility is dependent upon the number of hours worked and employee classification. Eligible employees may participate in the benefits listed below. See additional information regarding benefit eligibility at **Part C Fringe Benefit Eligibility**.

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All Employees:

Social Security

Workers Compensation

Unemployment Insurance

The following ILS SPONSORED benefits that are defined below are available to eligible employees according to Fringe Benefits Classification Categories:

Vacation/Annual Leave

Sick Leave

Life Insurance

Retirement Plan

Time off to Vote

Jury Duty/ Court Appearance Pay

Leave Without Pay (Family Medical, Military)

Holidays

Health, Vision and Dental Insurance

Disability Insurance/Salary Continuation

Specialized Insurance

Bereavement Leave

Cafeteria Plan (qualifying premiums pre-tax)

Membership Dues/License fees, if applicable

The Fringe Benefits identified above are defined below. Some of the fringe benefits are paid by ILS and some require contributions from employees. Specialized insurance is a category that gives the employee access to purchase additional insurance with cost paid by the employee.

ILS reserves the right to discontinue some or all of the fringe benefits at any time in ILS's sole, absolute and unfettered discretion.

1. Annual Leave (Vacation)

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. ILS encourages all eligible employees to take vacations as described in this policy in order to enjoy a well-deserved break from work - with pay.

Read the Fringe Benefit Category Classification for employee eligibility requirements and the amount of time that can be earned. An eligible employee may accrue up to a maximum of three hundred sixty (360) hours vacation time.

During the first year of employment, exempt employees eligible for this benefit will accrue ten days of earned leave time the first year. During the first year of employment, non-exempt employee eligible for this benefit will accrue five days of earned leave time. The second year of employment, the non-exempt employee eligible for this benefit accrues ten (10) days of earned leave time. After ten (10) years, all eligible employees can earn an additional day for every year of work up to a maximum accrual of twenty-five (25) days.

The length of eligible service is calculated on the basis of a twelve (12)-month benefit year. For employees eligible for this benefit, paid vacation benefits are determined in accordance with your length of continuous service from your most recent date of hire.

An employee's benefit year may be extended for any leave of absence. This policy will be used in compliance with all state and federal laws for different leave situations. (See specific leave of absence definitions). Once an employee enters an eligible employment classification, they will begin to accrue paid vacation time. Vacation leave can only be requested after it is earned.

To take vacation, employees taking more than one (1) day of leave should request advance approval from their supervisor of at least two (2) weeks. Requests will be reviewed on a number of factors, including business needs and staffing requirements. Leave request forms are available in the administrative office and must be signed by your supervisor prior to leave being taken.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It will not be counted as hours worked for the purposes of determining overtime.

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Upon voluntary termination of employment provided an employee gives and works out a one-week notice, employees will be paid for unused vacation time that has been earned through the last day of work. Employees who were involuntarily terminated (except in cases for lack of funding) or who did not give and work a minimum of a one (1) week resignation notice will not be paid for unused vacation time.

2. Paid Holidays

Eligible employees who have satisfactorily completed the thirty (30) day orientation period will receive time off with pay on each of the following ILS celebrated holidays: (Read the Fringe Benefit Employee Classification Category to determine eligibility for this benefit.)

New Year's Day (January 1)

Martin Luther King, Jr. Day (third Monday in January) – *Profiles open*

Presidents' Day (third Monday in February) – *Profiles open*

Memorial Day (last Monday in May)

Juneteenth (June 18th) – *Profiles open*

Independence Day (July 4)

Labor Day (first Monday in September)

Thanksgiving (third Thursday in November)

Day after Thanksgiving

Christmas (5 days)

Days for celebrating the holidays may be subject to change because of residential work scheduling requirements and/or federal observation dates. ILS and related corporations provide continuous 365/366 days of service at several service sites. Twenty-four-hour (24) care at those specific sites should be available for people with developmental disabilities receiving residential services as needed.

Staff working between 12:01 am and 12:00 p.m. on the following holidays will be paid at one hundred fifty percent (150%) of their regular rate of pay: New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

According to applicable restrictions, ILS will grant paid holiday time off to all eligible nonexempt employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

If an eligible employee is required to work on an ILS observed holiday, they will be given an equivalent time off to be used within 90 days with their supervisor's approval. After the ninety (90) day period, the holiday hours will be lost and therefore reduced from earned leave time available. Unused holiday time will not be paid to employees while they are employed or upon termination of employment.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

3. SICK LEAVE BENEFITS

ILS provides paid sick leave benefits to eligible employees for periods of temporary absence due to illnesses or injuries.

Eligible employees will accrue sick leave benefits at the rate of twelve (12) days per year (one (1) day for every full month of service). Sick leave benefits are calculated on the basis of a "benefit year", the twelve (12) month period that begins when the employee starts to earn sick leave benefits.

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Eligible employees may use sick leave benefits for an absence due to their own illness or injury or that of an immediate family member. ILS defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child or sibling and person acting as parent/guardian of an employee.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor and other employees whose responsibility would be directly affected due to the absence. The direct supervisor must also be contacted on each additional day of absence. The notice should be made before the scheduled start of their workday, if possible.

Before returning to work from a *sick leave absence of three (3) calendar days or more*, an employee must provide a physician's verification that they may safely return to work.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence. It will not be counted as hours worked for the purposes of determining overtime.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 720 hours (90 calendar days) of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has used sick days to reduce the balance below the limit.

Sick leave benefits are intended solely to provide income protection in the event of illness/injury or as bereavement leave in the death of your immediate family and may not be used for any other absence. In the event of the death of your immediate family which requires you to miss work in order to attend the funeral or take care of related matters, you may use paid sick leave for up to five (5) working days. ILS defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child or sibling and person acting as parent/guardian of an employee. If you need additional time away from work due to a death in your immediate family or wish to attend the funeral of someone not covered by this policy, you may request to take the time off as approved vacation days or unpaid leave of absence. When such requests are made, management will make every effort to accommodate you subject to the business needs of the service program.

Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

3 a. Paid Time Off

Paid Time Off is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits along with providing paid leave of absence for periods of temporary absence due to the employees own illness or injury or that of an immediate family member. ILS defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child or sibling and person acting as parent/guardian of an employee.

Please see **Employee Classifications** for employee eligibility requirements located in **Part A**. An employee cannot use Paid Time Off while they are on probation.

In the first year of employment, employees who have worked an average of thirty (30) or more hours weekly will be credited with Paid Time off on the 1st of the month following their anniversary date. Paid Time off will be calculated as the average weekly hours worked twenty-six (26) pay periods (one (1) year) from the employee's date of hire, with a maximum of forty (40) hours available. Employees who average less than thirty (30) hours per week in their first year of employment will not be credited with any Paid Time off on their anniversary date, but will be evaluated annually every July 1st for future consideration.

After their first year of employment, eligible employees will be credited Paid Time off to be used for the period July 1st to June 30th. Paid time off will be calculated as the average hours worked weekly over the previous 26 pay periods from

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July 1st to June 30th. Employees must average (30) or more weekly hours to be eligible for with Paid Time off for the year, with a maximum of (40) hours per year available annually.

Paid Time Off leave can only be requested **after** it is earned. Paid Time Off does not accrue from year to year; it must be used by June 30th each year.

To take Paid Time Off, employees must request advance approval from their supervisors of at least two weeks with the exception for medical emergencies. Requests will be reviewed on a number of factors, including business needs and staffing requirements. Leave request forms are available in the administrative office and must be signed by your supervisor prior to leave being taken with the exception of medical emergencies.

Paid Time off is paid at the employee's base pay rate at the time of absence. It will not be counted as hours worked for the purposes of determining overtime.

Unused Paid Time Off benefits will not be paid to employees while they are employed or upon termination of employment.

4. HEALTH INSURANCE, VISION CARE, DENTAL, AND SHORT-TERM DISABILITY BENEFITS

The 1st day of the month after completing a sixty (60) day waiting period, employees who work an average of at least thirty (30) hours per week are eligible to participate in ILS benefit package that includes medical, vision, dental and short-term disability benefits. For example, an employee hired on September 7th would become eligible for these benefits beginning December 1st. Thereafter, benefit eligibility for health, vision, dental and short-term disability benefits shall be determined based on hours worked over the previous January 1st to December 31st. Employees must work an average of at least (30) hours per week (one thousand five hundred sixty (1,560) hours a year) to maintain eligibility for these benefits. The ILS benefit plan year runs from March 1st to February 28th/29th annually, with open enrollment taking place January/February annually. Open enrollment is the period each year when employees have the opportunity to make changes in these benefits for the upcoming plan year without a qualifying event. Eligible employees will be notified of open enrollment.

This Handbook provides a summary of benefit information. Employees should refer to the Plan Document and/or Summary Plan Descriptions for more detailed information regarding initial and on-going employee eligibility. The Plan Document and Summary Plan Descriptions supersede the Handbook in the event there is conflicting information. A copy of these documents may be obtained from the ILS Finance department.

5. LIFE INSURANCE

The 1st day of the month after completing a sixty (60) day waiting period, full-time employees scheduled to work forty (40) hours a week are eligible for life insurance benefits. In order to remain eligible for this benefit, employees must continue to work an average of forty (40) hours per week. Continued eligibility is determined annually based on the average hours worked during the previous January 1st through December 31st. This benefit is one hundred percent (100%) employer-paid. Please refer to the Plan Document and/or Summary Plan Description for more information. A copy of these documents may be obtained from the ILS Finance department.

6. DISABILITY INSURANCE/SALARY CONTINUATION

The 1st day of the month after completing a sixty (60) day waiting period, full-time employees scheduled to work forty (40) hours a week are eligible for long-term disability insurance benefits which may provide salary continuation during periods of prolonged illness and injury. In order to remain eligible for this benefit, employees must continue to work an average of forty (40) hours per week. Continued eligibility is determined annually based on the average hours worked during the previous January 1st through December 31st. This benefit is one hundred percent (100%) employer-paid. Please refer to the Plan Document and Summary Plan Description for more information. These documents may be obtained from the ILS Finance department.

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7. WORKERS' COMPENSATION INSURANCE

ILS provides a comprehensive workers' compensation insurance program at no cost to employees. It is effective immediately upon being employed. This program covers any injury or illness sustained in the course of employment that requires, medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

If you sustain an injury at work, no matter how slight, you should immediately report it to your supervisor. Your failure to do so could result in the forfeiture or reduction of your workers' compensation benefits. ILS employees may be required to undergo drug testing following workers' compensation claims. If your injury prevents you from working, this coverage may also pay a percentage of your average weekly earnings depending upon the nature and extent of your injury, in accordance with State laws.

Note: ILS nursing/medical staff are employed to care for the needs of the individuals served by ILS and should not treat an illness, attempt to diagnose or dispense medication to employees.

8. UNEMPLOYMENT COMPENSATION

As an employee of ILS, you are covered by State Unemployment Compensation Insurance. This is to reduce the impact of sudden loss of employment. Application is made at the State Department of Workforce Services Office after loss of employment. The cost of this coverage is paid in by ILS. Eligibility for unemployment compensation benefits is determined according to State law. The State Department of Workforce Services will determine whether you are eligible for unemployment compensation benefits.

9. SOCIAL SECURITY

Social Security benefits provide a source of supplemental retirement income. Federal law requires that each employee contribute a certain percentage of each paycheck depending on your rate of pay. ILS matches this contribution, dollar for dollar, and then forwards the total amount to the Federal Government where it is placed in your personal Social Security account. Whenever you are of eligible age according to the Federal requirements, you may apply for this at the local/regional Social Security Office. Application is also available on the Internet.

10. JURY DUTY/COURT APPEARANCE PAY

Jury Duty -ILS encourages employees to meet their civic responsibility by serving on a jury when called upon to do so, and serving as a witness if subpoenaed for any matter.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate the absence. Of course, employees are expected to report for work whenever the court schedule permits. So, if you appear for selection and are not chosen for the jury, then you would be expected to return to work or take annual leave time. In order to receive your pay from ILS under this policy, you must give your jury summons or subpoena to your supervisor immediately after receiving it. It is your responsibility to keep ILS informed of the dates and expected duration of your jury duty or court appearances. Following your jury service, you must present your supervisor with proof of such service. ILS has the right to withhold jury duty pay until proof of service is provided. Employees are eligible for up to two (2) weeks of paid jury duty leave over any one (1) year period.

If employees are summoned to serve on a jury, or subpoenaed as a witness, you will receive the difference between your regular pay and any pay you receive from the government for performing jury duty service for a maximum of two (2) weeks or ten (10) working days. Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would have worked, less any payment received for jury duty during this time. To simplify this process, the employee is encouraged to turn over their jury duty earnings to ILS Finance department so that there is no need to make reductions to their payroll check from the agency. (This provision does not apply beginning on the eleventh (11th) work day missed and after whenever the employee uses their earned leave to extend the jury duty beyond

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the two (2) weeks.) If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any accrued time (for example, vacation benefits) or may request an unpaid leave of absence.

Either ILS or the employee may request an excuse from jury duty if the employee's absence would create serious operational difficulties.

ILS will continue to provide insurance benefits for the full term of the jury duty absence. Vacation, sick leave, and holiday benefits, will continue to accrue during unpaid jury duty leave.

Court Appearance/Witness Duty - ILS encourages employees to appear in court for witness duty when subpoenaed to do so. If employees have been subpoenaed as witnesses by ILS, they will receive paid time off for the entire period of witness duty.

Employees will be granted a maximum of eight (8) hours of paid time off to appear in court as a witness at the request of a party other than ILS. Employees will be paid at their base rate and are free to use any remaining paid leave benefits (e.g., vacation leave) to receive compensation for any period of witness duty absence that would otherwise be unpaid.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

11. TIME OFF TO VOTE

ILS encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their non-working hours, ILS will grant a reasonable amount of time to vote. Your supervisor will determine what is a reasonable amount of time for you to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the election day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

12. LEAVES OF ABSENCE - LEAVE WITHOUT PAY

Eligible employees may take advantage of a leave of absence. Leave of absence without pay is only available after all accrued hours are used. Occasionally it may be necessary for you to be absent from the job for an extended period of time. However, such absences can cause confusion in work scheduling and the need for replacements. Therefore, you are urged to request such leaves of absence only when they are clearly necessary.

Employees who are absent, or expect to be absent from work for more than three (3) consecutive workdays will need to request a leave of absence. All requests for leaves of absence must be submitted on the proper leave form to your supervisor at least thirty (30) days in advance of the start of the leave. Exception: When the leave is due to an emergency or is otherwise not foreseeable, the leave of absence form must be returned as soon as possible but no later than fifteen (15) days after the event giving rise to the requested leave.

Employees are required to make an effort to schedule a leave so as not to disrupt business operations. If a problem occurs that would disrupt business operations, you may be asked to make changes. A delay in submitting this request to your supervisor could result in a delay of the start of your leave. You will be notified if your leave request is approved.

During the leave, you may be required to report periodically on your status and your intention to return to work. An employee will not be granted a leave of absence for the purpose of seeking employment elsewhere or operating a

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private business. Unauthorized work while on a leave of absence will result in disciplinary action, up to and including termination. Any extension of time for your leave of absence must be requested in writing prior to your scheduled date of return to work, together with written documentation to support the extension.

Let your supervisor know in advance if you will need a reasonable accommodation for a disability.

Your failure to either return to work or obtain approval for an extension as of the scheduled date of return will be considered a resignation of employment effective as of the last date of the approved leave. Employees on leave for their own serious health condition must provide a fitness-for-duty release from their health care provider before they will be permitted to return to work.

A leave of absence will not affect the continuity of your employment. Your original date of employment remains the same for seniority purposes. However, you will not accrue any benefits during the period you are on a leave without pay.

ILS offers: Family and Medical Leave ("FMLA") and Military Leave of absences. The following rules explain how these leaves are coordinated with other benefits:

- All time missed from work that qualifies for both Workers' Compensation and a leave of absence, will be counted toward your twelve (12) weeks of FMLA
- If you otherwise qualify for Workers' Compensation, or other disability payments you may collect such payments at the same time you are on FMLA.
- If you otherwise qualify for other types of paid-time-off such as vacation, paid sick days or paid personal days, you must substitute those paid days for any unpaid FMLA. This means that you must take such paid time off at the same time you are taking unpaid FMLA. Days on which you qualify for Workers' Compensation or other disability payments are not unpaid, so paid-time-off cannot be substituted.

I. FAMILY MEDICAL LEAVE

If you have been employed by ILS for at least twelve (12) months, have worked at least one thousand two hundred fifty (1,250) hours during the twelve (12) month period preceding the start of the leave, and you work at or report to a work site that has fifty (50) or more employees within a seventy-five (75) mile radius of that work site, you are eligible for up to a total of twelve (12) workweeks of unpaid FMLA Leave during any rolling twelve (12) month period for one or more of the following reasons:

- a. Because of the birth of your child and in order to care for such child (within twelve (12) months after the birth of the child);
- b. Because of the placement of a child with you for adoption or foster care (within twelve (12) months of the placement of the child);
- c. In order to care for your spouse, child, or parents if they have a "serious health condition"; or
- d. Because of a "serious health condition" that makes you unable to perform the functions of your job.

If your spouse also works for ILS and you both become eligible for a leave under paragraphs a or b above, or for the care of a sick parent under paragraph c above, the two of you together will be limited to a combined total of

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twelve (12) workweeks of leave in any rolling twelve (12) month period.

Rolling twelve (12) Month Period - The rolling twelve (12) month period is the twelve (12) month period immediately preceding the beginning of your leave.

Medical Certification - Any request for a leave under paragraph c or d above, must be supported by certification issued by the applicable health care provider. You may obtain a certification form from the Human Resources Department.

At its discretion, ILS may require a second medical opinion and periodic re-certification to support the continuation of a leave. If the first and second opinions differ, a third opinion can be obtained from a health care provider jointly approved by both you and ILS.

Serious Health Condition - For purposes of this policy, "serious health condition" means an illness, injury, impairment or physical or mental condition that involves one of the following:

a. Hospital Care - Inpatient care (i.e., an overnight stay) in a hospital, hospice or residential medical care facility, including any period of incapacity or subsequent treatment in connection with or consequent to such inpatient care.

b. Absence Plus Treatment - A period of incapacity of more than three (3) consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition), that also involves either: a) treatment two (2) or more times by a health care provider, by a nurse or physician's assistant under direct supervision of a health care provider, or by a provider of health care services (e.g., physical therapist) under orders of, or on referral by, a health care provider; or b) treatment by a health care provider on at least one (1) occasion which results in a regimen of continuing treatment under the supervision of the health care provider.

c. Pregnancy - Any period of incapacity due to pregnancy, or for prenatal care.

d. Chronic Conditions Requiring Treatment - A chronic condition which: **(i)**-requires periodic visits for treatment by a health care provider, or by a nurse or physician's assistant under direct supervision of a health care provider; **(ii)**-continues over an extended period of time; and c) may cause episodic rather than a continuing period of incapacity (e.g., asthma, diabetes, epilepsy, etc.).

e. Permanent/Long-term Conditions Requiring Supervision - A period of incapacity which is permanent or long-term due to a condition for which treatment may be effective. The employee or family member must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider. Examples include Alzheimer's disease, a severe stroke or the terminal stages of a disease.

f. Multiple Treatments (non-chronic conditions) - Any period of absence to receive multiple treatment (including any period of recovery wherefrom) by a health care provider or by a provider of health care services under orders of, or on referral by, a health care provider, either for restorative surgery after an accident or other injury, or for condition that would likely result in a period of incapacity of more than three (3) consecutive calendar days in the absence of medical intervention or treatment, such as cancer (chemotherapy, radiation, etc.), severe arthritis (physical therapy) and kidney disease (dialysis).

g. Intermittent Leave - If certified as medically necessary for the serious health condition of either you or your spouse, child or parent, leave may be taken on an intermittent or reduced leave schedule. If leave is requested on this basis, however, ILS may require that you transfer temporarily to an alternative position which better accommodates recurring periods of absence or to a part-time schedule, provided that the position offers equivalent pay and benefits. Whether you will be permitted to take leave under paragraphs a and b above on an intermittent basis will be at management's sole, sole

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absolute and unfettered discretion.

Employee Benefits During FMLA Leave of Absence - You will be permitted to maintain health insurance coverage for the duration of the leave under the same condition's coverage would have been provided if you had remained actively at work. You must make arrangements for the continuation of and payment of insurance premiums before you go on leave status. If you do not return to work after the leave, or if you fail to pay your portion of the premiums while you are on leave, you will be required to reimburse ILS for the costs and expenses associated with insuring you during the leave. If you fail to pay your portion of insurance premiums, your insurance coverage may be terminated.

Return from an FMLA Leave - If you return to work at or prior to the end of using all twelve (12) work weeks of FMLA Leave in a rolling twelve (12) month period, you will be restored to the same position you held when the leave started, or to one that is equivalent. Of course, you have no greater right to reinstatement or to other benefits and conditions of employment than if you had been actively at work during the FMLA Leave period. Certain highly compensated "Key Employees" may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to ILS's operations. A "Key Employee" is a salaried employee who is among the highest paid ten percent (10%) of employees at that location, or any location within a seventy-five (75) mile radius. Employees will be notified of their status as a Key Employee, if applicable, after they request an FMLA Leave.

II. MILITARY AND FAMILY LEAVE

The Family and Medical Leave Act (FMLA) entitles eligible employees to take leave for a covered family member's service in the Armed Forces ("Military FMLA"). This policy supplements our FMLA policy and provides general notice of employee rights to such leave. Except as mentioned as mentioned below, and employee's rights and obligations to Military FMLA Leave are governed by ILS's existing FMLA policy.

Leave Entitlement

Military FMLA provides eligible employees unpaid leave for any one, or for a combination of the following reasons:

A "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces in support of a contingency plan; and or

- To care for a covered family member who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank, or rating.

Duration of Military FMLA

- When Leave is due to a "Qualifying Emergency": An eligible employee may take up to twelve (12) workweeks of leave during any twelve (12) month period.
- When Leave is to Care for an Injured or III Service Member: An eligible employee may take up to twenty-six (26) workweeks of leave during a single 12-month period to care for the service member. Leave to care for an injured or ill service member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single twelve (12) month period.
- Military FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

Eligible employees who spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their twelve (12) week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may

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include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

A covered service member is: (1) a current member of the Armed Forces, including a member of the National guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list for a serious injury or illness; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five (5) year period prior to the first date the eligible employee takes Military FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

*The FMLA definitions of serious injury or illness for current service members and veterans are distinct from the FMLA definition of a serious health condition.

Leave under State Military Leave Laws: Employees with questions about Military FMLA leave are encouraged to consult the Human Resource department.

III. MILITARY LEAVE

A military leave of absence will be granted to employees, except those occupying provisional and temporary positions, to attend scheduled drills or training or if called to active duty with U.S. armed services.

The leave will be unpaid. However, employees who are eligible for paid time off as described in Fringe Benefits Classifications, may use any accrued leave for the absence. Subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible, health insurance benefits will be provided by ILS until the end of the first full month after military leave without pay begins. At that time, employees will become responsible for the full costs of these benefits if they coverage to continue. When the employee returns from military leave, benefits will again be provided by ILS according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on two (2) week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. Employees on longer military leave must apply for re-employment in accordance with all applicable state and federal laws.

Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.

13. 403B RETIREMENT PLAN

Employees of ILS and related corporations may participate in the Independent Living Services, Inc. 403(b) Plan upon hire. Employees will be provided enrollment paperwork at orientation or when picking up their first paycheck at the ILS Finance department and may defer pre-tax wages to the plan immediately. All employees are required to complete an election form, even if they chose not to participate. After completing one year of service and a minimum of one thousand (1,000) hours in their anniversary year, employees at least eighteen (18) years of age will become eligible for employer match contributions and/or employer discretionary contributions. Participants are one hundred percent (100%) vested in deferral contributions to the plan and will become vested in employer contributions after completing three (3) years of service. Employee/employer contributions to the Plan and distributions from the Plan are subject to limitations imposed by the IRS. Additional plan-specific provisions or limitations may apply. Please refer to the Plan Document and/or

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Summary Plan Description for more detailed information. A copy of these documents may be obtained from the ILS Finance department.

14. BUSINESS RELATED DUES OR FEES

Professional staff members are strongly encouraged to become an active member of their state and federal professional organizations. Where membership is for the purpose of officially representing the agency, payment of dues will be made by the agency. Other professional memberships may be paid by the agency, if they are job essential and approved in advance by your supervisor.

Professional staff members are strongly encouraged to attend meetings of their state and federal professional organization. Where attendance is for the purpose of officially representing the agency, payment of meeting fees will be made by the agency. Other professional meeting fees may be paid by the agency if they are job essential and approved in advance by supervisor.

Printed materials received as a result of professional society dues or membership fees paid by ILS are the property of ILS. Professionals attending meetings at the expense of ILS are expected to share information on return with other appropriate staff members.

15. CAFETERIA PLAN (TAX REDUCTION FOR MEDICAL EXPENSE. SECTION 125 IRS)

Employees are automatically enrolled in a Premium Only Cafeteria plan to help employees pay for certain insurance premiums tax free (medical, dental, vision, etc.). The allowable insurance premiums paid by employees through payroll deductions are not taxed for Federal, State, Local or Social Security/Medicare taxes which saves our employees money.

16. SPECIALIZED INSURANCE.

The agency shall make available to all employees an opportunity to purchase other specialized insurance policies annually during open enrollment. The cost can be deducted from payroll check and is one hundred percent (100%) the employee's responsibility. ILS has the right to terminate payroll deductions and request benefit sponsor direct bill the employee at any time for specialized elective insurance policies.

C. FRINGE BENEFIT ELIGIBILITY

Employees are classified as Full Time or Variable Hour for purposes of initial and on-going benefit eligibility based on the employee's classification at **Part A**.

ILS and related corporations consider CATEGORY I employees (see **Part A**) Full Time for purposes of initial and on-going benefit eligibility. Full Time employees are those who are reasonably expected to work at least (40) hours a week with little to no potential for variability. Fringe Benefits are available to Full Time employees who meet the eligibility criteria for ILS and related corporations.

CATEGORY II, CATEGORY III, CATEGORY IV, CATEGORY V, and CATEGORY VI employees (see **Part A**) are considered Variable Hour employees for initial and on-going benefit eligibility purposes. Variable Hour employees may work zero (0) to forty plus (40+) hours a week; however, due to the nature of services ILS and related corporations provide, there is potential for variability in consumer schedules and/or irregular shifts. Benefit eligibility for Variable hour employees should be monitored using the initial and on-going look-back measurement periods as mandated by the Affordable Care Act employer shared responsibility provisions. If the defined minimum hour requirement is met in the given measurement period, the Variable Hour employee shall be deemed Full Time for the duration of the respective stability period, thus, benefit eligible.

The 1st day of the month after completing a sixty (60) day waiting period, employees who work an average of at least (30) hours per week are eligible to participate in ILS benefit package. Thereafter, benefit eligibility shall be determined

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based on hours worked over the previous January 1st to December 31st. Employees must work an average of at least thirty (30) hours per week (one thousand five hundred sixty (1,560) hours a year) to maintain eligibility for benefits. The ILS benefit plan year runs from March 1st to February 28th/29th annually, with open enrollment taking place January/February annually. Open enrollment is the period each year when employees have the opportunity to make changes in these benefits for the upcoming plan year without a qualifying event. When an employee is determined to have met the eligibility criteria, they will be mailed a letter with instructions from the ILS Finance department. This packet will fully describe the details of these benefits including plan options and the applicable payroll deductions. The eligible employee is responsible for applying for these benefits and completing the applicable paperwork. If you have any questions concerning your eligibility, please contact the ILS Finance department.

Employees should refer to the benefit Plan Document(s) and Summary Plan Description(s) for more detailed information regarding initial and on-going employee eligibility for each benefit. The Plan Document and Summary Plan Descriptions supersede the Employee Handbook in the event there is conflicting information. A copy of these documents may be obtained from the ILS Finance department.

1. BENEFIT CHANGE IN STATUS

Employees are classified as Full Time or Variable Hour for purposes of initial and on-going benefit eligibility based on the employee's classification at **Part A**. A change in benefit status shall occur when an employee transfers from a Full-Time position to a Variable Hour position or from a Variable Hour position to a Full-Time position. A change from one Variable Hour position to a different Variable Hour position does not constitute a change in benefit status and may not result in mid-year benefit eligibility.

If an employee changes from a Variable Hour position to a Full-Time position, the employee should be eligible for benefits the 1st of the month after a sixty (60) day waiting period. In the event there is a change in benefit status from Full Time to Variable Hour, the employee's hours worked will be evaluated for three (3) months after the date of the change in status. If the employee does not continue to work at least one hundred thirty (130) hours per month during this lookback period, the employee shall no longer be deemed eligible for ILS benefits and coverage may be terminated.

If an employee changes benefit classification category, on the effective date of the change, ILS may pay one time only to the employee, any benefits an employee who terminates employment in accordance with ILS policy would receive.

Please contact the ILS Benefit Specialist in order to obtain the ILS Employer Shared Responsibility Compliance/Measurement Periods for ILS and related corporations or for more information regarding benefit eligibility.

2. UNPAID EMPLOYEE PREMIUMS FOR FRINGE BENEFITS

It is the employee's responsibility to pay the employee portion of premiums for the benefits in which they are enrolled. In the event an employee does not receive a paycheck for any reason, the ILS Finance Department will notify the employee that payment is due for the payroll deductions that could not be collected. Failure to pay the amount due or set up a payment plan may result in termination of benefits and/or ineligibility for COBRA-continuation (see below). Termination of benefits due to failure to pay is not considered a COBRA qualifying event.

3. COBRA-CONTINUATION OF FRINGE BENEFITS:

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health, dental and/or vision insurance coverage under ILS's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common **qualifying events** are resignation, termination of employment, or death of the employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at ILS's group rates plus an administration fee. Employees will be provided with a written notice describing rights granted under COBRA when the employee

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becomes eligible for coverage under ILS's insurance plans. The notice contains important information about the employee's rights and obligations. **Note: It is the responsibility of the former employee or their dependents covered under the plan to apply for COBRA benefits immediately after a qualifying event occurs.**

4. RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with ILS. ILS requests at least two (2) weeks' written resignation notice from all employees. ILS requires all hourly employees to work provide a minimum of one (1) week notice to be eligible for re-employment. ILS requires all salaried employees to provide a minimum of two (2) week notice to be eligible for rehire.

UNSATISFACTORY PERFORMANCE OR CONDUCT.

Employment with ILS is at the mutual consent of ILS and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

D. COMPENSATION

1. HOURS OF WORK

Job descriptions are present for all employees. They are signed as an indication that the employee has full knowledge of job responsibilities and is willing to meet the demands of the work involved. A copy of the job description is maintained in the employee's personnel file.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. Nonexempt employees are paid for hours worked. EXEMPT employees are excluded from specific provisions of overtime pay under federal and state wage and hour laws. Those employees are paid a salary.

Every **nonexempt employee** will have a specific time to come and leave work (**a work schedule**). If for some reason the employee cannot be present at the scheduled time, it is their responsibility to let their supervisor or alternate know in advance so that services for people with disabilities can continue without interruption.

All **exempt employees** are expected to work at least forty (40) hours a week. At times, it may be necessary for exempt employees to exceed forty (40) hours in a work week to ensure job duties are fulfilled. Exempt employees are required to maintain a regular set schedule, approved by their supervisor. Any variation to the agreed upon work schedule should be pre-approved by the employee's supervisor. Administrative staff will have a schedule of normal office hours. If there is some reason that the employee cannot be present in the office during scheduled time, the employee will notify their supervisor and all other appropriate employees, in advance through email, text and/or call. Employees must ensure the email was received by their supervisor through a read receipt.

All Employees: Annual/vacation/personal leave must be approved by your supervisor prior to taking leave unless an emergency situation, such as illness occurs. In such emergencies you or someone else must call work to report the absence as soon as possible prior to beginning of the shift in order to assure that no interruption of services for people with disabilities occurs. An employee that does not show up for work and does not call in advance to assure that there is someone to do their job will be subject to disciplinary action, up to and including termination.

2. WORK SCHEDULES:

Work Schedules are specified in most cases by your supervisor in regard to the job description at the time of hire. Changes in schedules may occur with the approval of your supervisor and Executive Director. Supervisors, managers, directors, administrators will advise employees of when their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that

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may be scheduled each day and week.

3. PERFORMANCE APPRAISALS

It is our policy to provide each employee with a performance appraisal at least once each year. The appraisal process is designed to provide you with feedback on your performance and suggestions for improvement and continued development. We encourage your input during these appraisals and hope you will give us feedback on how we can work together to make ILS and related corporations more successful.

Objectives are:

- To motivate and guide employees in a constructive positive manner by discussing strengths and areas needing improvement.
- To provide a means for evaluating employees.
- To identify training resource needs.

4. PAYDAY, PAYROLL DEDUCTIONS AND SETOFF

All ILS employees are paid biweekly on Fridays. The first paycheck for all employees will be a manual check that should be picked up at the ILS Finance department. Employees will be provided direct deposit enrollment paperwork at Orientation. Once the direct deposit paperwork is returned to the ILS Finance department, employees should be enrolled in direct deposit within two (2) pay periods. Paystubs will be accessible online through our payroll provider employee portal. Instructions on how to set up your employee log in information will be provided during Orientation. If you have additional questions or issues setting up your account, please contact the ILS Finance department.

The law requires that ILS make certain deductions from every employee's compensation. Among these are applicable federal and state income taxes. Income taxes are withheld using the information provided by the employee on the IRS Form W-4 and Arkansas Form AR4EC. It is the responsibility of the employee to contact the ILS Finance department if any changes in tax withholding are necessary. ILS also must deduct Social Security/Medicare taxes on earnings up to a specified limit that is called the Social Security "wage base". ILS matches the amount of Social Security/Medicare taxes paid by each employee.

ILS offers programs and benefits beyond those required by law. Those expanded benefits are outlined and described in this Handbook. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs. There may be other legal deductions ILS is mandated to withhold (garnishments, child support, etc.) and remit on behalf of an employee. ILS may also deduct any amounts due to ILS. If you have questions concerning why deductions were made from your pay check or how they were calculated, contact the ILS Finance department.

In the event that a regularly scheduled payday falls on a federal holiday (when banks and the administrative offices of ILS are closed), employees will be paid the day prior to the regularly scheduled payday (i.e. Thursday instead of Friday).

5. OVERTIME PAY

The first forty (40) hours worked in a workweek by non-exempt, (hourly) employees will be paid at the regular wage rate. Any work in excess of forty (40) hours in a workweek will be paid at one and-a-half (1.5) times the regular hourly rate of pay. In the event an employee has more than one hourly rate of pay for hours worked in a forty (40) hour work week, weighted overtime should be used to calculate the overtime rate of pay.

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled by their supervisor to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

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Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. As required by law, overtime pay is based on actual hours worked. Time off on sick leave, personal leave, vacation (annual leave), holidays, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Failure to work scheduled overtime or overtime worked without authorization from the supervisor may result in disciplinary action up to and including termination.

6. ADMINISTRATIVE PAY CORRECTIONS

ILS takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their supervisor and/or the ILS Finance Department. If under payments are identified, they will be corrected in the next regular paycheck. Overpayments will also be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, ILS will attempt to arrange a schedule of repayments with the employee to minimize the inconvenience to all involved.

7. POLICY FOR SPECIAL END OF THE YEAR PAY

The ILS Board/s may approve a Special End of the Year Pay for eligible employees if funds are available. The Special End of the Year Pay will be based on employee's continuous years of service. This policy will be reviewed annually and the awarding of special end of the year pay is contingent on the financial well-being of the agency.

Part III POLICIES AND PROCEDURES FOR EMPLOYEES OF ALL CORPORATIONS OWNED AND/OR MANAGED BY INDEPENDENT LIVING SERVICES, INC.

A. YOUR LENGTH OF SERVICE

Your length of service, or seniority, is important to ILS and to you for a number of reasons. For example, your length of service working for ILS represents an investment in your training and development. It is also important because it is directly related to your eligibility for certain benefits as described in this Handbook.

In addition, while management certainly hopes this never happens, if there is a drop-in business which requires ILS to reduce the number of people employed, length of service is one of the important factors because where there are employees with equal skill and ability to perform the available work, those with the least service may be laid off first, provided that the employee with greater service is qualified to perform the available work and the employee is not subject to disciplinary action or prohibited at the time of a layoff. Thereafter, when business picks up again, employees would be recalled to work in the reverse order in which they were laid off, provided they possessed the necessary skill and ability to perform the essential functions of the available work.

B. NO SOLICITATION/NO DISTRIBUTION

In order to avoid interference with work, no employee is permitted to distribute literature or solicit other employees for any purpose on ILS and related corporations' premises during working time or in work areas. Working time includes time during which you are scheduled to work, and does not include scheduled rest periods, meal breaks and other specified times when you are not expected to be working. These items can be set out in staff break areas.

Non-employees may not solicit for any purpose, or engage in the distribution or postings of literature or writings of any kind while on ILS and related corporations' premises (including parking lots).

C. PERSONAL TELEPHONE CALLS

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ILS and related corporate telephones are for business use and generally should not be used for personal calls. Management recognizes, however, that certain emergency situations may arise when the employee will have to receive a personal telephone call or will need to make a personal telephone call. ILS requests all calls both personal cell phone calls and personal calls on telephones be kept to a minimum and taken during meal or break periods whenever possible. Under no circumstances should ILS's telephones be used for making long distance personal calls. Violation of this policy is grounds for disciplinary action, up to and including termination.

D. PERSONAL USE OF COMPANY MACHINES, EQUIPMENT, ETC.

The postage meter, copy machines, fax machines, computer equipment, etc. are for business use only. They are not to be used for personal reasons unless written permission is given in advance by the Executive Director and/or Finance Director and arrangements are made to reimburse ILS.

E. REIMBURSEMENT FOR TRAVEL AND OTHER EXPENSES RELATED TO DIRECT SERVICES

Direct care employees who are providing services for people with developmental disabilities often have allowable expenses that are reimbursable. These allowable expenses will be defined and explained to the employee during orientation.

Situations may arise that necessitate the use of personal vehicles for ILS in the city of Conway. An employee may be reimbursed if there is **a consumer who needs transportation in accordance with the objectives on the Service Plan.** In those instances, the following guidelines must be followed for reimbursement to occur:

1. A travel log must be kept showing date, odometer reading(s) and purpose of the trips;
2. The trip must be for the purpose of transporting people served by ILS to and from service providers, programmatic and/or active treatment needs; **and** the person must be present on these trips.
3. Trips outside of city limits must be pre-approved by the employee's supervisor

ILS may deny a mileage reimbursement request if an employee does not adhere to the guidelines outlined above. Mileage will be reimbursed to employees during on their regular biweekly paycheck at the current Arkansas Department of Finance & Administration mileage reimbursement rate.

F. BUSINESS TRAVEL EXPENSES

From time to time employees may incur expenses for travel or entertainment which are for the purpose of generating business for ILS or maintaining business relations which are advantageous to ILS. ILS expects that all such expenditures will be made with discretion and sound judgment. Employees who are asked to use their personal cars for business purposes will be reimbursed at the current Arkansas Department of Finance and Administration mileage reimbursement rate. Of course, the employee assumes all risks and liabilities incurred while engaged in such travel.

In order to receive reimbursement for such expenses, you must have received prior written authorization from your supervisor to incur the expenses and you also must submit an expense reimbursement to the ILS Finance Department. Your report should include receipts for all items other than small expenses where obtaining a receipt would be impractical (e.g. cab fares, tips, etc.) and an explanation of the expense involved.

ILS will reimburse employees for reasonable business travel expenses incurred on assignments away from the normal work location. A travel allowance will be granted based on the current guidelines established by the IRS. Copies of the current IRS rates are provided in the ILS Finance Department. **Receipts are required for reimbursement. All**

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business travel plans must be pre-approved in advance in writing by the employee's supervisor.

Other travel expenses that will be reimbursed when pre-approved and directly related to accomplishing business objectives are:

Air, bus or train fare in coach or economy class or lowest available fare; car rental fees for compact or mid-sized cars if necessary to complete the business; fares for shuttle or airport bus service; taxi fares when there isn't a less expensive alternative; mileage for use of personal vehicles for out of town travel when there is not an ILS vehicle available. Cost of business-related meals for meetings, etc. (receipt required for reimbursement), or fax and business-related telephone, computer services, etc.

With prior written approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such non-business travel are the responsibility of the employee.

When travel is completed, employees must submit completed travel expense reports within thirty (30) days of the occurrence of the expense in order to be reimbursed. Reports should be accompanied by receipts for all individual expenses. Employees should contact ILS Finance Department if additional assistance is needed.

Abuse of this Business Travel Expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

G. ACCESS TO COMPANY PREMISES DURING NON-WORK HOURS

Should it be necessary for you to perform work on ILS and related corporations' premises outside of the normal operating hours or outside of your normal work schedule, you must secure prior permission from your supervisor who will make the necessary arrangements. Compliance with this policy is essential to ensure your safety and the security of ILS and related corporations' premises.

H. CONFLICTS OF INTEREST

As an employee of ILS, it is expected that you will avoid actions which involve, or appear to involve, conflicts of interest between your duties and other business ventures or personal relationships. If, as part of your normal job duties, you have access to confidential or privileged business information, such as information regarding trade secrets, confidential consumer or employee information or financial matters, you are prohibited from sharing this information with other persons, including ILS employees, who are not specifically authorized to have access to such information, or from using such information for your personal gain. This policy establishes the foundation for a business atmosphere within which ILS will provide services for people with disabilities. The purpose of these guidelines is to provide general direction so that employees can seek further clarification from their supervisor or other management personnel on questionable issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of ILS business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of conflict of interest" is created by the mere existence of a relationship with outside businesses. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is a requirement that they disclose in writing to ILS Financial Director and the Executive Director the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

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Personal gain may result not only in cases where an employee or relative has a significant ownership in a business with which ILS does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving ILS.

The materials, products, designs, plans, ideas, and data of ILS are the property of ILS and should never be given to an outside firm or individual except through normal channels and with appropriate written authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice will be subject to disciplinary action, up to and including termination of employment.

This policy strictly prohibits you from disclosing any confidential or privileged information relating to consumers and employees, ILS trade secrets, or technical or financial matters to any persons (either other employees or to outsiders). This policy also prohibits any employee or former employee from using such confidential or proprietary information or trade secrets for their own personal gain. This policy survives the termination of your employment.

Gifts, loans, favors or other forms of compensation should not be accepted from any person, firm or corporation without specific written authorization from your supervisor. ILS management intends to strictly enforce this policy, and will take all appropriate steps in order to maintain the confidentiality of such information (and to prohibit its disclosure). It is in your best interest and that of ILS that you act with discretion and good common sense in conducting all business on behalf of ILS.

Employees are not allowed to purchase items or services directly from consumers. Consumer artwork or crafts created at Profiles that are available for sale to the public may be purchased by staff at market price through ILS. Employees should not engage in the sale of items or services directly to consumers. If staff seek to sell items to consumers, such as items through school fundraisers, etc., they must obtain prior written permission from the Director of Compliance or the Executive Director prior to engaging in this activity.

I. HIRING OF RELATIVES

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Relatives of persons currently employed by ILS may be hired only if they will not be working directly for or supervising a relative. ILS employees cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred to an available position if one exists. If no available position exists, one (1) of the employees must resign their employment within thirty (30) days after the relationship is established, and if one of the employees does not resign voluntarily, ILS in its sole, absolute and unfettered discretion will decide on which employee will be terminated. In other cases, where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For the purposes of this policy, relatives are defined to include spouses, parents, children, brothers, sisters, brothers- and sister-in-law, fathers- and mothers-in-law, stepparents, stepbrothers, stepsisters, and stepchildren.

I. a. NON-FRATERNIZATION

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Someone in a relationship (dating) with persons currently employed by ILS may be hired only if they will not be working directly for or supervising them.

If the relationship is established after employment, the individuals concerned will decide who is to be transferred to an available position if one exists. If no available position exists, one (1) of the employees must resign their employment within thirty (30) days after the relationship is established, and if one of the employees does not resign voluntarily, ILS in its sole, absolute and unfettered discretion will decide on which employee will be terminated. In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

J. APPEARANCE AND DRESS

As an employee of ILS, you are expected to maintain a professional appearance while you are at work. Employees are all constantly in view of co-workers, customers, visitors and other individuals. Careful grooming, good personal hygiene and appropriate attire create a strong, positive business image and encourage co-workers to develop a shared feeling of professionalism. Employees are not to wear clothing with profanity, illegal drugs, or graphics that could be considered offensive or controversial (the Human Resource Department will assist supervisors in determining what is offensive or controversial.)

ILS policy regarding proper work attire is sufficiently flexible to allow you to remain responsive to business casual fashion. In many situations, direct care staff may wear clothing that best fits the job for the day. For example, bathing suits may be worn on a swimming trip. Often sweat suits or other attire such as this is acceptable when the employee is cleaning house or working with consumers that require floor to ceiling assistance. Short shorts or revealing clothing of that kind will not be tolerated in the work place. Your supervisor will inform you if your work attire is in violation of this policy. Please keep in mind that employees are the models for the people who we serve.

K. PERSONAL PROPERTY AND WORKING CONDITIONS

We strive to provide a comfortable and pleasant work environment to help all employees perform their jobs in the most efficient and effective manner. Accordingly, for both safety and security reasons it is important that ILS property, including facilities and their contents, be used only for the designated business purpose. It may be necessary for other personnel to enter your office, desk, files, drawers, cabinets, computers, lockers, etc. at any time without notice, and/or without your presence or knowledge. Since you are on notice that you do not have any expectation of privacy at work, the only personal items that you should bring to work are those that are needed for commuting and performing your job.

Since ILS cannot be responsible for the loss of personal property, please avoid bringing valuables to work. Those valuables, such as money or jewelry that you may use during the workday should be kept on your person or in a locked area at all times. **Contraband, such as weapons, drugs, alcohol, etc., is not permitted on any ILS or related corporate premises at any time.**

L. ELECTRONIC COMMUNICATION SYSTEMS/COMPUTERS AND THE WEB

It is important that every employee understand that all of the electronic communication systems used while at work, including but not limited to the Internet, and e-mail, as well as all information transmitted, received or stored in these systems are the property of ILS. These electronic communication systems are provided for employee use solely for business purposes. Thus, ILS needs to be able to access and/or disclose any information in the electronic communication systems, even those protected by your personal password, at any time, with or without notice to the employee.

Employees have no expectation of privacy in connection with the use of these systems, or the transmission, receipt or storage of information in such systems. Therefore, employees should not use these electronic communication systems to

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store or transmit any information that they do not want management and/or other employees to see, hear or read. Your communication through these electronic communication systems must always be handled in a professional and ethical manner since it reflects on ILS, our customers, prospects, competitors, suppliers and other employees. Nothing should be communicated through the electronic communication systems that would be inappropriate in any other form of business communication. Specifically, the electronic communication systems are not to be used in a way that may be disruptive, illegal, offensive to others or harmful to morale. Each employee is responsible for abiding by copyright and trade secret laws in the use and transmission of information.

If you are not sure whether you have the right to use certain information, ask. The use of derogatory, inappropriate, discriminatory and/or non-professional communication, including but not limited to slander, harassment of any type (sexual, racial etc.) or obscenity is prohibited. Similarly, there is to be no display or transmission of sexually explicit images, messages or cartoons. Accessing pornographic Internet sites is strictly prohibited.

Solicitation of non-Company business or personal or private use of ILS's Internet or e-mail resources is prohibited. Also prohibited is the purchase of products or services through the Internet, or downloading or uploading software, data files, etc. without the express approval of your supervisor.

Most of our electronic communication systems are password protected to limit access to certain information, to protect data from tampering and to identify the user. Employees are required to keep their passwords confidential, change them on a regular basis and comply with all security procedures. The unauthorized use of a password, or the unauthorized access to or retrieval of information transmitted or stored in the electronic communication systems is strictly prohibited. Violation of this policy is grounds for disciplinary action, up to and including termination. Employees may be required to provide their password to the IT Department employee designated by the Executive Director.

M. REPORTING SUSPECTED SEXUAL AND OTHER UNLAWFUL HARASSMENT AND MENTAL OR PHYSICAL ABUSE IN REGARD TO THE PEOPLE WHO RECEIVE SERVICES

1. **INDIVIDUALS RECEIVING SERVICES** - State and Federal laws and regulations and ILS policy prohibit mental or physical abuse or neglect of individuals receiving services.
2. **REPORTING - GENERAL:** All employees must immediately report an incident of sexual or other unlawful abuse or mental or physical abuse and neglect to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately report to a supervisor, program director and/or the Executive Director. Employees are required by law to report such incidents in regard to people who receive services. **(Employee Harassment Policy).**

Any supervisor or manager, who becomes aware of possible sexual or other unlawful abuse, or mental or physical abuse or neglect, should promptly notify the human resource department or the Executive Director, who will handle the matter in a timely and confidential manner.

Any employee engaging in sexual or other unlawful abuse, or mental or physical abuse or neglect, will be subject to disciplinary action, up to and including termination of employment.

The State Department of Human Services has adopted a policy and procedure which covers suspected abuse or neglect of individuals receiving services. The policy outlines definitions, reporting and investigating steps, disciplinary actions to be taken and an appeals process. A copy of this policy is given to each new employee at the time of employment. **(See Incident Reporting Program Policy and Procedure Manual for details.)**

N. RETURN OF PROPERTY

Employees are responsible for all property, materials, or written information issued to them or in their possession or

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control. All ILS or related corporations' property must be returned by employees on or before their last day of work. Where permitted by applicable laws, ILS may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. ILS may also take all action deemed appropriate to recover or protect its property.

O. SECURITY INSPECTIONS

ILS wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, ILS prohibits the possession, transfer, sale, or use of such materials on its premises. ILS requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of ILS. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of ILS at any time, either with or without prior notice.

P. LIFE-THREATENING ILLNESSES IN THE WORKPLACE

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. ILS supports these endeavors as long as employees are able to meet acceptable performance standards and state/federal licensing of certification regulations.

As in the case of other qualifying disabilities under the applicable state and federal laws, ILS will make reasonable accommodations, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs. Life threatening illnesses that potentially pose a danger to ILS customers or the employee themselves will require the employee to provide a letter from the employee's physician that releases the employee for work. Provided the physician does not clear the employee for work, the employee will be placed on leave of absences until such time as the employee's physician releases or clears the employee for work.

Medical information on individual employees is treated confidentially. ILS will take reasonable precautions to protect such information from inappropriate disclosure. Supervisors and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact their own medical doctor for information and referral to appropriate services and resources.

Q. SAFETY & HEALTH

ILS provides information to employees about work place safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic work place safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the work place are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the ILS Safety Committee. Reports and concerns about work place safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

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Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Any employee who violates safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

R. SMOKING

In keeping with ILS intent to provide a safe and healthful work environment, smoking in the work place is prohibited in all ILS/ buildings/facilities and vehicles. Employees are not to smoke in areas where non-smokers may inhale their second-hand smoke which includes outside areas. The use of all tobacco and smoking products, including chewing tobacco, electronic cigarettes (E-cigarettes) and the activity known as vaping is considered equivalent to smoking. There will be designated smoking areas. If non-smokers (consumers, visitors or employees) come into the designated smoking area, smokers must ask them to leave the area or refrain from smoking. Meetings may not be held in designated smoking areas if there are non-smoking participants. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail. Smokers must keep their designated smoking area clean and safe from fire and cigarette remains.

S. EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt ILS operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

Residential operations continue regardless of weather conditions, such as snow and ice storms. All employees are expected to report to their work stations as usual. Under extreme travel conditions, tardiness will be excused and not counted against leave, if, in the opinion of the administrator and immediate supervisor (as applicable) the employee made an effort to arrive when conditions allowed.

Meals, sleeping accommodations, and emergency transportation may be provided for affected employees, where appropriate at residential facilities, to assure adequate direct care coverage.

T. SOCIAL MEDIA POLICY

Introduction

ILS has established this Social Media Policy (referred to in this section as the “Policy”) contains guidelines for use of social media. While social media is a way for employees to share things such as life events and opinions, it also presents certain risks and responsibilities. This Policy applies to all employees of ILS. Violation of this Policy will result in disciplinary action, up to and including termination.

Social media includes all means of communicating or posting information or content of any sort on the Internet, including, without limitation, on Facebook, Twitter, Tik-Tok, Snapchat, blogs or chat rooms whether or not associated or affiliated with ILS, as well as any other form of electronic communication.

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Employee are solely responsible for what they post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of conduct which adversely affects your job performance, the performance of fellow employees or otherwise adversely affects ILS or its consumers or ILS's business interests may result in disciplinary action, up to and including termination.

Guidelines

Employees who choose to identify themselves as an employee of ILS or wish to discuss matters related to ILS on social media should keep in mind that some readers may view the employee as speaking for ILS. Therefore, employees should observe the following guidelines:

- Any of your social media which relates to or mentions ILS must not violate communication policies and procedures of ILS, including, without limitation, those set forth in the Employee Handbook, whether or not you specifically mention your employment status.
- Inappropriate postings which include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action, up to and including immediate termination.
- Employees should only express their personal opinions. Employees must never represent themselves as a spokesperson for ILS. If ILS is a subject of the content you are creating, be clear and open about the fact that you are an Employee of ILS and make it clear that your views do not represent those of ILS, its management, employees, anyone associated with ILS, or anyone on behalf of ILS. If you do publish a blog or post online related to the work you do or subjects associated with ILS, make it clear that you are not speaking on behalf of ILS. Include a disclaimer such as "The postings on this site are my own and do not reflect the views of ILS."
- Employees should not create a link from their blog, website or other social networking site to an ILS website.
- Given the nature of ILS's mission, work and its consumers, employee must avoid disclosing any information that is confidential or proprietary to ILS or to any consumers of ILS, parents, guardians, or any other third parties that have disclosed information to ILS and its employees. You should consult ILS's confidentiality policy for guidance about what constitutes confidential information. You must never mention the names of or refer to any consumers of ILS.
- Always be fair and courteous to fellow employees or any other people who work on behalf of ILS. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, Human Resources or Management than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism you should avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage consumers, employees or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or post that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by state or federal law or ILS policy.
- Employees should always be honest and accurate when posting on social media, and if you make a mistake, correct the mistake immediately. Never post any information or rumors that you know to be false about ILS or its employees or anyone associated with ILS.

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- Employees cannot use equipment, including computers, software or other electronic equipment or facilities owned by ILS to conduct personal blogging or social networking activities.
- Employees should not post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person or entity. This includes comments regarding ILS or its management, employees, consumers, owners, or competitors.
- Employees must insure that their social media posts comply with ILS's policies, including, without limitation, its Equal Employment Opportunity and Harassment policies.

If you have any questions about these guidelines or any matter related to your site or social media posts that these guidelines do not address, please contact Human Resources Department to address your questions.

Material Prohibited from Discourse

The following items are deemed off-limits for social networking (please note that the items set for below are not all inclusive):

- ILS's consumer data are strictly forbidden from any online discourse except through mechanisms managed internally by ILS.
- All confidential and proprietary information of ILS. Employees shall not post internal reports, policies, procedures or other internal ILS communications. If you have any questions regarding what constitutes confidential and proprietary information, please contact Human Resources.
- All health and related information concerning consumers of ILS or others associated with ILS.

Social Media at Work

Employees must refrain from using social media while on work time or on equipment provided by ILS, unless it is work-related and authorized in writing by your supervisor or in accordance with any written policy of ILS. Employees shall not use ILS email addresses to register on social networks, blogs or other online tools utilized for personal use.

Reporting Violations and Retaliation

ILS prohibits taking negative action against any employee for reporting a possible deviation from this Policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this Policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

ILS urges employees to report any actual, possible, or perceived violations to supervisors or Human Resources Department. Violations include derogatory discussions of ILS and its employees and/or consumers, any discussion of confidential or proprietary information, and any unlawful activity related to blogging or social networking.

ILS investigates and responds to *all* reports of violations of this Policy and related policies. Violation of this Policy will result in disciplinary action up to and including immediate termination. The agency reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

Monitoring

ILS may monitor content out on the Internet. Policy violations found during such monitoring may result in discipline up to and including termination of employment. Notwithstanding anything contained in the Employee Handbook to the

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contrary, ILS shall not be referenced in any social media by the Employee without the prior written consent of ILS's Executive Director which consent may be unreasonably withheld in the Executive Director's sole, absolute and unfettered discretion.

Media

Employees should not speak to the media on ILS's behalf without prior written permission from the Executive Director of ILS or Human Resources.

Questions Regarding the Policy

If an employee has any questions regarding the Policy, they should contact Human Resources Department.

Part IV GUIDELINES FOR CONDUCT AND PROCEDURES FOR USE

A. GENERAL WORK RULES

You were selected for employment because you possess a level of maturity, responsibility and commitment which is an essential for the success of ILS and related corporations. ILS expects that while employed, you will continue to demonstrate these qualities, and conduct yourself in a professional manner at all times. Your primary responsibility as an employee is to do a good job. This responsibility carries with it a number of obligations such as obeying ILS rules, cooperating with management and co-workers and remaining loyal to ILS.

In the case of Level II offenses, such action will range from written warnings to termination. Level I offenses or misconduct are intolerable such that termination may be imposed for the first offense.

The rules set forth below are not designed for the purpose of interfering with or restricting rights of employees. Instead, the goal is to protect the mutual rights and interests of ILS and all employees. As you review the following list, please keep in mind that it is not intended to be exhaustive. It is merely intended to provide you with examples of the types of conduct which may result in disciplinary action.

PROGRESSIVE DISCIPLINE - Progressive disciplinary action is defined as follows:

- 1st offense: Counseling Statement (retraining required, if applicable)**
- 2nd offense: Reprimand and possible probation**
- 3rd offense: Up to and Including Termination**

Depending on the nature of the offense and the actions that have taken place previously, some of these steps may be omitted, and termination may be the disciplinary action given even for the first offense.

LEVEL I OFFENSES

Committing a Level I Offense may result in immediate termination for the first offense. Level I Offenses include, but are not limited to, any one or more of the following: Note: ILS and related corporations will be referred to herein from time to time as **the Company.**

1. Theft, participating in a theft, or attempted theft of ILS and related corporations' property or the property of any employee, consumer or visitor of ILS. Also, failing or refusing to cooperate with ILS in an investigation of a theft or a suspected theft of another employee's or the Company's property, or other conduct harmful to ILS.
2. Dishonesty, lying, embezzlement, falsifying any Company record (including employment application materials), no matter when discovered, falsely reporting any act or transaction or attempting to defraud ILS by any means, including making a false or fraudulent statement regarding sick pay, medical leave, overtime, workers' compensation or insurance claims, falsifying financial records, falsifying or padding your time records or time cards of another employee, or

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falsifying or padding expense reports.

3. Willfully damaging, destroying or harming ILS or related corporations' property or the property of another employee, consumer or visitor.
4. Fighting or assaulting or attempting to assault any member of management, employee, consumer or visitor of ILS, or deliberately provoking or inciting another person to engage in an assault or fight.
5. Carrying or using firearms, or other dangerous weapons or materials on Company premises (including Company parking lots) or in connection with ILS business.
6. Involvement in any illegal activities on ILS or related corporations' premises or property where ILS provides services, (including Company parking lots), or in connection with ILS business.
7. Disclosing or misusing confidential information about consumers or employees, trade secrets or other confidential business information about any ILS matter to unauthorized persons or competitors.
8. Disloyalty, including disparaging, maligning or defaming the reputation of ILS or its employees and consumers.
9. Insubordination, including refusing or failing to obey a reasonable work request or instruction of a supervisor, or member of management, or encouraging another employee to refuse or fail to obey such a request or instruction.
10. Violation of ILS's Equal Employment Opportunity or Sexual Harassment Policy.
11. Violation of ILS's Drug and Alcohol Policy.
12. Immoral or obscene conduct including inappropriate use of Internet to access pornography, etc.
13. Ignoring or neglecting job duties and responsibilities.
14. Leaving work during working hours without prior authorization from management.
15. Violation of ILS Telephone or Business Machine and Equipment Use Policy.
16. Failure to immediately report any work-related injury or accident of employee or consumers.
17. Using abusive or profane language when speaking to any member of management, customers, visitors or fellow employees.
18. Instigating, encouraging or participating in any illegal work stoppages, slowdowns, strikes, or other interferences with, or restrictions of, ILS's operations.
19. Violation of the ILS Non-Disclosure Policy.
20. Violation of the ILS Business Travel Expenses Policy.
21. Violation of the Electronic Communication Systems/Computers on the Web Policy.
22. Violation of the IL Reporting Suspected Sexual and Other Unlawful Harassment and Mental or Physical Abuse in Regard to the People who Receive Services Policy.

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23. Violation of the ILS Safety and Health Policy.

The above list is not all inclusive.

LEVEL II OFFENSES Violation of Level II Offenses include, but are not limited to, any one or more of the following:

1. Failing to maintain satisfactory work performance, or performing work in a careless or incomplete manner.
2. Excessive absenteeism or tardiness.
3. Overstaying meal or break periods.
4. Eating, drinking or smoking in unauthorized areas.
5. Uncooperative attitude.
6. Inefficient use of Company time or performing personal work on Company time. (Company time is your scheduled hours of work.)
7. Failure to work assigned or voluntarily accepted overtime work.
8. Violation of ILS's No-Solicitation/No Distribution Policy.
9. Failure to keep current the training and/or license/certification requirements that are described in the Orientations and In-Service Training Policy/Procedure.

The above list is not all inclusive

ADDITIONAL INFORMATION ON LEVEL I AND LEVEL II OFFENSES

THEFT AND DISHONESTY/SECURITY

1. In the event of a theft or suspected theft, ILS will conduct an investigation. Any employee who engages in theft, regardless of the dollar value involved, will be terminated.
2. ILS will disclose to appropriate law enforcement officials any evidence relating to theft or other criminal activity.
3. "Theft" as used in this policy includes, but is not limited to, misappropriation or unauthorized possession or removal of property belonging to ILS, other employees of ILS, or the suppliers, visitors or customers of ILS.
4. Other dishonest practices encompassed by this policy include, but are not limited to, the following:
 - a. the intentional submission of false reports, time records or related documents;
 - b. unauthorized preparation or distribution of corporate checks, cash, vouchers, etc.;
 - c. falsification of inventory documents, purchase orders or other related records; and
 - d. unauthorized sales of anything that belongs to ILS and related corporations, including products, written or copy-written documents or services.

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5. ILS management reserves the right to conduct searches of employees and their personal belongings as part of the investigation of possible thefts or dishonest action. Your consent and cooperation with respect to all such searches is a term and condition of your employment. Your failure or refusal to consent to or cooperate in the event of such search could lead to discipline up to and including termination.

6. ILS management reserves the right to question any person entering or leaving the property and to inspect any person, locker, vehicle, package, purse, handbag, briefcase or other possessions carried to or from property belonging to ILS and related corporations.

B. ABSENTEEISM AND TARDINESS

ILS will not continue to employ employees who are absent or tardy too frequently. Such conduct disrupts schedules and causes unnecessary work and worry for others. ILS management makes allowances for reasonable and necessary absences and tardiness, but ILS also has an obligation to ensure that employees do not take advantage of their co-workers and consumers by excessive tardiness and absenteeism.

If an employee is unable to report to work at the scheduled time, it is their responsibility to notify their direct supervisor and other employee/s whose responsibility would be directly affected due to the absence in advance so that services for people with disabilities can continue without interruption. The direct supervisor must also be contacted on each additional day of absence. The notice should be made before the scheduled start of their workday. An employee that does not show up for work and does not call in advance to assure that there is someone to do their job will be subject to disciplinary action, up to and including termination.

C. DRUG AND ALCOHOL POLICY

ILS to maintain a work place that is free from the effects of drug and alcohol use or abuse.

All employees are prohibited from using or possessing controlled substances or alcohol while on duty or working with the presence of alcohol or illegal drugs in the employee's body or abusing legal drugs. Abusing legal drugs includes using drugs prescribed for another person. Legal drugs are defined as medications prescribed by a licensed physician or medical facility for an employee. Employees who engage in drug or alcohol use or abuse face the risk of termination and the forfeiture of worker's compensation medical and indemnity benefits.

Successful applicants for employment will receive a conditional offer for employment subject to passing a drug and alcohol test as required by licensure standards.

All employees are subject to the provisions of this policy when engaged in the following activities:

- When conducting ILS business, whether on or off ILS property.
- When on ILS property at any time, including parking lots, whether leased or owned by ILS.
- When driving or riding as a passenger in an ILS vehicle.

For Cause, Reasonable Suspicion: Supervisors should report immediately, to Human Resources, any action by an employee who demonstrates an unusual behavior pattern, work habits, or the observation of drugs, alcohol or drug paraphernalia on or about the person. Other behavior commonly associated with drug or alcohol influence, such as a staggered walk, erratic behavior, slurred speech, and/or dilated pupils must be observed and documented. The supervisor will document the circumstances that formed their basis that reasonable suspicion existed to warrant the testing. The Human Resources Department and/or Executive Director will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and alcohol. Employees believed to be under the influence of

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drugs, narcotics, or alcohol will be required to leave the premises. An employee who has been requested to be tested for drugs and alcohol for cause must report to the designated testing site within four (4) hours of notification.

New-Hire Testing: If an employee will be working in a position that requires drug screening, the qualified applicant will receive a conditional offer of employment, subject to passing a drug test. Human Resources Department will arrange a drug test for the qualified applicant. Only after a conditional offer of employment is made can the employee be required to take the drug test.

Within forty-eight (48) hours of the initial notification the selectee must report to the designated testing site. If extenuating circumstances beyond the selectee's control prevent the selectee from providing a sample within forty-eight (48) hours, the selectee must request an extension within forty-eight (48) hours of the initial notification of selection. Scheduling or transportation problems experienced by the selectee are not extenuating circumstances. The decision of whether to grant the extension will be made by the Executive Director and/or their designee.

Post-Accident: ILS's employees may be required to undergo drug testing, at the Executive Director and/or Human Resources Departments staff's sole, absolute and unfettered discretion, following an accident of any type. However, all drivers involved in a vehicle accident while on duty, must undergo a drug test. Employees will not be allowed to operate an ILS vehicle or a private owned vehicle while conducting independent business until the testing results have been received by Human Resources. Testing will be conducted immediately upon the completion of the on-scene investigation.

Worker's Compensation: ILS's employees may be required to undergo drug testing following workers' compensation claims.

Failure to Submit: Failure to submit to a drug screen will result in termination. Testing positive for drugs or alcohol is a violation of this policy. Employees subject to the Drug-Free Work Place Act who are convicted of any criminal drug violation occurring in the work place must report such conviction to their supervisor within five days, and management is then to take appropriate action as required by law.

Violation of this Policy: Employees will be terminated for violations of this policy. Such violations include, but are not limited to, refusal to submit to testing as outlined in this policy, possessing illegal or non-prescribed drugs and narcotics or alcoholic beverages at work; being under the influence of such substances while working; using, manufacturing, or selling them on ILS premises and work sites. Employees, their possessions, ILS issued equipment, and containers under their control are subject to search and surveillance at all times while on ILS premises or while conducting ILS business.

Rehire: Employees terminated for violation of this policy may be eligible for rehire with ILS after thirty (30) days. If they are offered a position, they will receive a conditional offer of employment, subject to passing a drug test. If they are rehired within twelve (12) months of their termination for the first year they will be required to work in a position that has direct supervision, will not be allowed to drive a company vehicle or transport consumers in their own vehicle and they will be subject to periodic drug testing.

Employees who are experiencing work related problems resulting from drug, narcotic, or alcohol abuse or dependency may request, or be required to seek, counseling help. Job performance alone, not the fact that an employee seeks counseling, is the basis for all performance appraisals. Any employee who is abusing drugs or alcohol may be granted a leave of absence to undertake rehabilitation treatment. The employee will not be permitted to return to work until certification is presented to their supervisor stating that the employee has begun and completed a treatment program. Failure to cooperate with an agreed upon treatment plan may result in discipline, up to and including termination. Employees will be subject to periodic drug testing while participating in the agreed upon treatment plan. Participation in a treatment program does not insulate an employee from the imposition of discipline for violations of this or other ILS policies, including, but not limited to, termination of employment.

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ILS will, to the extent feasible, provide continuing education for the work force about the ill effects of drug and alcohol abuse.

All data, information, and results related to employee drug and alcohol testing are confidential. Disclosure of information will only be to those individuals whose official business duties necessitate disclosure or as required by law.

D. GOOD HOUSEKEEPING

We want you to feel that your working conditions are satisfactory and promote good work performance. You can help reach this goal by keeping your working area neat and clean by making use of the services and facilities provided for you. You can also help by telling your supervisor of any condition you think needs to be improved.

E. PERSONAL PROPERTY

ILS cannot be responsible and will assume no liability for any loss or damage to your personal property resulting from theft, fire or any other cause on ILS's premises.

F. COMMUNICATION – COMPLAINT AND GRIEVANCE PROCEDURE

It is the policy of ILS that employees are able to work in a positive environment, where employees can use their training and ability to make a better life possible for people with developmental disabilities. As stated in separate policies, ILS promotes equal employment opportunity and an atmosphere free from any kind of harassment or discrimination.

In order to treat any and all matters equally that could occur from unfortunate personnel interactions, a complaint or grievance procedure will be established to guide the process.

Grievance – Involve a suspension or termination of employment.

Complaint – A complaint is an allegation that there has been a specific violation, misinterpretation, or unfair application of any of the organization's rules, policies, or procedures, including any form of discipline administered to the employee. Vague or general charges of unfairness will not be processed through the complaint procedure.

COMPLAINT PROCEDURE

Whenever people work closely together, complaints and misunderstandings are bound to arise from time to time. ILS makes every effort to provide you with an opportunity to bring all such matters to management's attention and receive prompt and fair consideration. As part of this effort, we have developed the procedure set forth below for handling complaints and misunderstandings. Before seeking advice or assistance from anyone outside ILS, we strongly encourage employees to make use of this procedure because we believe that a successful future depends upon the ability to work together to solve problems. ILS procedure is as follows:

1. Put your problem or complaint in writing and submit it to your supervisor within five (5) days after the event giving rise to the complaint. An investigation will be made, and you will get an answer as quickly as possible.
2. If you are not satisfied with your supervisor's answer, inform them in writing within five (5) days after receiving the answer, that you would like to have their supervisor to review your complaint.
3. If you are still not satisfied with the answer you receive, you may request in writing within five (5) days after the review by the supervisor, that the matter be reviewed by Human Resources Department staff or the Executive Director of ILS. The decision of Human Resources Department staff or Executive Director will be the final decision and will be

made in Human Resources Department staff or Executive Director's sole, absolute and unfettered discretion. If you have a very unusual or personal complaint which you do not want to first submit to your supervisor, you may go directly to Human Resources Department staff. We believe strongly in open, free communication at all levels. This procedure is not designed to discourage you from talking to anyone in ILS at any time. Rather, it is simply a way to ensure that complaints and misunderstandings are dealt with in a prompt, orderly and consistent fashion. No one who uses this procedure will be retaliated against or suffer any negative consequences no matter how their complaint or problem is resolved. Be assured that the confidentiality of all such matters will be maintained to the fullest extent possible.

FORMAL GRIEVANCE PROCEDURE

Any employee who believes that ILS, or any of its employees, has acted, or failed to act, in a manner constituting a violation of an employee's federal or state statutory rights, may file a grievance using this policy.

Employees who believe that ILS or any of its employees, have acted, or failed to act, in a manner constituting a violation of an employee's federal or state statutory rights, do not have to file a grievance using this policy, although they are encouraged to do so.

Grievance Process:

The employee has five business (5) business days from the time knowledge of an alleged violation of their federal or state statutory rights to start this step by contacting the Executive Director or Grievance Officer (the ILS Compliance Director is the Grievance Officer). The Executive Director or Grievance Officer will arrange an informal discussion with involved personnel. The Executive Director or Grievance Officer will give a written decision to the employee in their sole absolute and unfettered discretion within five (5) business days. The Executive Director or Grievance Officer's decision will be final.

In cases where the Executive Director is named in the complaint, they will not participate in committee decisions and recommendations. The Compliance Director as Grievance Officer will preside over meetings and any written recommendations in regard to the grievance. If both the Executive Director and the Compliance Director as Grievance Officer are named in the complaint, they will not participate in committee decisions and recommendations. The Executive Director will appoint someone to preside over the meetings and any written communications involving the grievance.

SUMMARY All of these policies can easily be summed up by saying that as an employee of ILS and related corporations, you can be assured that we want to work with you to help you become the best you can be. We expect you to treat your co-workers and ILS with the same spirit of respect and cooperation that you expect of others.

If you have any questions or comments about anything contained in this booklet, please feel free to discuss the matter with your supervisor or any other member of management.

Note: There is an appendix following this section that gives an overview of laws that directly shape policy of services provided for people with disabilities. The employment procedure for hiring is also attached in the appendix.

Please encourage your friends who you believe would be good service employees to consider working for ILS.

Every new employee will have a copy of this Handbook.

APPENDIX I

EMPLOYMENT PROCEDURES FOR HIRING

Whenever there is a position available, whether it is a new position or an existing one needing a replacement, the following guidelines will be followed:

- a. The supervisor who has a vacancy or needing extra help will contact Human Resources to review existing applications on file for the position/similar position.
- b. Concurrently Human Resources Department will see that notice is posted for employees who might be interested in the vacant position.
- c. The supervisor needing new hires will provide a completed Hiring Request **Form** to Human Resources to use for a job search. The questions that must be answered by providing the form are:
 - a. Work schedule (hrs./day, days/week)
 - b. Beginning salary/wages
 - d. Projected date of hire
 - e. Job Title
 - f. Opening due to

NOTE: In the event that a job searches for the position or a similar position has been done within the last three (3) months, applications on file at the ILS Human Resource Department may be used to find a suitable employee for the position. ILS employment applications are kept on active file for (3) months with the permission of the applicant.

Job Search - If necessary, Human Resources, after receipt of all necessary information, will advertise for applicants. Must include areas where minorities will have access to the information.

Applications - People who are interested will fill out the ILS application. ILS relies upon the accuracy of information contained in the employment applications, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in ILS exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

In-house transfers of jobs will need their file reviewed and updated for missing information in regard for the new assignment and the new job description signed. In service training will be assigned as required for the new job. If an employee is on probation for any reason they must receive permission from both their supervisor and the new supervisor to apply for the position. All transfers of employees on probation must be approved by the Executive Director and/or Human Resources Department.

The employment application will be completed by the applicant prior to employment.

The current application form requirements, which may be changed at any time, include:

- a. References with signed reference check release
- b. Prior conviction statement
- c. Declaration of truth statement
- d. Applications can be signed digitally

Interviews - The supervisor will then take all applications for the vacant positions, review them (along with other supervisory staff, if applicable), and determine who best meets the requirements for the job. Those applicants will be contacted for an interview. Pre-determined questions relevant to team participation and job description will be used to interview the applicants.

References - References will be checked for those applicants who prove to be the most qualified following the interview process. Applicants may "voluntarily" supply letters of reference. **Character references i.e. teachers, ministers, would be acceptable if there is no work experience.** All references must be verified in writing for the permanent personnel record before hire. (Telephone verification is allowable. However, it must be documented. Need date, who was spoken to, their relation to the applicant and information given. This must be signed and dated by the person taking the information.) **Need at least three (3) references. If possible, at least one needs to be from the last place of employment.**

Hire - Make the selection for the position of the most qualified applicant with consistently positive references and notify Human Resources of your decision.

Drug Testing - The ILS Drug testing policy as outlined in this Handbook will be followed by the Human Resource Department.

Reasonable Accommodations - Arrange for a "reasonable accommodation" interview if the person has a disability and needs special accommodations to meet job requirements. This would be done in conjunction with the Executive Director.

Personnel Files - The master file of all employees operated or managed by ILS will be in the Human Resource department. secondary files may be kept at the facility office if Federal/State regulations require. Personnel files are made up of four (4) files: General, Medical, drug testing, and Payroll. **All Personnel files are confidential.**

After the interview process has taken place and a person has been hired, Human Resources will complete the following packet immediately and turn in to the ILS Finance department:

PACKET #1:

- A. Personnel Authorization Form
- B. IRS Form W-4 (federal withholding) and AR4EC (state withholding)
- C. Paycheck Authorization Form

PACKET #2

- A. Application for Employment completed in full
- B. Reference checks, if applicable
- C. Copy of diploma and/or transcript, if applicable
- D. Copy of current, valid, Arkansas driver's license, if applicable
- E. Copy of Social Security card
- F. Background Checks – Criminal Record Check, Adult Protective Services Check and Central Registry Check.
- G. AR Traffic Violation Release Form (to check driving record - will not be able to drive ILS vehicles until record is received and cleared for insurance.)
- H. Copy of proof of current vehicle liability insurance, if applicable
- I. Employment Eligibility Verification Form I-9 Section 1 only
- J. Negative TB skin test or chest x-ray current within 1 year, if applicable
- K. Job Description - signed and dated by the employee and supervisor
- L. Personnel Data form: Name, relationship, address & phone or person to contact in emergency.

Employee Handbook - (Independent Living Services, Inc. & Creative Living, Inc.)

- M. Copy of HBV shot record, if applicable
- N. ILS Employee Handbook read and "Employment at Will" statement signed
- O. ILS Program Policies Procedures read and statement signed
- P. **Act 1276 of 1997** requires that information on "new hires" be completed on the new employee and sent to the Employment Security Division within 20 days. **ALSO**, this information must be reported on all employees who haven't had a payroll check for at least 30 days.
- Q. Additional Forms may be added to meet specific ILS requirements/needs or to meet additional State/Federal/Licensing Requirement.

New Employee training requirements will be coordinated through ILS - Human Resources and/or supervisor. Training in Blood borne Pathogens and Chemical Right to Know is to be completed **within 10 days of date of hire and prior to initial assignment to tasks where occupational exposure may occur** (OSHA).

If, during the course of employment, any change should occur in their status, a **PAYROLL STATUS CHANGE** form must be completed and the original turned in to the ILS Finance department and a copy submitted to the Human Resources Department within forty-eight (48) hours **prior to** the effective date of change if possible. This must be signed by your supervisor. Changes include but are not limited to the following:

- a. Job title or consumer assignment
- b. Work schedule
- c. Address and/or phone
- d. Name

In the event of a resignation/termination, the **PAYROLL STATUS CHANGE** should be completed as soon as the supervisor knows the effective date and turned in to Human Resources.

JOB DESCRIPTIONS

ILS requires written job descriptions that describes the duties, responsibilities and qualifications of each staff position.

Each job description will:

1. Identify immediate supervisor and personnel to be supervised by position title;
2. Be written in terms of tasks and responsibilities;
3. Contain a description of training and experience that would be acceptable indicators of knowledge, skills and abilities;
4. Be available to the public on request;
5. Be placed in each personnel file and be signed and dated by each employee and supervisor;
6. May be reviewed and/or updated annually at evaluation time with input of the employee.

EMPLOYMENT REFERENCE CHECKS

1. Applying to ILS for employment: To ensure that individuals who join ILS are well qualified and have a strong potential to be productive and successful, it is the policy of ILS to check three or more employment references of all applicants. References may be attained through all means of communication i.e. written (letter/form, email, and/or fax) or telephone. Reference verification release forms are attached to each ILS Employee Application. Applicants will sign the

reference verification release form in order for ILS to complete the application process. People without employment references will provide character references.

The reference verification release form signed and dated by the subject of the inquiry, will be maintained with the employment application. In the case of that person being employed by ILS, the release and reference checks by telephone or letter will be documented and placed in the employee's personnel file.

2. Information that can be release from employee files for references: The Human Resource Department will respond to reference check inquiries that are submitted in writing from other businesses. Responses to such inquiries will confirm dates of employment, position(s) held, job duties,

IMMIGRATION LAW COMPLIANCE

ILS/CLI is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form (Form I-9) and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed a Form I-9 with ILS/CAI within the past three years, or if their previous Form I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact Human Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

APPENDIX II

STATE AND FEDERAL LAWS

Other laws which may be defined here, along with other definitions. Absence, occurrence, excused absence, etc.

Act 102 Definition of DD

Civil Rights

Rehabilitation Act

ADA

PL94-142

Fair Housing ACT

FMLA