



**Employee Handbook**  
**October 1, 2025**

# **MN CARE SERVICES EMPLOYEE HANDBOOK CONTENTS**

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# INTRODUCTION TO MN CARE SERVICES

## **Welcome to MN Care Services!**

We're glad to have you on the MN Care Services team. This handbook is designed to introduce you to who we are and support you as you begin or continue your journey with us.

Our mission is to make your time here both productive and fulfilling. If you ever have questions or concerns, we encourage you to reach out by phone, email, or by stopping in the office. Open communication is the foundation of a supportive work environment, and your manager is always available to help.

MN Care Services is proud to be recognized for delivering high-quality, person-centered care with compassion and respect. By working together, we can make a meaningful difference in the lives of those we serve.

We wish you a rewarding and enriching experience. Remember, you are here because of the individuals we support—and your role is vital in helping improve their lives.

## ***The MN Care Services Leadership Team***



**Christine Claiborne**  
President



**Hamza Muridi**  
Vice President (VP)



**Brett Larsen**  
Chief Executive  
Officer (CEO)



**Jacob Bauer**  
Chief Operating  
Officer (COO)

## **Mission, Vision, Values, and Core Commitments**

MN Care Services was founded in 2021, operates residential and in-home programs in Minnesota. Direct Support Professionals, Designated Coordinators, Program Managers, and administrative staff deliver high-quality care under Minnesota's 245D licensing standards.

### **Mission**

Provide limitless and effective services that help community members maintain their well-being.

### **Vision**

Become the leading 245D provider while fostering a supportive environment for every individual we serve.

### **Values**

Person-Centered Care  
Respect  
Compassion  
Integrity  
Professional Growth

### **Core Commitments**

MN Care Services staff commits to:

- Cultivating a culture of respect, inclusion, and safety for all employees and individuals served.
- Applying our policies consistently so every team member is treated fairly.
- Investing in professional development to help employees grow and advance in their careers.

## **EMPLOYMENT AT WILL**

Your employment with MN Care Services is **at will**. This means your employment is for an indefinite period and is subject to termination by you or MN Care Services, with or without cause, with or without notice, and at any time. Nothing in this policy or any other policy of MN Care Services shall be interpreted to conflict with or to eliminate or modify in any way, the at-will employment status of MN Care Services employees.

The at-will employment status of an employee of MN Care Services may be modified only in a written employment agreement with that employee which is signed by the President/Founder, Chief Executive Officer, Chief Operating Officer, and Vice President of MN Care Services.

**Nothing in this handbook is intended to constitute a contract of employment, express or implied.**

## **EQUAL OPPORTUNITY AND COMMITMENT TO INCLUSIVITY**

### **Equal Opportunity**

MN Care Services provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

### **Americans with Disabilities Act (ADA) and Reasonable Accommodation**

MN Care Services will provide reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA) and Minnesota Human Rights Act (MHRA), unless doing so would create undue hardship. Employees who believe they may require accommodation should notify Human Resources.

### **Commitment to Inclusivity**

MN Care Services is committed to fostering an inclusive culture that embraces diverse perspectives. We strive to eliminate barriers to participation and ensure there is access to opportunities and career growth for all employees.

Our stance reflects MN Care Services' long-term commitment to equal employment opportunities for all, inclusion, diversity, belonging, and accessibility. We deeply value all perspectives and actively encourage our teams to include members from a variety of backgrounds.

We strive to create programs and processes that are unbiased and impartial to provide equal opportunities for all based on merit. We aim for a culture where employees feel safe, valued, and respected, and can engage in open communication, collaboration, and trust. This creates a workplace that works for all, leading to higher job satisfaction and productivity.

MN Care Services strives to cultivate an environment where every employee feels empowered to contribute fully and where diversity in all its forms is not only accepted but actively embraced.

### **Harassment and Complaints**

MN Care Services prohibits harassment in the workplace. Harassment includes, but is not limited to, offensive remarks, jokes, slurs, visual displays, physical conduct, or any other behavior that creates an intimidating, hostile, or offensive work environment.

MN Care Services encourages employees to report all incidents of harassment or other concerns to a member of management. Managers are expected to model inclusive behavior, promptly address inappropriate conduct, and report concerns to Human Resources. All reports are treated seriously, handled confidentially to the extent possible, and investigated promptly and fairly. When necessary, corrective action will be taken to stop the conduct and prevent its recurrence.

## **CONFLICTS OF INTEREST AND CONFIDENTIALITY**

### **Conflicts of Interest**

We must avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs. At times, we may be faced with situations where the business actions we take on behalf of MN Care Services may conflict with our own personal or family interests. We owe a duty to MN Care Services to advance its legitimate interests when the opportunity to do so arises. We must never use MN Care Services' property or information for personal gain or personally take for ourselves any opportunity that is discovered through our position with the company.

Here are some other ways in which conflicts of Interest could arise, including but not limited to:

- Being employed (you or a close family member) by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of employment, while you are employed with MN Care Services
- Serving as a board member for an outside commercial company or organization
- Owning or having a substantial interest in a competitor, supplier, or contractor
- Accepting gifts, discounts, favors, or services from a client / potential client, competitor, or supplier, unless equally available to all MN Care Services employees

Determining whether a conflict of interest exists is not always easy to do. Employees with a conflict-of-interest question should seek advice from management or Human Resources. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their manager or Human Resources.

### **Confidential Information**

MN Care Services requires all employees to protect confidential and proprietary information. This includes, but is not limited to, company data, financial records, employee and client information, and nonpublic details about vendors, suppliers, or business partners. Confidential information may only be shared for legitimate business purposes and with proper authorization.

Employees must also respect the intellectual property rights of others. The use, disclosure, or acquisition of competitors' confidential information, trade secrets, or intellectual property by improper means is prohibited. Unauthorized copying, distribution, or modification of software or other protected materials is not allowed.

### **Client Confidentiality**

MN Care Services employees are entrusted with sensitive and personal information about the individuals we serve. Protecting this information is a fundamental responsibility of every employee and is essential to maintaining the trust of our clients, their families, and the community.

### **Expectations for Employees**

Client information, including medical, personal, or any other details, must never be discussed or disclosed outside of MN Care Services unless specifically authorized by a Designated Manager or Leadership.

Confidential information is not to be discussed with employees' friends, family, or others who are not directly involved in the client's care. Employees are expected to uphold the highest ethical standards in protecting client privacy.

Confidentiality is both an ethical obligation and legal requirement. Failure to maintain confidentiality may result in disciplinary action, up to and including separation from employment, and may also carry legal consequences.

### **Media Inquiries**

No employee may share information about individuals served by or about MN Care Services with the media. Only the Executive team may respond to media requests or release information on behalf of MN Care Services.

MN Care Services is required to comply with all applicable privacy laws and regulations to protect client information. By adhering to these standards, employees help ensure that client rights are safeguarded and that MN Care Services maintains its reputation for ethical and lawful conduct.

## EMPLOYMENT RELATIONSHIP

### Open Door Policy

MN Care Services values open communication and encourages employees to share questions, concerns, or suggestions at any time. We believe that open dialogue supports a positive, respectful, and productive workplace.

Employees are welcome to bring ideas, issues, or feedback directly to their manager, Human Resources, or any member of Leadership without fear of retaliation. Whether related to job duties, workplace practices, or general concerns, all matters will be taken seriously and addressed promptly.

MN Care Services is committed to maintaining an environment where employees feel comfortable speaking up and confident that their voices are heard.

### Data Privacy – Personal Identity Information (PII)

MN Care Services recognizes its need to maintain the confidentiality of Personal Identity Information (PII) and understands that such information is unique to each individual. PII may come from various types of individuals performing tasks on behalf of the company and includes employees, applicants, independent contractors, and any PII maintained for individuals served by MN Care Services.

Person Identity Information (PII) is defined as unique personal identification numbers or data, including:

- Social Security Numbers (or their equivalent issued by governmental entities outside the United States);
- Taxpayer Identification Numbers (or their equivalent issued by governmental revenue entities outside the United States);
- Employer Identification Numbers (or their equivalent issued by governmental entities outside the United States);
- State or foreign driver's license numbers;
- Date(s) of birth;
- Corporate or individually held credit or debit transaction card numbers (including PIN or access numbers) maintained in organizational or approved vendor records.

PII may reside in hard copy or electronic records; both forms of PII fall in scope of this policy.

All employees must maintain confidentiality of PII as well as company proprietary information to which they may have access and understand that such PII is to be restricted to only those with a business need to know. Employees with ongoing access to such data may be required to acknowledge and attest to their understanding of this company requirement annually.

MN Care Services views the protection of PII data to be of the utmost importance. Infractions of this policy or its procedures will result in disciplinary action, up to and including employment termination.

## **Employment Classification**

It is the intent of MN Care Services to clarify the definitions of employment classifications so that employees understand their employment status and benefits eligibility. These classifications do not guarantee employment for any specified period. The right to terminate the employment relationship at will at any time is retained by both the employee and MN Care Services.

All employees are designated as either **nonexempt** or **exempt** under state and federal wage and hour laws:

**Nonexempt employees** are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are not exempt from the law's requirements concerning minimum wage and overtime, meaning they are eligible to earn overtime at one and one-half times the regular hourly rate for all hours worked over 40 hours per week.

**Exempt employees** hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor. Exempt employees are generally executives, managers, professional, administrative or outside sales staff who are exempt from the minimum wage and overtime provisions of the FLSA. This means they are not eligible to earn overtime, provided they satisfy both FLSA duties and salary-based requirements.

MN Care Services has established the following categories for both nonexempt and exempt employees:

**Regular full-time employees** are not in temporary status and are regularly scheduled to work the company's full-time schedule of 30 or more hours per week. Generally, they are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefit program.

**Regular part-time employees** are not in temporary status and are regularly scheduled to work less than the full-time schedule of 30 or more hours per week but at least two shifts in a biweekly pay period. Regular part-time employees may be eligible for some of the benefits offered by the company, subject to the terms, conditions and limitations of each benefit program.

**On-Call full-time or part-time employees** are hired to work irregular hours or shifts a minimum of three (3) times per month at any program site in the region. On-Call employees may be eligible for some of the benefits offered by the company, subject to the terms, conditions and limitations of each benefit program.

## **Workweek and Hours of Work**

The MN Care Services work week runs Thursday through Wednesday on a two-week pay period. Paychecks are issued the Thursday after the pay period ends. Please refer to the current year's pay schedule for exact dates. Contact your manager or Human Resources for a copy, if needed.

## **Meal and Rest Breaks**

MN Care Services will employees reasonable time to consume a meal, which may or may not occur while also assisting the individuals we serve with their meals. Employees may experience downtime while working with individuals for which would be considered paid breaks.

MN Care Services will provide reasonable accommodation for health and safety needs related to pregnancy. This may include but is not limited to:

- More frequent or longer restroom breaks
- Food and water breaks
- Seating or opportunities to sit more frequently
- Limits on heavy lifting

Employees that need to express breast milk will be provided with reasonable paid break time each day. A private space, other than a bathroom, that is clean, shielded from view, and free from intrusion will be provided for expressing milk.

Employees requesting accommodation related to pregnancy or nursing should notify Human Resources; no medical certification is required for basic accommodation.

### **Time Records**

MN Care Services employees are required to accurately record all hours worked each day, including the time they begin and end work, and any unpaid meal periods. Altering, falsifying, or failing to record time worked may result in disciplinary action, up to and including termination. Non-exempt employees must not perform any work “off the clock”. All work must be reported and compensated.

### **Overtime**

Overtime is defined as all hours worked over 40 hours in a workweek, as required by federal and state law. Overtime will be paid at one and one-half times the employee’s regular rate of pay. **All overtime must be pre-approved by a manager.** Unauthorized overtime will be paid but could result in disciplinary action.

### **Pay Dates, Pay Delivery, and Deductions**

MN Care Services issues paychecks to its employees on Thursday, on a biweekly basis. When a regularly scheduled holiday falls on the scheduled payday, employees will be paid on the preceding business day. Employees will be provided with an itemized earnings statement (also known as a pay statement, or a check stub) each pay period, including gross pay, hours worked, rates of pay, deductions, and net pay. A copy of the current year’s pay schedule, including pay period start and end dates, can be requested from a manager or Human Resources.

Employees may elect to receive wages by direct deposit into a financial institution of their choice. Direct deposit is offered in compliance with State law, which requires employees have the right to choose their financial institution. If an employee opts out of direct deposit, wages will be issued by check.

Pay deductions will be made only as permitted by law, including but not limited to:

- Federal income tax
- State and local income tax, if applicable
- Social Security and Medicare (FICA)
- Court-ordered garnishments or child support

- Employee-authorized benefit contributions (insurance premiums, retirement plans, etc.)

Any other deduction, such as for lost/damaged company property, or for uniforms, will only be made if the deduction is authorized in writing by the employee after the loss/damage has occurred, and the amount does not reduce wages below the federal or State minimum wage. Advance authorizations or blanket authorizations for deductions are not valid under Minnesota law.

### **Access to Personnel Files**

Current employees have the right to review their personnel record at no cost every six months upon written request and submission to Human Resources. Employees that have departed from MN Care Services may submit a written request to Human Resources to review their personnel record once each year after separation, for as long as MN Care Services maintains the record.

The following items will be made available as part of the personnel record request:

- Application for Employment
- Wage or salary history
- Notices of commendation, warnings, discipline, or termination
- Authorizations for pay deductions or withholding
- Benefits-related information
- Leave records
- Employment history, such as job titles, promotions, transfers, dates of changes
- Attendance records
- Performance evaluations
- Retirement records, if applicable

If an employee disputes information in their personnel record, they may submit a written statement identifying the disputed item and explaining their position to Human Resources. This statement (up to 5 pages) will be retained with the disputed material and included in any further sharing of the material.

### **Separation from Employment**

Employment with MN Care Services is voluntary and subject to termination by the employee or MN Care Services at will, with or without cause, and with or without notice, at any time. Nothing in this policy shall be interpreted to conflict with or to eliminate or modify in any way the employment-at-will status of MN Care Services employees.

A **voluntary separation of employment** occurs when an employee submits a written or verbal notice of resignation, including intent to retire, to their manager or when an employee is absent from work for three consecutive working days and fails to contact their manager (also called job abandonment).

- Employees are requested to provide a minimum of two weeks' written notice of their intention to separate employment to their manager.
- Upon receipt of an employee's resignation, the manager will notify Human Resources by sending a copy of the resignation communication and any other pertinent information (e.g. reason for exit, final working day).
- Human Resources will coordinate the employee's departure from the company. This will include the employee's returning all company property, a review of the employee's post-

termination benefits status, if applicable, and the employee's completion of a voluntary exit interview.

An **involuntary separation of employment**, including a layoff of over 30 days, is a management-initiated dismissal with or without cause.

- Before any action is taken to involuntarily discharge an employee, the employee's manager must request a review by Human Resources.
- Human Resources will partner with applicable Leadership members and will be responsible for reviewing the circumstances and determining if discharge is warranted. If employment discharge is warranted, the employee's manager and Human Resources will notify the employee.

A separation of employment due to **employee death** will be made effective as of the date of death. Upon receipt of notification of the death of an employee, the employee's manager should immediately notify Human Resources.

An employee who voluntarily or involuntarily separates employment with MN Care Services will be paid through their last day of work, plus up to 40 hours of accrued Paid Time Off (PTO), less outstanding loans, advances, or other agreements the employee may have with the company, in compliance with state laws. In the case of an employee death, the final pay due to that employee will be paid to the deceased employee's estate or as otherwise required under state law.

Employees must return all company property at the time of separation, including uniforms, keys, key fobs, laptops, and identification cards. MN Care Services may pursue criminal charges for failure to return company property.

MN Care Services Human Resources will contact an employee who chooses to voluntarily separate employment to schedule an exit interview before their departure. Exit interviews are voluntary, confidential, and allow the employee to provide valuable feedback about their employment journey with the organization.

Employees who leave MN Care Services in good standing with proper notice may be considered for rehire. Former employees must follow the normal application and hiring processes and must meet all minimum qualifications and requirements of the position. Rehired employees will not retain previous tenure when calculating longevity, paid time off accruals, or any other benefits, unless required by law.

Employees who are involuntarily separated from employment with MN Care Services for cause or who resign in lieu of termination are ineligible for rehire. In addition, employees who resign without providing adequate notice or who abandon their job will not be considered for rehire.

## **WORKPLACE SAFETY**

### **Drug- and Alcohol-Free Workplace**

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to their manager.

Whenever employees are working, are operating any MN Care Services vehicle or their own vehicle on behalf of MN Care Services, are present on MN Care Services premises or are conducting company-related work offsite, they are prohibited from:

- Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug (to include possession of drug paraphernalia);
- Being under the influence of alcohol or an illegal drug as defined in this policy;
- Possessing or consuming alcohol.

The presence of any detectable amount of any illegal drug, illegal controlled substance or alcohol in an employee's body system, while performing company business or while in a company facility, is prohibited.

MN Care Services will not allow employees to perform their duties while taking prescribed drugs that are adversely affecting their ability to perform their job duties safely and effectively. Employees taking prescribed medication must carry it in a container labeled by a licensed pharmacist or be prepared to produce the container if asked.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

### ***Crimes Involving Drugs***

MN Care Services prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on company premises or while conducting company business. MN Care Services employees are also prohibited from misusing legally prescribed or over the counter (OTC) drugs. Law enforcement personnel may be notified, as appropriate, when criminal activity is suspected.

MN Care Services does not desire to intrude into the private lives of its employees but recognizes that employees' off-the-job involvement with drugs and alcohol may have an impact on the workplace. Therefore, MN Care Services reserves the right to take appropriate disciplinary action for drug use, sale or distribution while off company premises. All employees who are convicted of, plead guilty to or are sentenced for a crime involving an illegal drug are required to report the conviction, plea or sentence to HR within five days. Failure to comply will result in separation of employment. Cooperation in complying may result in suspension without pay to allow management to review the nature of the charges and the employee's past record with MN Care Services.

## **Workplace Violence Prevention**

MN Care Services has a zero-tolerance policy for violent acts or threats of violence against our employees, applicants, individuals we serve, or vendors. The company does not allow fighting, threatening words or conduct. In addition, weapons of any kind are strictly prohibited and not permitted on MN Care Services premises, inclusive of the worksites where we interact with the individuals we serve. No employee should commit to threaten or commit any violent act against a coworker, manager, applicant, client, or vendor; this includes discussions of the use of dangerous weapons, even in a joking manner.

Prohibited conduct applicable to all MN Care Services Employees, including managers includes, but is not limited to:

- Threats of any kind;
- Threatening, physically aggressive, or violent behavior, such as intimidation of, or attempts to instill fear in, others;
- Other behavior that suggests a propensity toward violence, including threatening speech, sabotage, threats of sabotage of company property, or a demonstrated pattern of refusal to follow company policies and procedures;
- Defacing company property or causing physical damage to our facilities;
- Bringing weapons or firearms of any kind on company premises, in company parking lots, worksites where we interact with the individuals we serve; or anywhere we conduct company business.

Employees should report any conduct described immediately to their manager or Human Resources.

MN Care Services does not tolerate retaliation against an employee who reports workplace violence. All reports of workplace violence will be taken seriously, will be thoroughly investigated, and will be treated with as much confidentiality as possible. If MN Care Services determines workplace violence has occurred, the company will take all appropriate action it deems appropriate and necessary under the circumstances. Actions may include and are not limited to:

- Employment suspension, termination, or other disciplinary action as appropriate;
- Removal from the premises or withdrawal of consent to enter or be present on the premises pending outcome of an investigation and thereafter, if required;
- Notification of law enforcement agencies of any threats and violent acts, and initiation of criminal arrests and prosecution;
- Reassignment / relocation of personnel or job duties, if required;
- Termination of any business relationship;
- Any other action the company deems to be necessary or required under the circumstances.

## **Commitment to Safety**

MN Care Services is committed to maintaining a safe and secure working environment. All work-related incidents, injuries, and near misses must be reported no later than 24 hours after they occur. Employees begin by notifying their manager, providing the date, time, location, and brief description of what occurred. Then, the employee will complete a First Report of Injury and/or Incident and Injury Report Form available from their manager or Human Resources. Human Resources reviews each

submission, conducts any necessary investigation, and implements corrective actions that may or may not involve the affected employee to prevent recurrence.

### **Inclement Weather**

During inclement weather, employees are expected to report to work as scheduled to support the individuals we serve. Employees should plan to arrive on time, using their best judgment for safe travel. If weather conditions make it unsafe to travel, employees should notify their manager as soon as possible to discuss options.

If a manager asks an employee to remain on site beyond the end of their shift, all hours worked will be paid. In some cases, managers may reassign or split a scheduled shift between multiple worksites to maintain coverage; total paid hours will not exceed the employee's regular scheduled shift length.

## **WORKPLACE GUIDELINES**

### **Attendance, Scheduling, and Shifts**

Maintaining consistent shift assignments allows MN Care Services to deliver steady, reliable care to the individuals we serve. The individuals benefit from familiar caregivers, and teams build deeper working rapport. Detailed shift patterns and site-specific hours are provided to employees during onboarding.

Upon hire and thereafter, employees must remain in their position and on the shift for which they were hired for a minimum of six months. After completing six months in an assigned shift, an employee may request a change in writing to the Designated Coordinator and Designated Manager detailing the reason for the change, along with desired new shift and/or position. Submission of a request does not guarantee approval. Management will review each written request based on:

- Current and projected staffing needs;
- Employee's performance and record of reliability;
- Seniority, where applicable;
- Availability of the requested position and/or shift

In rare or extenuating circumstances, such as documented need for reasonable accommodation or family emergencies, employees may request a shift change in writing in the same fashion and will be evaluated by management and Human Resources on a case-by-case basis.

MN Care Services may periodically have extra shifts available for which employees may pick up extra hours. Extra shifts are offered by who is not approaching or has the least amount of overtime worked at the time of need, and any unfilled shifts are assigned at management's discretion.

### **Performance Evaluations**

Performance Evaluations provide a means for discussing, planning, and reviewing the performance and individual, team, and organizational goal achievement of each employee. They influence salaries, promotions, and other work-related transactions.

### **Eligibility**

All employees are given an annual Performance Evaluation.

### **Performance Evaluation Schedule**

Performance Evaluations are conducted annually in October. Each MN Care Services manager is responsible for the timely and equitable assessment of the performance and contribution of subordinate employees.

### **Outside Employment**

MN Care Services recognizes that employees may seek or maintain additional employment outside of their role with our organization. Employees in Leadership positions, defined as Designated Coordinator and above, are not permitted to hold similar-level leadership roles with other organizations. Leadership positions at MN Care Services carry responsibilities that require a primary

commitment of time, attention, and loyalty; therefore, MN Care Services work must take precedence over any outside employment.

Any potential outside employment must be disclosed in advance and approved in writing by the Executive team to ensure that it does not create a conflict of interest or interfere with the performance of leadership duties.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act, including Section 7 and 8(a)(1) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment.

### **Dressing for Your Workday**

MN Care Services is committed to maintaining attire that supports the care and safety of the individuals we serve. All MN Care Services employees are expected to present a professional, businesslike image to clients, visitors, and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with MN Care Services.

MN Care Services recognizes the importance of individually held religious beliefs to people within its workforce. MN Care Services will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates undue hardship. Accommodation of religious beliefs in terms of attire may be difficult considering safety issues for staff members. Those requesting workplace attire accommodation based on religious beliefs should contact Human Resources.

The following guidelines apply to attire appropriate for work at MN Care Services:

- Clothing and appearance should be neat, clean, and must support safe, active participation in client care and allow for functional movement;
- Direct Care staff may wear clean, professional scrubs or equivalent uniforms;
- All employees should wear closed-toe, non-slip shoes.

Employees may not wear clothing that could reasonably be considered offensive, disruptive, or inappropriate in the workplace. This includes, but is not limited to, clothing that:

- Displays obscene, vulgar, profane, or sexually explicit language or imagery;
- Promotes or depicts violence, illegal activity, or use of controlled substances;
- Contains discriminatory or harassing language, symbols, or images related to race, color, national origin, religion, sex, disability, sexual orientation, gender identity, age, or any other protected class;
- Displays political or religious messaging that could interfere with workplace harmony or the comfort of the individuals we serve;
- Dangling jewelry and/or accessories that could pose a safety risk to the employee and/or the individuals we serve;
- Unprotective footwear, such as slippers, sandals, flip-flops, or any other open-toed type of footwear;
- Reveals undergarments or is otherwise excessively revealing.

Designated Coordinators and/or Designated Managers can provide additional guidance on appropriate workplace attire for the worksites where we interact with the individuals we serve.

Managers are responsible for addressing clothing concerns promptly and respectfully. Employees who return to work in offensive or inappropriate attire may be asked to change, cover up, or return home to change before resuming work. Time away from work to correct inappropriate attire will be unpaid.

### **Mobile Phones or Devices and Driving**

MN Care Services has a zero-tolerance policy regarding using a mobile phone or mobile device in any other fashion than hands free while driving. When MN Care Services employees are transporting individuals served and/or other employees, it is preferred that a mobile phone or device is not used in any capacity, including hands free, however, there may be times where it is warranted (e.g. maps usage when visiting a new community space, emergency calls, etc.) Employees must use hands free calling or pull over and stop at a safe location to dial, receive or converse on the mobile phone or device in any way.

### **Using Social Media**

Social media is a powerful tool for communication, networking, and promoting our services. However, it carries risks, including reputation damage, confidentiality breaches, and legal liabilities. Employees must understand their responsibilities when engaging in social media, whether in a professional or personal capacity.

The Social Media policy applies to all employees, interns, and third-party collaborators who represent or are associated with MN Care Services. The Social Media policy covers employees' activities on all social media platforms, including but not limited to:

- Facebook
- Instagram
- LinkedIn
- X (formerly Twitter)
- Bluesky
- Snapchat
- WhatsApp, and same or similar chat/text platforms
- YouTube
- TikTok
- Reddit
- Blogs, podcasts, and other forums

Both professional accounts managed by MN Care Services and personal accounts where employees reference their affiliation with the firm are subject to this policy.

### **Maintain Professionalism and Respect**

Always communicate respectfully and professionally, whether engaging on behalf of the company or using personal accounts. Avoid posting offensive, discriminatory, or inflammatory content that could harm the company's reputation.

## **Protect Confidential, Client, and Proprietary Information**

Do not share any confidential, client, proprietary, or sensitive company information, including information about individuals we serve, financial data, or internal communications. If employees are unsure if what they plan to share or post violates this, they should consult their manager or Human Resources.

## **Follow Brand Guidelines**

Align all content representing MN Care Services with its approved branding, tone of voice, and messaging. Use only official logos with pre-approval from MN Care Services leadership, hashtags, and templates provided by MN Care Services.

## **Elevate Issues Promptly**

If employees encounter a social media crisis such as negative comments, hate speech, security breaches, or misinformation about the company, they must report it immediately to MN Care Services Leadership and Human Resources.

## **Comply with Legal and Regulatory Standards**

Adhere to all applicable laws and regulations, including disclosing any sponsorships, endorsements, or partnerships. Personal accounts discussing company matters should include disclaimers, such as, "Opinions are my own."

## **Guidelines for Professional Use**

Employees managing official social media accounts for MN Care Services must adhere to the following guidelines:

- All posts must be reviewed and approved by MN Care Services Leadership team
- Maintain consistency with MN Care Services' tone, style, and messaging
- Respond to comments and messages professionally and promptly

When sharing company-related content on personal accounts, employees should:

- Use approved hashtags and branding elements
- Align the content with the company's values and messaging
- Avoid sharing unverified, confidential, and/or sensitive information

Employees using LinkedIn or other platforms for professional networking should:

- Keep profiles updated with accurate information about their role and time spent with MN Care Services;
- Avoid connecting with unknown individuals who may pose security risks;
- Engage in discussions that enhance MN Care Services' reputation and thought leadership.

## **Guidelines for Personal Use**

- Employees should include a disclaimer in personal profile or posts when discussing industry-related topics. For example: “The views expressed are my own and do not reflect the views of MN Care Services.”
- Use privacy settings to limit access to personal posts. However, assume that all content shared online could become public;
- Avoid discussing controversial or polarizing topics, such as politics or religion, in a manner that could imply MN Care Services favors one religious or political viewpoint.

## **Prohibited Activities**

Employees are strictly prohibited from engaging in the following activities on social media:

- Sharing confidential, client, or proprietary information;
- Posting discriminatory, harassing, threatening, or offensive content;
- Impersonating the firm or its representatives;
- Engaging in illegal activities, such as copyright infringement or defamation;
- Using social media during work hours in a manner that interferes with supporting the individuals we serve or productivity.

## **Monitoring and Enforcement**

MN Care Services reserves the right to monitor public social media activity for compliance with this policy. However, the firm respects employees’ privacy and will not access private accounts without explicit consent.

Employees who become aware of social media activity that violates this policy should report it to Human Resources.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

## **Bulletin Boards**

MN Care Services maintains bulletin boards at its worksites and headquarters for workplace postings and company-approved business purposes. Workplace postings provide federal, state, and local workplace guidance required by law.

All bulletin board postings are to be approved by Human Resources, which is responsible for monitoring, updating, and removing posted items. No notices or communications may be posted on any MN Care Services bulletin boards by an employee or third party without the prior review and approval of Human Resources. This is inclusive but not limited to community postings, advertisements, crowdfunding, fundraising, or soliciting of or providing services unrelated to those of MN Care Services.

## **Solicitation and Visitors**

Soliciting others at work can be disruptive to employee productivity, create uncomfortable or even harassing situations for employees and individuals we serve, and could pose a security threat when

visitors are allowed to solicit on company premises.

Therefore, MN Care Services prohibits selling, soliciting and the distribution and posting of materials on or at company property by any employee or nonemployee, except as permitted by this policy. The sole exceptions to this policy are charitable and community activities supported by MN Care Services management and company-sponsored programs related to MN Care Services products and services.

## **Employees**

Employees may not solicit other employees during their own work time, or during the work time of another employee, except in connection with a company approved or sponsored event. Employees may not distribute literature of any kind during their work time, or in any work area at any time, except in connection with a company-sponsored event.

Work time means at all times employees are expected to be working and does not include meal or break times. Work areas include all areas in which work is performed.

## **Visitors**

Nonemployees may not solicit employees or distribute literature of any kind on MN Care Services' premises at any time. Employees may only admit nonemployees to company premises with management approval or as part of a company-sponsored program. These visits should not disrupt workflow. A MN Care Services employee must always accompany the nonemployee.

Violation of this policy should be reported to Human Resources.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act, including Section 7 and 8(a)(1) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment.

## **Technology Use (Email, Internet, Phone)**

MN Care Services recognizes that use of the internet, email, and electronic devices is necessary in the workplace, and employees are required to use both respectfully and lawfully, as unacceptable use can place MN Care Services and others at risk for harassment, security breaches, and similar issues. This policy must be followed in conjunction with other MN Care Services policies governing appropriate workplace conduct and behavior. Any employee who abuses company-provided access to email, internet, or other electronic communications or networks, including social media, may be denied future access, and if appropriate, be subject to disciplinary action, up to and including termination.

MN Care Services complies with all applicable federal, state, and local laws as they concern the employer/employee relationship, and nothing contained herein should be misconstrued to violate any of the rights or responsibilities contained in such laws. Questions regarding the appropriate use of electronic communications equipment or systems, including email, phone, and internet, should be directed to your manager or MN Care Services Leadership.

MN Care Services has established the following guidelines for employee use of the company's technology and communications networks, including the internet and email, in an appropriate, ethical, and professional manner.

## **Confidentiality and Monitoring**

All technology provided by MN Care Services, including computer systems, communication networks, company-related work records and other information stored electronically, is the property of MN Care Services and not the employee. In general, use of the company's technology systems and electronic communications should be job-related and not for personal convenience. MN Care Services reserves the right to examine, monitor, and regulate regular email and other electronic communications, directories, files, and all other content, including internet use, transmitted by or stored in its technology systems, whether onsite or offsite.

Internal and external email, voice mail, text messages, and other electronic communications are considered business records and may be subject to discovery in the event of litigation. Employees must be aware of this possibility when communicating electronically within and outside the company.

## **Appropriate Use**

MN Care Services' employees are expected to use technology responsibly, lawfully and productively as necessary for their jobs. Internet access and email use is for job-related activities; however, minimal personal use is acceptable.

Employees may not use MN Care Services' internet, email or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, age, sex, disability, religion, national origin, physical attributes, gender identity, sexual preference or any other protected class may be transmitted. Harassment of any kind is prohibited.

Abusive, excessively profane or offensive language and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the internet or email—are forbidden.

Copyrighted materials belonging to entities other than MN Care Services may not be transmitted by employees on the company's network without permission of the copyright holder.

Employees may not use MN Care Services' computer systems in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and spamming (sending unsolicited email to thousands of users).

Employees are prohibited from downloading software or other program files or online services from the internet without prior approval from the IT department. All files or software should be passed through virus-protection programs prior to use. Failure to detect viruses could result in corruption or damage to files or unauthorized entry into company systems and networks.

Every employee of MN Care Services is responsible for the content of all text, audio, video or image files that he or she places or sends over the company's internet and email systems. No email or other electronic communications may be sent that hide the identity of the sender or represent the sender as

someone else. MN Care Services' corporate identity is attached to all outgoing email communications, which should reflect corporate values and appropriate workplace language and conduct.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act, including Section 7 and 8(a)(1) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment.

## **Disciplinary Procedure**

MN Care Services' progressive discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent the recurrence of undesirable employee behavior and performance issues.

Outlined below are the steps of the company's progressive discipline policy and procedures. MN Care Services reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training; the employee's work record; and the impact the conduct and performance issues have on the organization.

Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between MN Care Services and its employees.

### **Verbal Coaching**

Verbal Coaching creates an opportunity for the immediate manager to bring attention to the existing performance, conduct or attendance issue. The manager should discuss with the employee the nature of the problem or the violation of company policies and procedures. The manager is expected to clearly describe expectations and steps the employee must take to improve his or her performance or resolve the problem.

The manager will prepare written documentation of the Verbal Coaching. The employee will be asked to sign this document to demonstrate their understanding of the issues and the corrective action.

### **Written Performance Alert**

The Written Performance Alert involves a second documentation of performance, conduct or attendance issues and consequences.

During a Written Performance Alert, the manager and Human Resources will meet with the employee to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. Management will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations.

### **Suspension and Final Warning**

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

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

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

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee of wrongdoing.

### **Recommendation for separation of employment**

The last and most serious step in the progressive discipline process is a recommendation to separate employment. Generally, MN Care Services will try to exercise the progressive nature of this policy by first providing warnings, issuing a final written warning or suspending the employee from the workplace before proceeding to a recommendation to terminate employment. However, MN Care Services reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action.

Management's recommendation to terminate employment must be approved by Human Resources, Designated Manager, and/or Leadership.

### **Appeals Process**

Employees will have the opportunity to present information to dispute information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee's performance or conduct issues while allowing for an equitable solution.

If the employee does not present this information during any of the step meetings, they will have two business days after each of those meetings to present such information.

### **Performance and Conduct Issues Not Subject to Progressive Discipline**

Behavior that is illegal is not subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

### **Documentation**

The employee will be provided with copies of all progressive discipline documentation. The employee will be asked to sign copies of this documentation attesting to their receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in the employee's official personnel file.

## TIME OFF AND LEAVES OF ABSENCE

### Holidays

MN Care Services observes the following holidays each year:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day
- Memorial Day (Last Monday in May)
- Juneteenth (June 19)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Thanksgiving Day (Last Thursday in November)
- Christmas Day (December 25)

To allow for celebratory flexibility, A "Floating Holiday" is provided for use in place of or as an additional observed holiday throughout the calendar year, that does not roll over from year to year.

Company-observed holidays are paid for full-time, part-time, and on-call employees. Employees who have been scheduled for the holiday must work that day to receive holiday pay. If an on-call employee is scheduled or picks up a shift on a company-observed holiday, they will receive holiday pay. Company-observed holidays are paid at the regular rate of pay and are not prorated based on full-time or part-time status.

### Paid Time Off

Ensuring employees can take needed time off while keeping shifts covered is critical to deliver reliable, high-quality care. Clear expectations help prevent last-minute gaps, reduce stress for managers and colleagues, and uphold client safety and satisfaction. Following these guidelines promotes fairness, operational consistency, and uninterrupted care.

### **Requesting Time Off**

All requests for paid time off must be submitted to the employee's manager at least 14 calendar days prior to the first day off. This notice window allows managers to secure coverage and maintain staffing levels for the individuals we serve. Requests with shorter notice will be handled at the manager's discretion.

### **Inability to Report for Shift (Unexcused Absence)**

If an employee is unable to report to work for their scheduled shift, they must contact their manager by phone at least two hours before the start of the shift to report the absence and discuss coverage. Text messages and/or emails alone do not satisfy this requirement unless your manager has specifically authorized that method for same-day call-offs. Failure to notify within this window may result in disciplinary action, up to and including separation of employment.

Managers will review any patterns of non-compliance, which may affect future requests for time off.

## **Paid Time Off Bank Accrual and Usage**

MN Care Services provides a paid time off bank that is compliant with various state requirements for Sick and Safe Leave. Employees accrue a PTO amount per hour worked. Employees may not use more paid time off than they have banked (allow the bank to go negative). The Paid Time Off bank carries over year to year, so long as it does not exceed its cap. If employees reach their PTO cap, they must take sufficient pre-approved time off to lower their bank balance to begin accruing again. Employees must use their Paid Time Off for pre-planned and unexcused absences.

## **Family and Medical Leave**

MN Care Services complies with the Family and Medical Leave Act (FMLA) and will grant up to 12 weeks of leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave).

The purpose of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns or disputes with this policy, please contact Human Resources.

## **Eligibility**

To be eligible for leave under this policy, employees must meet all of the following requirements:

- Have worked at least twelve (12) months for MN Care Services.
- Have worked at least 1,250 hours for MN Care Services over the twelve (12) months preceding the date the leave would commence.
- Currently work at a location where there are at least fifty (50) employees within seventy-five (75) miles.

The 12 months of employment do not have to be consecutive. All periods of absence from work due to or necessitated by service in the uniformed services are counted as hours worked in determining eligibility.

## **Reasons for Leave**

To qualify as FMLA leave under this policy, the leave must be for one of the following reasons:

- The birth of a child or placement of a child with the employee for adoption or foster care.
- To care for a spouse, child, or parent who has a serious health condition.
- For a serious health condition that makes the employee unable to perform the essential functions of their job.
- For any qualifying exigency arising out of the fact that a spouse, child, or parent is a military member on covered active duty or on call to covered active-duty status.
- To care for a covered service member with a serious injury or illness.

## **Amount of Leave**

An eligible employee can take up to 12 weeks of FMLA leave during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured forward from the date an employee uses leave under this policy. Each time an employee requests FMLA-qualifying leave, the company will track the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the total 12 weeks of available leave. The remaining balance is the amount the employee is entitled to take for the current request.

An eligible employee can take up to 26 weeks for the FMLA military caregiver leave during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a single 12-month period measured forward from the first day the employee begins such leave. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

Eligible spouses who both work for the company may only take a combined total of 12 weeks of leave for the birth of a child, adoption, or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition. Both may only take a combined total of 26 weeks of leave to care for a covered injured or ill service member (if each spouse is a parent, spouse, child, or next of kin of the service member).

## **Intermittent Leave or a Reduced Work Schedule**

Employees may take FMLA leave in one consecutive block of time, may use the leave intermittently (take time periodically when needed over the 12 months), or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member) in a 12-month period.

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the employee or employee's family member is foreseeable, and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care.

For the birth, adoption, or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption, or foster care of a child must be taken within one year of the birth or placement of the child.

When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the company's operations.

## **Employee Notice Requirement**

All employees requesting FMLA leave must provide verbal or written notice of the need for leave to their manager or Human Resources.

When the need for the leave is foreseeable, the employee must provide the company with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave fewer than 30 days in

advance, the employee must provide notice of the need for the leave either the same day the need for leave is discovered or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Within five business days after the employee has provided this notice, Human Resources will complete and provide the employee with a Notice of Eligibility and Rights and request a medical certification or other supporting documentation as necessary.

### **Designation of FMLA Leave**

Within five business days after the employee has submitted the required certification or other documentation, Human Resources will complete and provide the employee with a written response to the employee's request for FMLA leave using the FMLA Designation Notice.

### **Employee Status and Benefits During Leave**

MN Care Services will continue an employee's health benefits during the leave period at the same level and under the same conditions as if the employee was continuously at work.

### **Employee Status After Leave**

An employee who takes medical leave under this policy may be asked to provide a fitness for duty clearance from a health care provider. This requirement will be included in the company's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits, and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits, and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of his or her status as a key employee.

### **Use of Paid and Unpaid Leave**

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Leave taken for an employee's serious health condition, including pregnancy-related leave, short-term disability (STD), or workers' compensation, will be designated as FMLA leave and will run concurrently, to the extent the reason qualifies under the FMLA. For example, if an employee takes six weeks of Minnesota Paid Leave, those six weeks will count toward the employee's 12-week FMLA entitlement.

The company will not require the use of accrued paid time off during the compensated portion of the leave. However, an employee and employer may agree to use accrued paid time off to supplement partial wage replacement benefits, where permitted by law and company policy.

If an employee is not receiving wage replacement benefits, an employee will be required to use accrued paid time off concurrently with FMLA leave.

Employees taking FMLA leave for the adoption or foster care placement of a child will be required to use all available paid time off, personal, or family leave before transitioning to unpaid FMLA leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave, or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

### **Intent to Return to Work from FMLA Leave**

On a basis that does not discriminate against employees on FMLA leave, MN Care Services may require an employee on FMLA leave to report periodically on their status and intent to return to work.

### **Definitions**

**Serious health condition** means an illness, injury, impairment, or physical or mental condition that involves inpatient care or continuing treatment by a health care provider. This can include conditions with short-term, chronic, long-term or permanent periods of incapacity.

**Spouse** means a husband or wife, including those in same-sex marriages, which were made legal by the U.S. Supreme Court in all 50 United States as of June 26, 2015. Spouse also includes a husband or wife in a marriage that was validly entered into outside of the United States, if the marriage could have been entered into in at least one state.

**Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and "incapable of self-care because of a mental or physical disability" at the time that FMLA leave is to commence.

**Parent** means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the employee when the employee was a child. This term does not include parents "in law."

**Qualifying exigency** includes short-notice deployment, military events and activities, child care and school activities, financial and legal arrangements, counseling, rest and recuperation, post-deployment activities, and additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

**Covered active duty** for members of a regular component of the Armed Forces, means duty during deployment of the member with the Armed Forces to a foreign country. For a member of the Reserve components of the Armed Forces, it means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation.

**The next of kin of a covered service member** is the nearest blood relative, other than the covered service member's spouse, parent, or child in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member

has specifically designated in writing another blood relative as their nearest blood relative for purposes of military caregiver leave under the FMLA.

**Covered service member** is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is receiving medical treatment, recuperation or therapy, or is in outpatient status or on the temporary disability retired list for a serious injury or illness.

**Serious injury or illness** is one that is incurred by a service member in the line of duty on active duty that may cause the service member to be medically unfit to perform the duties of his or her office, grade, rank, or rating. A serious injury or illness also includes injuries or illnesses that existed before the service member's active duty and that were aggravated by service in the line of duty on active duty.

## **Military Leave**

MN Care Services is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is MN Care Services' policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the uniformed services of the United States. Specifically, no person will be denied employment, reemployment, promotion or other benefit of employment on the basis of such membership.

Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or this policy. If any employee believes that he or she has been subjected to discrimination in violation of this policy, the employee should immediately contact Human Resources.

## **Eligibility**

Employees taking part in a variety of military duties are covered under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including active duty, reserve or National Guard, for training, periods of active military service and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. This policy also covers individuals serving in the active components of the armed forces and the National Disaster Medical System (NDMS) as well as reservists for the Federal Emergency Management Agency (FEMA) when they are deployed to disasters and emergencies on behalf of FEMA. Subject to certain exceptions under the law, these benefits are generally limited to five years of leave of absence.

## **Procedures for Military Leave**

Unless military necessity prevents it, or is otherwise impossible or unreasonable, an employee should provide MN Care Services with notice of the need for leave as far in advance as is reasonable under the circumstances.

To request a temporary or extended military leave of absence, the employee should generally obtain a request for leave of absence form from Human Resources. Written notice is preferred but not required under the law or this policy.

Human Resources will review the request for leave of absence, collect any applicable insurance premiums from the employee, generate other applicable documents and process the leave of

absence accordingly. In the event of verbal notice by the employee, Human Resources will document the military leave on a leave of absence form.

Employees on temporary or extended military leave may, at their option, use any or all accrued paid time off during their absence.

When the employee intends to return to work, they must make application for reemployment to HR within the application period set forth below. If the employee does not intend to return to work, they should notify Human Resources as soon as practicable.

## **Benefits**

Employees do not accrue paid time off while on military leave of absence status.

With respect to MN Care Services' retirement plan, upon reemployment, employees who have taken military leave will be credited for purposes of vesting with the time spent in military service and will be treated as not having incurred a break in service. Immediately upon reemployment, the employee may, at the employee's election, make any or all employee contributions that the employee would have been eligible to make had the employee's employment not been interrupted by military service.

Such contributions must be made within a period that begins with the employee's reemployment and that is not greater in duration than three times the length of the employee's military service. Employees will receive all associated company match for such contributions.

## **Reemployment**

Upon an employee's prompt application for reemployment (as defined below), an employee will be reinstated to employment in the following manner depending upon the employee's period of military service:

*Less than 91 days of military service* – reinstated to a position that the employee would have attained if employment had not been interrupted by military service; or, if found not qualified for such position after reasonable efforts by MN Care Services, in the position in which the employee had been employed prior to military service.

*More than 90 days and less than 5 years of military service* – reinstated to a position that the employee would have attained if employment had not been interrupted by military service or a position of like seniority, status and pay, the duties of which the employee is qualified to perform; or, if proved not qualified after reasonable efforts by MN Care Services, in the position the employee left, or a position of like seniority, status and pay, the duties of which the employee is qualified to perform.

*Employee with a service-connected disability* - if after reasonable accommodation efforts by the employer, an employee with a service-connected disability is not qualified for employment in the position he or she would have attained or in the position that he or she left, the employee will be employed in another position of similar seniority, status and pay for which the employee is qualified or could become qualified with reasonable efforts by MN Care Services; or, if no such position exists, in the nearest approximation consistent with the circumstances of the employee's situation.

## **Application for Reemployment**

An employee who has engaged in military service must, in order to be entitled to the reemployment rights set forth above, submit an application for reemployment to Human Resources according to the following schedule:

*If service is less than 31 days (or for the purpose of taking an examination to determine fitness for service) - the employee must report for reemployment at the beginning of the first full regularly scheduled working period on the first calendar day following completion of service and the expiration of eight hours after a time for safe transportation back to the employee's residence.*

*If service is for 31 days or more but less than 181 days - the employee must apply for reemployment with Human Resources no later than 14 days following the completion of service.*

*If service is over 180 days - the employee must apply for reemployment with Human Resources no later than 90 days following the completion of service.*

*If the employee is hospitalized or convalesced from a service-connected injury - the employee must apply for reemployment with Human Resources no later than two years following completion of service.*

## **Exceptions to Reemployment**

In addition to the employee's failure to apply for reemployment in a timely manner, an employee is not entitled to reinstatement as described above if any of the following conditions exist:

- MN Care Services' circumstances have so changed as to make reemployment impossible or unreasonable.
- Reemployment would pose an undue hardship upon MN Care Services.
- The employee's employment prior to the military service was merely for a brief, non-recurrent period and there was no reasonable expectation that the employment would have continued indefinitely or for a significant period.
- The employee did not receive an honorable discharge from military service.

## **General Benefits Upon Reemployment**

Employees reemployed following military leave will receive seniority and other benefits determined by seniority that the employee had at the beginning of the military leave, plus any additional seniority and benefits the employee would have attained, with reasonable certainty, had the individual remained continuously employed. An employee's time spent on active military duty will be counted toward eligibility for FMLA leave. Additionally, upon reemployment, a covered employee will not be discharged except for cause for up to one year following reemployment.

## **Documentation**

Human Resources will, upon the employee's reapplication for employment, request that the employee provide MN Care Services with military discharge documentation to establish the timeliness of the application for reemployment, the duration of the military service, and the honorable discharge from the military service, if applicable.

## **Personal Unpaid Leave of Absence**

When all options for paid time off or leaves of absence have been exhausted, eligible employees may request a Personal Leave of Absence (PLOA) of up to 30 calendar days of unpaid leave for extreme circumstances, including personal matters or other circumstances as determined by the company. Employees must submit a written request for PLOA to Human Resources at least 30 days in advance when the need for leave is foreseeable. Requests are subject to approval based on operational needs and staffing requirements.

Employees are expected to return to their same or equivalent position at the conclusion of the approved leave. Failure to return as scheduled may result in termination of employment.

## **Bereavement Leave**

Losing a loved one is never easy or a linear process. Under the Bereavement Leave policy, eligible employees may take up to three days of paid leave following the death of an immediate or extended family member. Employees should notify their manager as soon as possible and follow the procedures in the Leave of Absence policy.

Examples of immediate family, to include step and in-laws: Spouse / Domestic Partner, Child(ren), Parent(s) Sibling(s), Grandparent(s), Grandchild(ren), Niece(s), Nephew(s).

## **Jury Duty**

Employees summoned for Jury Duty may receive up to five paid days for the duration of their required service. Documentation reflecting selection for Jury Duty must be submitted to the employee's manager and Human Resources as soon as possible.

## **EMPLOYEE BENEFITS**

### **Individual Coverage Health Reimbursement Arrangement (ICHRA)**

MN Care Services offers an Individual Coverage Health Reimbursement Arrangement (ICHRA) to help employees with the cost of their own health insurance coverage. An ICHRA is an employer-funded benefit that reimburses you for qualifying health insurance premiums and certain medical expenses. This program offers eligible employees the flexibility to choose the health insurance coverage that works best for them and their families, while still receiving support from the company.

#### **How it works**

Employees purchase their own individual health insurance plan that meets Affordable Care Act (ACA) requirements through the Health Insurance Marketplace or directly from an insurance carrier. When employees pay for medical insurance premiums, they can submit proof of payment for reimbursement up to the allowance amount to MN Care Services. The reimbursements are made on the first pay check of each month. Reimbursements are tax free for the employee.

The reimbursement amounts for eligible employees are:

- \$100.00 for employee-only (individual) coverage
- \$250.00 for employee plus other(s) (e.g. spouse, child(ren), or family) coverage

If employees require assistance with electing benefits coverage, they may contact Human Resources. While Human Resources cannot make enrollments, elections, or decisions for employees as to which type of coverage selection(s) they should make, it can support coordination of enrollment with our partnered benefit broker or connect employees to Health Insurance Marketplace resources and contacts for assistance.

### **Retirement Plan – 401(k)**

MN Care Services wants to support the continued growth of its employees, not only professionally, but as the future unfolds. The company offers a 401(k) retirement savings plan to help employees prepare for their future. Eligible employees may choose to contribute a portion of their pay on a pre-tax and/or Roth (after-tax) basis, subject to annual IRS limits.

To be eligible to participate in the 401(k) retirement savings plan:

- Employees must be 21 years of age,
- Complete 12 consecutive month(s) of employment and 1,000 hours of service

Plan entry becomes effective the first of the month following the day of satisfying the service requirements above.

For details on eligibility, contribution limits, investment choices, and vesting schedules, refer to the Summary Plan Description (SPD) or contact Human Resources.

## **Workers' Compensation**

MN Care Services strives to keep its employees and individuals served healthy and safe but recognizes there may be times where employees experience work-related injuries or illnesses. The company provides Workers' Compensation insurance in accordance with state laws. This coverage is designed to protect employees who experience a work-related injury or illness. Workers' Compensation may provide medical benefits, wage replacement, and other support as determined by state regulations.

If you are injured on the job or develop a work-related condition, you must notify your manager no later than 24 hours so the incident can be documented, reported, and a claim may be filed. Prompt reporting ensures timely access to benefits and compliance with legal requirements.

### **No Retaliation for Reporting**

State law prohibits retaliation against any employee who reports a workplace injury, files a Workers' Compensation claim, or exercises their rights under the Workers' Compensation system. MN Care Services strictly adheres to this requirement.

### **Administration**

Workers' Compensation benefits are administered according to state statutes and are not subject to approval or denial by MN Care Services. If you have questions about coverage or claims, contact Human Resources.

## **EMPLOYEE HANDBOOK ACKNOWLEDGEMENT AND RECEIPT**

Employees will provide digital signatures acknowledging receipt of this handbook. The following statement will be provided at time of signature request:

**I acknowledge that I have been provided with access to the MN Care Services Employee Handbook. I understand that it is my responsibility to read, understand, and comply with the policies, procedures, and standards of conduct described within it, including all requirements under Minnesota Statutes, Chapter 245D, and related regulations.**

**I acknowledge that the handbook is intended to provide guidance and does not constitute an employment contract or guarantee of continued employment. I further understand that my employment with MN Care Services is at-will, unless otherwise defined by a written agreement signed by the Chief Executive Officer and Founder.**

**I understand that MN Care Services reserves the right to interpret, amend, modify, or terminate any of the policies or procedures described in this handbook at any time, with or without notice, as permitted by law. I agree to review and comply with any revisions or updates communicated to me.**

**By electronically acknowledging this document, I confirm that I have received, reviewed, and understand the MN Care Services Employee Handbook, and that I agree to comply with its provisions and all applicable laws and regulations.**

## REVISION HISTORY

**October 1, 2025** – Implementation and delivery of MN Care Servies Employee handbook.

## **MINNESOTA-SPECIFIC NOTICES**

### **Earned sick and safe time employee notice**

Employees in Minnesota are entitled to earned sick and safe time, a form of paid leave. Employees must accrue at least one hour of earned sick and safe time for every 30 hours they work, up to at least 48 hours in a year. A year for purposes of the employee's earned sick and safe time accrual is the year by work anniversary.

At the end of each pay period, employers must provide employees with the number of earned sick and safe time hours used by the employee during the pay period and available for future use. Earned sick and safe time must be paid at the same base rate employees earn from employment. Employees are not required to seek or find a replacement for their shift to use earned sick and safe time. They may use earned sick and safe time for all or part of a shift, depending on their need.

Earned sick and safe time can be used for:

- an employee's mental or physical illness, treatment or preventive care;
- the mental or physical illness, treatment or preventive care of an employee's family member;
- absence due to domestic abuse, sexual assault or stalking of an employee or their family member;
- closure of an employee's workplace due to weather or public emergency or closure of their family member's school or care facility due to weather or public emergency; and
- when determined by a health authority or health care professional that an employee or their family member is at risk of infecting others with a communicable disease.
- to plan for or attend funeral services or a memorial or address financial or legal matters that arise after the death of a family member.

### **Notifying employer, documentation**

An employer can require their employees to provide up to seven days of advance notice when possible (for example, when an employee has a medical appointment scheduled in advance) before using sick and safe time. An employer can also require their employees to provide certain documentation regarding the reason for their use of earned sick and safe time if they use it for more than two consecutive scheduled workdays.

If an employee plans to use earned sick and safe time for an appointment, preventive care or another permissible reason they know of in advance, inform your manager by phone as far in advance as possible, but at least seven days in advance. In situations where an employee cannot provide advance notice, the employee should contact their manager by phone as soon as they know they will be unable to work.

### **Retaliation, right to file complaint**

It is against the law for an employer to retaliate, or to take negative action, against an employee for using or requesting earned sick and safe time or otherwise exercising their earned sick and safe time rights under the law. If an employee believes they have been retaliated against or improperly denied earned sick and safe time, they can file a complaint with the Minnesota Department of Labor and Industry. They can also file a civil action in court for earned sick and safe time violations.

### **For more information**

Contact the Minnesota Department of Labor and Industry's Labor Standards Division at 651-284-5075 or [esst.dli@state.mn.us](mailto:esst.dli@state.mn.us) or visit the department's earned sick and safe time webpage at [sickleave.mn.gov](http://sickleave.mn.gov).

## **Nursing Mothers, Lactating Employees, and Pregnancy Accommodations**

Minnesota's Nursing Mothers, Lactating Employees, and Pregnancy Accommodations law (Minnesota Statutes § 181.939) gives pregnant and lactating employees certain legal rights.

Pregnant employees have the right to request and receive reasonable accommodations, which may include, but are not limited to, more frequent or longer breaks, seating, limits to heavy lifting, temporary transfer to another position, temporary leave of absence or modification in work schedule or tasks. An employer cannot require an employee to take a leave or accept an accommodation.

Lactating employees have the right to reasonable paid break times to express milk at work unless they are expressing milk during a break that is not usually paid, such as a meal break. Employers should provide a clean, private and secure room that is not a bathroom near the work area that includes access to an electrical outlet for employees to express milk.

It is against the law for an employer to retaliate, or to take negative action, against a pregnant or lactating employee for exercising their rights under this law.

Employees who believe their rights have been violated under this law can contact the Minnesota Department of Labor and Industry's Labor Standards Division at [dli.laborstandards@state.mn.us](mailto:dli.laborstandards@state.mn.us) or 651-284-5075 for help. Employees also have the right to file a civil lawsuit for relief. For more information about this law, visit [dli.mn.gov/newparents](http://dli.mn.gov/newparents).

## **School conference and activities leave**

Minnesota's School Conference and Activities Leave law allows eligible employees up to 16 hours of unpaid leave from work to attend their child's school conferences and activities each year and for each child (see Minnesota Statutes 181.9412).

### **Which employees are eligible?**

"Child" includes any child of the employee, whether biological, adopted or foster, who is younger than 18 or who is younger than 20 and is still attending secondary school. Eligible employees can receive up to 16 hours for each child.

### **Employees get 16 hours each school year?**

An employee must be granted up to 16 leave hours for each child during any 12-month period. This is sometimes referred to as a 12-month, rolling calendar.

### **Can employees choose to use vacation time for school activities leave?**

The employee may choose to use available paid time off, but the employer cannot require it.

### **What is considered a school activity?**

Leave can be used to attend school conferences and school-related activities that cannot be scheduled during non-work hours.

### **Are toddler-age child care, special education programs or pre-kindergarten children included?**

Yes, school activities leave may be used to attend a conference or activity related to an employee's child who is too young for primary school or attends special education programs.

### **Is advance notice required?**

When possible, the employee must provide reasonable advance notice before the leave and make a reasonable effort to schedule the leave when it will not unduly disrupt the operations of the employer.

## **Pregnancy and Parental Leave**

Employees may take up to 12 weeks of unpaid leave during pregnancy or upon the birth or adoption of their child. Employees are eligible for this leave regardless of the size of their employer and the amount of time for which they have worked for the employer.

### **When does the pregnancy and parental leave start?**

- The leave must be taken within 12 months of the birth or adoption.
- Employees must request the leave from their employer.
- Employees can choose when the leave will begin.
- Employers can adopt reasonable policies about when requests for leave must be made.

### **What can count against my pregnancy and parental leave?**

If you have paid leave, including paid time off, pregnancy and parental leave can be reduced so the total leave (pregnancy and parental plus paid leave) is not more than 12 weeks. Leave taken for prenatal care may **not** count against pregnancy and parental leave. If you qualify for both federal Family and Medical Leave Act (FMLA) and pregnancy or parental leave, you only have a right to 12 weeks of leave in total for childbirth or adoption of a child and any other pregnancy-related leave. You may not be entitled to additional leave under FMLA for a non-pregnancy related serious health condition. If you have questions about FMLA, contact the US Department of Labor at 612-370-3341 or [dol.gov/whd/fmla](http://dol.gov/whd/fmla).

### **Does Minnesota offer paid family and medical leave?**

Minnesota's paid family and medical leave law, which provides paid time off during or following a pregnancy, goes into effect January 1, 2026. Find more information at [mn.gov/deed/paidleave](http://mn.gov/deed/paidleave).

### **Does my employer have to continue my benefits during the leave?**

Yes. Employees on pregnancy and parental leave are entitled to the same coverage and employer contribution as if they were not on leave.

### **Do I get my job back when I return from leave?**

Yes. You are entitled to employment in your former position or one with comparable duties, hours, and pay. You are also entitled to the same benefits and seniority you had before the leave. You may return to part-time work during the leave without forfeiting the right to return to full-time work at the end of the leave. It is against the law for your employer to retaliate or take negative action against you for requesting or taking a leave.

## **Leave for Bone Marrow Donations**

### **Definitions**

For the purposes of this section, the following terms have the meanings given to them in this subdivision.

"Employee" means a person who performs services for hire for an employer, for an average of 20 or more hours per week, and includes all individuals employed at any site owned or operated by an employer. Employee does not include an independent contractor.

"Employer" means a person or entity that employs 20 or more employees at at least one site and includes an individual, corporation, partnership, association, nonprofit organization, group of persons, state, county, town, city, school district, or other governmental subdivision.

### **Leave**

An employer must grant paid leaves of absence to an employee who seeks to undergo a medical procedure to donate bone marrow. The combined length of the leaves shall be determined by the employee, but may not exceed 40 work hours, unless agreed to by the employer. The employer may require verification by a physician of the purpose and length

of each leave requested by the employee to donate bone marrow. If there is a medical determination that the employee does not qualify as a bone marrow donor, the paid leave of absence granted to the employee prior to that medical determination is not forfeited.

### **No employer sanctions**

An employer shall not discharge, discipline, penalize, interfere with, threaten, restrain, coerce, or otherwise retaliate or discriminate against an employee for requesting or obtaining a leave of absence as provided by this section.

### **Relationship to other leave**

This section does not prevent an employer from providing leave for bone marrow donations in addition to leave allowed under this section. This section does not affect an employee's rights with respect to any other employment benefit.

## **Leave for Organ Donation**

### **Definitions**

For the purposes of this section, the following terms have the meanings given to them in this subdivision.

"Employee" means a person who performs services for hire for a public employer, for an average of 20 or more hours per week, and includes all individuals employed at any site owned or operated by a public employer. Employee does not include an independent contractor.

"Employer" means a state, county, city, town, school district, or other governmental subdivision that employs 20 or more employees.

### **Leave**

An employer must grant paid leaves of absence to an employee who seeks to undergo a medical procedure to donate an organ or partial organ to another person. The combined length of the leaves shall be determined by the employee, but may not exceed 40 work hours for each donation, unless agreed to by the employer. The employer may require verification by a physician of the purpose and length of each leave requested by the employee for organ donation. If there is a medical determination that the employee does not qualify as an organ donor, the paid leave of absence granted to the employee prior to that medical determination is not forfeited.

### **No employer sanctions**

An employer shall not discharge, discipline, penalize, interfere with, threaten, restrain, coerce, or otherwise retaliate or discriminate against an employee for requesting or obtaining a leave of absence as provided by this section.

### **Relationship to other leave**

This section does not prevent an employer from providing leave for organ donations in addition to leave allowed under this section. This section does not affect an employee's rights with respect to any other employment benefit.