

Policy Orientation and Receipt and Acknowledgement of the Handbook

I acknowledge receipt of Opportunity Matters, Incorporated's ("OMI") Handbook ("Handbook"). I further acknowledge that I have read and I understand the Handbook's contents. I understand that the following contains a brief description of each policy and that the full policy supersedes the brief description:

000 - Minimum Age Requirements – defines the minimum age for employment at OMI (16) and certain employment restrictions for employment under the ages of 21 and 18 based on legal and/or licensing requirements.

001 - Conditions of Employment Policy – covers the "at will" nature of employment with OMI and outlines specific conditions that are required to obtain and/or continue employment with OMI.

002 – Providing Personal Information and Adding Apps on Personal Devices – The Org maintains personal information of employees so the business can operate. Personal email and phone numbers may need to be used for login and password recovery for software applications. Download of Apps on a personal device may be required for authentication purposes.

003 – Criminal Background Studies - All individuals who will be working with vulnerable adults or children must complete a background check. Policy covers reasons for disqualification to work at OMI. Working at OMI after a disqualifying act is intentional conduct that's a violation of the standards of behavior the employer has a right to expect of the employee. Included is information regarding checks with the Social Security Verification Office of Inspector General ("OIG") excluded provider list. Human Resources will complete New Hire Reporting in compliance with the law.

100 - EEOC/Human Rights Policy - Opportunity Matters conforms to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. Policy includes our EEOC statement and prohibition of retaliation. Included in this policy is the ADA – Disability Accommodation Policy including information on reasonable accommodations.

101 - Job Posting Policy – describes where internal job postings are located and circumstances by which an open position may or may not be posted. Defines internal application process and notice requirements for changing positions.

102 - Personnel File Policy - Notice and Summary of Rights to Review Personnel Records based on Minnesota Statutes 181.960-181.966. Includes information on what personal employee information is, access is limited to a need to know basis, safeguards are implemented to secure the information. Org retains data for 7 years and then it is securely disposed of. Employees are expected to provide and keep up to date contact information.

103 - Internships Policy - Interns, Practicum, and Graduate Assistantship Students will be accepted based on availability. This policy explains pay, parameters, and contact information for this program.

104 - HIPAA & Confidentiality Policy - Employees are prohibited from sharing clients' information (work or non-work related) for any reason, unless it is necessary to fulfill their job duties. IT IS IMPORTANT NOT TO DISCUSS ANY ASPECT OF A CLIENT'S LIFE WITH ANY OTHER CLIENT, ACQUAINTANCE, FRIEND, OR FAMILY MEMBER. This policy explains Protected Health Information (PHI) and the expectations of employees for access and protection.

105 - Distribution and Solicitation Policy - solicitation of any kind by one employee of another employee is prohibited while either person is on working time. Solicitation by non-employees on OMI premises is prohibited at all times. Employees, during employment, may not solicit any present clients of OMI for any purpose. Distribution of advertising material or printed or written literature of any kind in working areas of

the Organization is prohibited at all times, unless approval is granted by CEO.

106 - Employee Orientation Policy - Each position has defined requirements and some need to be completed before a person can be assigned work. Human Resources or the supervisor will provide you with a schedule for the position. You must report to orientation as scheduled or call your supervisor or Human Resources. Employees can't change the photo taken by the Org for use in OMI systems.

107 - Policy Against Discrimination and Harassment – OMI is committed to providing a work environment in which employees are treated with courtesy, respect, and dignity. As part of this commitment, OMI will not tolerate any form of harassment, verbal or physical. This policy defines harassment and provides examples of conduct that violates this policy. This policy explains reporting procedures, investigation procedures, and the expectation of No Retaliation.

108 - Drug Free Workplace Policy - OMI is required by law to provide a safe and healthy environment for employees and clients. To achieve these goals, OMI defines rules and procedures in this policy regarding the use, possession, and sale of drugs and alcohol by its employees.

109 - Business Ethics Policy - Employees must immediately report to the CEO any offer of a gift, gratuity, service, or product from any OMI client, client family member, or any other person we do business with. Items such as pens, coffee mugs, calendars, or other gifts valued under \$50 are acceptable as long as they are not received any more than twice per year.

110 - Reasonable Accommodations of Impairments and Disabilities - OMI tries to provide reasonable accommodations for all impairments a person may have, regardless of whether they amount to a disability. This policy covers procedures of requesting reasonable accommodation and the review of those requests.

111 - Reasonable Accommodation for Religious Beliefs - OMI will provide reasonable accommodation, consistent with federal and state law, for employees who request accommodations or reasonable changes to normal work conditions based on religious beliefs. OMI uses interactive dialog to review on a case-by-case basis with the employee(s) involved. All staff are expected to perform all job duties unless an established accommodation is in place as communicated by HR.

112 - Whistleblower Protection & False Claims Act Policy
It is OMI's policy to provide health care services in a manner that complies with applicable state and federal laws and also meets OMI's high standards of business and professional ethics. This policy covers false claims, fraud, abuse, reporting compliance concerns, and whistleblower/anti-retaliation protections.

113 – Nursing, Lactating, and Pregnancy Accommodation Policy
Pregnant employees have a right to request and receive reasonable accommodations. Requests should be submitted in writing to HR. OMI will provide a reasonable amount of break time and a private location other than a bathroom stall to accommodate an employee desiring to express breast milk to the extent required and in accordance with applicable law.

114 - Use of Keys, Badges, or Passwords Policy - If issued a key, identification card, badge, password or other access device, the employee understands that they may use such only for the purposes of employment. The employee will not allow anyone to use these devices

or to duplicate them. The employee will notify the Operations Director and Supervisor of the loss of any device or if they believe it has been improperly used and will surrender any device immediately upon discharge.

115 – On Line Training Policy - Employees may receive online training assignments that meet established standards set by the organization, applicable laws & rules, or by licensing. These training programs enable the employee to get the information, skills and competencies needed to succeed as a member of this organization's team. Employees are responsible for completing assigned training within expected timeframes, and for following the timekeeping procedures as explained in this policy.

200 - Work Week / Pay Date Policies - Payroll begins 12:00 a.m. Friday morning and ends Thursday at 11:59 p.m. Payday is every other Friday. Employees can access their paystub information from the employee portal.

201 - Over Time Hours / Overtime Pay Policies - In accordance with federal law, all hours worked over 40 hours per week by non-exempt (hourly employees) are considered overtime hours. Overtime is paid at 1.5 times employee's regular rate of pay. All overtime must be approved by employee's supervisor before it is taken. Failure to obtain prior approval for overtime may result in disciplinary action, up to and including termination. Paid leave and holiday pay do not count in overtime calculations.

202 - Break Periods Policy - Break periods are granted in accordance with applicable law and as defined in this policy. Employees may not take their break periods at the same time and must maintain the clients' Individual Abuse Prevention Plan (IAPP), Coordinated Service and Support Plan (CSSP), Coordinated Service and Support Plan Addendum (CSSP-AD), Self Management Assessments, stay on OMI property, and supervise the clients. Employees are not permitted to sleep on their break periods.

203 - Meal Periods - Non-exempt ratio employees are required to remain at the site to assist the clients at meal times. Based on this requirement, all non-exempt ratio employees working an eight or more hour shift are entitled to 30 minutes for meals with pay. All non-exempt non-ratio employees working an eight or more hour shift, who are not required to assist clients, are required to take a 30 minute break for meals with pay. If the employee wants to take more than 30 minutes this would be unpaid and have to be approved by the supervisor in advance.

204 - Recording Hours Of Work - As required by law, a record of hours worked per workday and workweek must be maintained. Employees will use their login to punch in/out using the time clock system on the server at each site's computer. No employee shall punch in/out for another employee or use another employee's login. This policy covers what should be done in the case of time punch errors.

205 - Attendance - Attendance and punctuality are extremely important. Ratio employees must remain at their worksite or program until the next ratio employee arrives. Employees that walk off the job or leave with no notice during a scheduled shift will be considered to have voluntarily resigned from employment with the Organization. This policy includes information on shift coverage requirements and disciplinary measures for missing scheduled work time. **Limit use of Schedule Change Forms, as staff are expected to commit to the availability they gave when the schedule was made. Doctor's notes are not requested for less than three days absent. Staff that miss three days must contact HR so that possible Leave Of Absence options are reviewed.**

206 - Deductions from Paychecks Policy - Deductions from employee payroll checks are made for payroll taxes and Organization-

sponsored benefit programs (i.e. health insurance, annuities, etc.). Deductions may also be made pursuant to court order, including garnishments, and child support withholdings. Deductions for Organization approved programs and any other deductions can take place only with written authorization from the employee or the court.

207 - Expense Reimbursement Policy - OMI will reimburse employees for the cost of expenses that are properly authorized and documented. All employees must use Form 309A or Form 309B to record expenses they want to have reimbursed. This policy defines types of eligible expenses, dollar amounts, and other perimeters for lodging, seminars, personal property, mileage, and designated on call expenses. Lost & Found items retained for 30 days only.

208 - Employment Classifications Policy - Every employee of the Organization is classified as either exempt or non-exempt in compliance with the Fair Labor Standards Act ("FLSA"). This policy explains those classifications and qualifications for overtime and minimum wage. Employment classifications also include a position status; temporary, part-time, or full-time, based on the position's regular scheduled hours.

209 - Safe Harbor Policy for Exempt Employees - This policy defines the circumstances in which a salaried employee's pay will or will not be reduced and what to do if there was been an error or improper deduction of pay. The organization will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the organization's investigation of such reports.

210 - Wage Disclosure Protection - Under the Minnesota Wage Disclosure Protection law, you have the right to tell any person the amount of your own wages. Your employer cannot retaliate against you for disclosing your own wages.

211 – MN Wage Theft Prevention Legislation - Under Minnesota's Wage Theft Law, OMI delivers certain information regarding the employee's position at the time of hire and certain changes. The employee notice is not a contract or promise of employment for any specific term. OMI provides employees with a list of personnel policies, including a brief description of each policy, and keeps signed records including the delivery date to employees.

300 - Personal Appearance Policy - Employees are required to dress according to their position and responsibilities with professional representation within the organization and community. This policy lists the expectations for appropriate work attire. The organization expects all employees, while working or representing the organization, to maintain appropriate hygiene and appearance.

301 - Personal Phone Call Policy - This policy covers the expectation that personal calls during work time are limited to emergencies and that break time is the appropriate time for personal calls on personal phones. **Personal cell phones are to remain set to silent mode during the shift. If checked or used during work, it must be at the appropriate time as to not disturb the home environment or interfere with job duties.** Personal cell phones can not be used to take pictures or videos of the individuals we serve. **Do not use personal cell phones when providing personal cares or direct support. Maintain distance so others do not overhear personal conversations. Ear bud use is discouraged, however it is accepted to use one ear bud, so long as the other ear remain clear for hearing of and attention to surroundings.** Ear buds are prohibited while driving. This policy covers the use of organization phones (cell phones, on call phone, and land lines) and cell phone use while driving. It is strongly advised that cell phones are kept securely stored in the office, or not brought in to the site at all. **Unacceptable use of personal cell phones includes and is not limited to watching a movie on the phone, playing games, engaging in social media, continuously answering calls and texts that are not urgent, frequently going away (i.e. bathroom, outside, another room of**

the house) and co-workers do not know where the other staff is, using the cell phone at organizational events and out in the community with individuals, and/or being fully engaged on the phone while ignoring individuals served and co-workers.

302 - Employee Grievance Policy - If an employee has a concern affecting their employment, the employee discusses the problem directly with the person and if still no resolution, is able to bring that concern to the attention of OMI by going up the chain of command. This policy describes the grievance process.

303 - General Rules of Conduct – Reasonable standards of conduct in the areas of attendance, on-the-job behavior, positive attitude, communication and honesty must be upheld in order for people to work together effectively. This policy provides some examples of misconduct that could result in disciplinary action, as well as OMI's approach to discipline.

304 - Tobacco Policy - It is the policy of the Organization that no smoking or use of tobacco/smoking products (including, but not limited to: cigarettes, pipes, cigars, sniff, chewing tobacco or electronic cigarettes) is permitted inside any of the sites or Organization vehicles. There shall be no sale of tobacco products in Organization buildings or on the grounds. Employees are required to use designated areas refrain from use in prohibited areas as defined in this policy.

305 - Non-Fraternization Policy - The clients of the Organization have special needs and are regarded as vulnerable. Therefore, the interactions between the Organization staff and clients require the application of the highest professional and ethical standards.

306 – Employment of Relatives – OMI is open to hiring people that are related, and this policy defines the parameters surrounding hiring of relatives.

307 - Organization Computer, iPad Policy - Each site is equipped with a computer and access to the server and is to be used for business purposes only. Information such as CPR/FA class date and times, Policies and Procedures, internal postings, and various employee-relevant information can be found on the site's computer. Employees are required to acknowledge and follow the conditions governing the use and care of the Organization's computers, iPads, and software assigned to them and to abide by the Organization's Internet usage policies.

308 – Personal Devices User Policy - Personal computers, such as laptops and tablets, are not allowed in OMI sites. Working on personal work or homework during an awake shift is prohibited.

309 - Electronic Communications Policy - OMI's electronic communication systems including, but not limited to, computers, internet systems, telephone, voice mail and e-mail systems are provided to employees by OMI and are intended primarily for business use. Violators of the policy may be subject to discipline, up to and including termination.

309 - Social Media Policy - This policy establishes a set of rules and guidelines for any activity and participation in "social media" by all "users." Employees are expected to exercise responsibility online, follow existing policies and terms of use, recognize others' privacy, be accurate and truthful, remain ethical when commenting on OMI, manage one's own expectation of privacy, interact on your own time, and identify any copyrighted or borrowed material with citations and links..

400 - Worker's Compensation And Return-To-Work Policy - In accordance with state law, OMI provides benefits under the Worker's Compensation Act for work related injuries, illnesses, or deaths which occur while performing duties as an employee of OMI. All work related injuries must be reported to the employee's supervisor no matter the

severity of the incident; an employee failing to report in the required timeframe may be subject to disciplinary action up to and including termination of employment.

401 – Hazard Communication/Right-To-Know and Understand Policy - Pursuant to the Minnesota Right to Know Act, OMI publicizes hazardous substances, harmful physical agents, and infectious agents present in the workplace in a Safety Data Sheet ("SDS"). The SDS outlines potentially harmful agents found at OMI, reactions, remedies, and contact information. A full copy of the SDS is on the NetGain server.

402 - Safety Policy - OMI's objective is for zero accidents, injuries, or illnesses related to work. All employees are trained on the AWAIR and Haz Comm program, and programs are available on the KPAY Portal for employee access at anytime. If an employee is injured at work, a First Report of Injury form should be filled out immediately and their supervisor contacted. Concerns or questions regarding safety should be directed to a Supervisor or the Operations Director.

403 - Vehicle Operation Policy - OMI vehicles shall be used for business only and must be driven by employees that are authorized to drive them. Employees may not take an OMI vehicle through any type of drive-thru. When driving an OMI vehicle, an employee will obey all traffic laws and drive safely.

404 – Bloodborne Pathogens Exposure Plan – Organization's plan for work related BBP exposure outlining the responsibilities of the Employee, Supervisor, and HR to expediently reduce the risk of transmission of Bloodborne Pathogens.

405 – COVID Preparedness Plan – OMI is committed to providing a safe and healthy workplace for all our workers and a safe and healthy environment for the individuals served, guests and visitors. To ensure we have a safe and healthy workplace, OMI has developed the COVID-19 Preparedness Plan

500 - Benefits Policy - It is the policy of the Organization to provide its employees a benefit program, which is designed to compensate employees for their contributions and promote long-term commitment.

501- Paid Time Off Policy - It is the belief of the Organization that employees will benefit mentally and physically by periods of rest, relaxation and the opportunity to pursue other personal interests away from the duties of their jobs. This policy covers eligibility for Paid Leave, accrual rates and maximums, requesting paid leave time off, and guidelines for paying out unused paid leave. **If available, PTO must be used before taking unpaid time.**

502 - Paid Sick and Safe Time Policy (PSST) – Rights under MN law for sick and safe leave for employees working at least 80 hours within their service year. **If available, PSST must be used before taking unpaid time if the absence is for a sick or safe reason.**

503 – Group Insurance Plan Policy - With benefits changing annually our annual benefit plan summary will always be uploaded on to the KPAY portal. For assistance finding that document or if you request a copy please reach out to HR, or for any other questions regarding benefits.

504 - Holiday Policy - The Organization recognizes 8 paid holidays. This policy defines the pay for employees working on the holiday and circumstances in which employees may be granted a different day off within the pay period.

505 - Vital WorkLife ("EAP") Policy - An Employee Assistance Program ("EAP") is available for all current employees of OMI, free of charge. Please contact Human Resources for more information, or

visit the website at www.VITALWorkLife.com and use the following information to login: User Name = omi and Password = member.

600 - Leave of Absence Policy - It is the policy of the Organization to allow for approved leave. Approved leave means staff will need to request leave in an appropriate manner and will need to follow the policies and procedures related to the leave of absence. A leave of absence should be scheduled with the employee's supervisor and Human Resources as far in advance as possible.

601 - Jury Duty Leave Policy - The Organization recognizes the responsibility of its employees to the community and urges all employees to fulfill their civic responsibilities. Jury duty is one such responsibility that all employees have. The Organization shall assist the employee to fulfill this responsibility.

602 - Funeral Bereavement Leave Policy - Regular full-time employees are eligible for funeral bereavement leave as outlined in this policy.

603 - School Conferences and Activities Leave Policy - Employees may be granted up to 16 hours of unpaid leave during any twelve (12) month period to attend school conferences and activities as defined in the policy, provided they cannot be scheduled during non-work hours. Employees must provide reasonable notice and make an effort to schedule so as not to disrupt Organization operations. Employees may use Paid Leave for this purpose.

604 - Voting Leave Policy - Employees are allowed time off to vote, subject to following the guidelines in this policy, if the work schedule would otherwise prevent the employee from being able to.

605 - Election Judge Leave Policy - Employees who are selected to serve as election judges may be absent from work without penalty, subject to the guidelines of the policy.

606 - Family Medical Leave Act ("FMLA") Policy - Employees may be entitled to a leave of absence under the Family and Medical Leave Act ("FMLA") or the Minnesota Military Family Leave provisions. This policy provides employees information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact Human Resources.

606A - MN PFML (Paid Family and Medical Leave) - Provides payments and job protections during time off for an employee's own serious health condition or for caring for family members.

607 - Military Leave Policy - Employees called to active military duty or enlisted in the uniformed services are eligible for unpaid military leave in accordance with state and federal laws. Present your supervisor with a copy of your service papers as soon as you receive them. To be eligible for military leave, you must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice.

608 - Civil Air Patrol Duty Leave Policy - Employees who are members of the civil air patrol, who is rendering services as a member of the civil air patrol at the request and under the authority of the state or any political subdivision, shall be entitled to a leave of absence without pay for this time. Leave will be granted, unless it would unduly disrupt the operations of the organization.

609 - Relatives of Armed Service Members Leave Policy - Relatives of armed service members shall be granted unpaid leave if the family member is injured or killed during action. A relative may also be granted one (1) day of unpaid leave to attend a send-off or homecoming ceremony with as much notice as possible. Subject to definitions and details located in the policy.

610 - Personal Leave of Absence Policy - Employees requesting a personal leave of absence from the Organization may be required to change status from Full-time to Part-time status. A fitness for duty statement may be required prior to return for leaves related to personal illness or injury.

611 - Parental Leave Policy - Employees are eligible for up to twelve (12) weeks of unpaid parental leave under the Minnesota Parental Leave Act ("MPLA"). Leave taken pursuant to the MPLA will run concurrently with any leave entitlement under the FMLA. DOL Notice added to Handbook.

612 - Leave to Care for Family Member Policy - A Minnesota employee may use leave benefits provided by the Organization to care for the employee's minor child, adult child, spouse, sibling, parents, grandparents, or stepparents in the event of illness or injury. The maximum amount of leave time an employee may take to care for a family member is the lesser of the amount of leave time that the employee has accrued or 160 hours in a twelve (12) month period.

613 - Crime Victims Leave Policy - Minnesota Employees who are victims (or a victim's spouse or immediate family member) of a violent crime and are subpoenaed or requested by the prosecutor to attend court for the purpose of giving testimony may be granted reasonable time off from work without pay to attend criminal proceedings related to the victim's case.

614 - Leave for Victims of Domestic Abuse or Harassment Policy - Minnesota Employees are entitled to reasonable time off to obtain or attempt to obtain relief (i.e. an order of protection).

615 - Time Off for Party Officer/Delegates - Minnesota Employees may take paid time off from work to attend any meeting of the State Central Committee or Executive Committee of a major political party or to attend a political convention.

616 - Extended Leave for Part Time Employees - At times it may be beneficial for part time employees to request an extended leave of more than two weeks. If this is the case, the employee should talk to their supervisor and then contact HR regarding the request for an extended leave.

617 - Unpaid Non-FMLA Medical Leave - This Leave category applies to Full-Time employees that have been employed at OMI for at least 90 days, less than one year, and do not yet qualify for FMLA. OMI understands that there are some circumstances in which an employee may need a medical leave during their first year of employment and prior to qualifying for FMLA. The circumstances that are considered for this leave category are needs that cannot be postponed until qualified for other leave. Examples are, not limited to, the birth of a child or a non-elective surgery that cannot wait. The employee is responsible for initiating a meeting with Human Resources as far in advance of the leave as possible. The employee will make a written request for leave and paperwork will be completed to include an expected return date. The maximum amount of time that may be granted for Unpaid Non-FMLA Medical Leave is four weeks (6 weeks for pregnancy). For non-FMLA leave, the same position and pay are not guaranteed to be available upon return from the leave. However, OMI will make efforts to provide Full-Time work upon the employee's return. The employee would be required to use all accrued paid leave time prior to taking unpaid time and must pay in advance the full benefits premium amount that will be missed while out (employee and employer portions). During this leave, the employee will not be eligible for increases, incentives, bonuses, and gifts. If the employee does not return on the agreed upon return date, it will be considered a voluntary resignation of employment.

700 - Resignation Policy - The Organization is an at-will employer. Therefore, for any reason or at any time, an employee may resign from

their position. OMI requests certain resignation procedures be followed and certain notices given, as outlined in this policy.

I acknowledge it is my responsibility to ask questions about anything I do not understand in the Handbook.

I understand that it is my responsibility to abide by OMI's rules and policies as set forth in the Handbook, and in rules and policies that OMI may otherwise establish in its sole discretion. I also understand that the contents of the Handbook may be changed by OMI at any time, with or without notice.

I further understand that my employment relationship with OMI is "employment at-will." This means that my employment can be terminated at any time for any reason, with or without cause, with or without notice, by me or by OMI. I understand and acknowledge that, with the exception of the Chief Executive Officer of OMI, no representative of OMI has authority to enter into any agreement contrary to the foregoing "employment at-will" relationship. I further understand and acknowledge that while the Handbook provides guidelines and information, it is not, nor is intended to be, an employment contract of any kind between me and OMI.