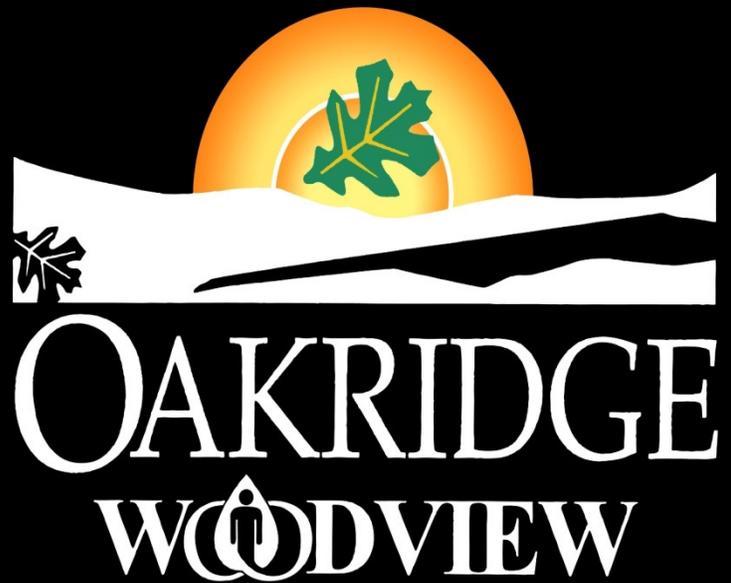


2020

Employee Handbook



The Rules and Policies
You Need To Know

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FOREWARD

Oakridge Homes-Woodview Support Services (ORH-WSS) has been in business since 1981. ORH-WSS takes pride in providing individualized, consistent and quality care in an effective and professional manner to persons with mental illness or developmental disabilities.

Whether you are a new employee or have been at ORH-WSS for a while, we are confident that you will find our company a rewarding place in which to work. We consider the employees of ORH-WSS to be one of its most valuable resources. This handbook has been written to serve as a guide for the employment relationship.

The following policies are designed to acquaint you with ORH-WSS and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in these policies and procedures applies to all employees of ORH-WSS. Following the policies described is considered a condition of continued employment. However, nothing in these policies alters an employee's status. The contents shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. This is a summary of our policies, which are presented here only as a matter of information.

Employees are responsible for reading, understanding, and complying with the provisions of these policies. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

This version supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null. No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with Human Resources.

DIVERSITY

ORH-WSS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, familial status, amnesty or status as a covered veteran or any other protected class in accordance with applicable federal, state and local laws. This would apply to hiring, job assignment, termination, layoff, recall, transfer, leaves of absence, training, and compensation and any other terms or conditions of employment.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor or Human Resources. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

ORH-WSS, under the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA), will make reasonable accommodations for qualified individuals with known disabilities so that they may perform the essential job duties of the position; unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the company. Contact the Human Resource department with any questions or requests for accommodation.

Anti Harassment Policy

Oakridge Homes- Woodview Support Services (ORH-WSS) working environment shall be free of discrimination and harassment and one where employees are treated with dignity, decency and respect. The environment should enable employees to safely work and learn to their maximum potential; therefore it must be absent of intimidation, oppression and exploitation. This is necessary to accomplish the company's mission. For this reason, ORH-WSS will not tolerate unlawful discrimination or harassment of any kind. ORH-WSS will strive to prevent, correct and discipline behavior that violates this policy by educating employees and enforcing the provisions of this policy.

The following is prohibited conduct under this policy

Discrimination

- A. It is a violation of this policy to discriminate against employees, in whole or in part, on the basis of the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity, genetic information, marital status, familial status or any other protected status. This includes but is not limited to employment opportunities, benefits or privileges; work conditions; or evaluative standards of employment.
- B. Discrimination of this kind also may be strictly prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act 1964, the Age Discrimination Act of 1975, and the Americans With Disabilities Act of 1990. This policy is intended to comply with the prohibitions stated in these antidiscrimination laws.

Harassment

Harassment, including sexual harassment, is prohibited by federal and state laws. This policy prohibits harassment of any kind, and the company will take appropriate action to address any violations of this policy. Harassment is defined as verbal or physical conduct designed to threaten, intimidate or coerce. Also, verbal taunting (including racial and ethnic slurs) that, in the employee's opinion, impairs his or her ability to perform his or her job.

Examples of harassment include:

- A. *Verbal*: Comments that are unflattering or unwelcome regarding a person's nationality, origin, race, color, religion, gender, sexual orientation, age, body disability or appearance including but not limited to descriptions, slurs and negative stereotyping.
- B. *Nonverbal*: Distribution, display or discussion of any written or graphic material that ridicules, denigrates insults, belittles, or shows hostility or dislike toward an individual

or group because of national origin, race color, religion, age, gender, sexual orientation, pregnancy, appearance disability, gender identity, marital or other protected status.

Sexual Harassment

Sexual harassment in any form is prohibited under this policy. Sexual harassment is a form of discrimination and is unlawful under Title VII of the Civil Rights Act of 1964. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature...when...submission to or rejection of such conduct is used as the basis for employment decisions...or such conduct has the purpose or effect of...creating an intimidating, hostile or offensive working environment."

Sexual harassment includes unsolicited and unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when such conduct:

1. Is made explicitly or implicitly a term or condition of employment.
2. Is used as a basis for an employment decision.
3. Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

Sexual harassment does not refer to behavior or occasional compliments of a socially acceptable nature. It refers to behavior that is unwelcome, that is personally offensive, and that lowers morale and therefore interferes with the workplace environment. Sexual harassment may take different forms.

Examples of behavior that may be considered sexual harassment are:

1. *Verbal*: Sexual innuendoes, suggestive comments, joke of a sexual nature, sexual propositions, lewd remarks, threats. Requests for any type of sexual favor (this includes repeated, unwelcome requests for dates). Verbal abuse or "joking" that is oriented toward a prohibitive form of harassment, including that which is sex oriented and considered unwelcome.
2. *Nonverbal*: The distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, email, photos, text messages, Internet postings, etc., that is sexual in nature.
3. *Physical*: Unwelcome, unwanted physical contact, including but not limited to touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling; forced sexual intercourse or assault.

Normal, courteous, mutually respectful, pleasant, non-coercive interactions between employees, including men and women, that is acceptable to and welcomed by both parties, is not considered to be harassment, including sexual harassment.

Consensual Relationships in the Workplace

ORH-WSS strongly discourages consensual romantic or sexual relationships in the workplace, as there are circumstances when these types of relationships are of a concern to ORH-WSS. Examples of consensual relationships subject to this policy include, but are not limited to, relationships-

1. Between supervisor (meaning any person in a position of direct or indirect authority over another—including evaluating or overseeing task performance) and employee (meaning any person working under the supervisor). This type of relationship is prohibited at ORH-WSS as there is an inherent conflict of interest for an individual to exercise direct supervisory and evaluation or participate in hiring, retention, promotion or award decisions on behalf of ORH-WSS for someone with whom there exists a romantic or sexual relationship. These relationships may also give rise to the perception by others that there is favoritism or bias in employment decisions affecting the employee.
2. Between peers where there is no direct or indirect supervision of one employee over the other but work in the same location.

Employees involved in either of these types of workplace relationships are required to notify Human Resources regarding the status of the relationship. Although parties may feel that what they do during non-working hours is their business and not the business of the company, because of potential issues regarding “quid pro quo” harassment, the company has made this a mandatory requirement.

Parties that become involved in either type of relationships listed above, need to be aware that one or both may be moved to a different department or location or that other actions may be taken, especially when the relationship involves a supervisor and an employee over which the supervisor has direct or indirect authority. The decision of relocating an employee to another location will be at the discretion of Human Resources and based on what will be the least disruptive to the company as a whole. If it is determined that one or both parties need to be moved, and there are no jobs in other departments available, the parties will be given the option of terminating their employment or resigning.

At no point, should employees that are involved in a relationship with another employee, exploit that relationship on company property, while they are scheduled to be working or at any other time they may be considered acting on behalf of the company. Employees found to be in violation of this may be subject to disciplinary action up to and including termination.

Relationships of a romantic or sexual nature between an employee and client are strictly prohibited and a violation of the Vulnerable Adult Act. The employee will be subject to immediate termination and a vulnerable adult violation will be reported to all required agencies including the local authorities.

Retaliation

For the purpose of this policy, retaliation is about making people afraid to complain or assert their rights. Therefore, no hardship, no loss or benefit, and no penalty may be imposed on an employee as punishment for:

1. Filing or responding to a complaint of discrimination or harassment.
2. Appearing as a witness in the investigation of a complaint.
3. Serving as an investigator.

Retaliation or attempted retaliation is a violation of this policy and anyone who does so may be subject to disciplinary action up to and including termination.

Filing a harassment complaint

A person who feels they have been harassed, discriminated or retaliated against or has witnessed such behavior should file a written complaint with Human Resources. Any supervisor that observes or is made aware that harassment or discrimination is occurring should report it to Human Resources immediately.

Confidentiality of the investigation information, individuals' involvement and wishes of the person filing the complaint will be strictly maintained by ORH-WSS and those involved in the investigation to the greatest extent possible; however, complete confidentiality cannot be guaranteed in order to fully investigate and act upon the complaint. Any notes or documents written or received during the investigation will also be kept confidential according to state and federal law.

Upon receiving the complaint, or receiving notice from a supervisor that violation of this policy may be occurring, the HR director will notify the Board of Directors and review the complaint.

Within three (3) working days of receiving the complaint, the HR director will:

1. Contact the person who reported the complaint to let them know the complaint was received and is being considered.
2. Notify the person(s) charged of a complaint (respondent).
3. Initiate the investigation to determine whether there is a reasonable basis for believing that the alleged violation of this policy occurred.

During the investigation, the HR director, together with legal counsel or other management employees, will interview the complainant, the respondent and any witnesses to determine whether the alleged conduct occurred.

Upon conclusion of the investigation, the HR director will submit a report of his or her findings to the company. If it is determined that there was a violation of this policy, the HR director will recommend appropriate disciplinary action to the Board of Directors. If the investigation is inconclusive or it is determined there has been no violation but some type of concerning behavior is determined, the HR director will recommend any action necessary to prevent future complaints of the same nature.

The HR director will separately notify the complainant and respondent within five (5) business days after the investigation is concluded of the findings of the investigation and to inform them of the action being recommended by the HR director. If the complainant or respondent disagree with the decision based on the findings of the investigation, they may submit a written statement to the Board of Directors as to why they would like to challenge the decision. The Board of Directors must receive this written statement within five (5) business days of the notification from the HR director of the results of the investigation.

The Board of Directors, HR director and legal counsel or any other management deemed necessary will review the investigative report and any statements submitted by the complainant or respondent. This group will decide what action, if any, will be taken. The HR director will report the company's decision to the complainant, the respondent and any other management or supervisor deemed necessary. The company's decision will be in writing and will include finding of fact and a statement for or against disciplinary action. If disciplinary action is to be taken, it will be stated.

Nothing in this policy shall prevent the complainant or the respondent from pursuing formal legal remedies or resolution through state or federal agencies or the courts.

EMPLOYMENT

Corporation Level

The Board of Directors may delegate any responsibilities listed within this policy.

Personnel Qualifications

All employees should be able to meet the qualifications and complete the responsibilities listed in the job description for the position they are hired for. The employee must be able to converse fluently in English, as this is the language spoken by the clients we serve. The attitude of employees shall reflect a sincere interest in their vocation through initiative, patience and understanding. ORH-WSS recognizes and places value on the experiences gained by clients and family members of clients.

Personnel Disqualifications

1. Disqualifications according to MN Statutes Chapter 245D.
3. Upon hire, all prospective employees shall be asked to sign releases of information for an applicant background study. If the results of the applicant background study indicate that the employee is disqualified from employment, the employee and ORH-WSS will be notified of that disqualification. As a result, the individual will be terminated immediately. The Department of Human Services' decision is final and binding. The Department of Human Services in some cases offers an appeal process that the employee may choose to pursue on their own time.

Employment Recruitment

All administrative positions shall be recruited by the Human Resources Department with the final decision to hire made by the Board of Directors (Board) of ORH-WSS. The decision of the Board shall be final and binding.

The Human Resources Department shall handle the recruitment of all other employees. Prospective employees should complete a company application. This may be done in person, by mail or online by visiting the company website at www.orhvw.com. Applicants are also encouraged to include a personal resume that details education, previous employment, related experience, areas of special interest and talent, character and employment references. These shall be directed to the Human Resources Department for consideration. Human Resources shall review applications, interview and hire employees by working closely with each department.

Human Resources and/or the Board of Directors may delegate any of the above but shall have final approval of anyone recommended.

Job Description and Employment Conditions

Upon employment, each new employee shall receive a written job description, which shall be explained in detail. The employee is responsible for maintaining a level of performance conforming to this job description.

Many positions require the employee to possess a valid Minnesota driver's license to assist clients with community integration. Employees hired for these driving positions will be required to submit to a driver's license verification to review the employee's driving history. All driving records must meet the requirements set forth by the company's liability insurance carrier or the employee may be considered ineligible to drive for ORH-WSS. If driving is a required responsibility of the job, the loss of driving privileges could directly affect employment status with ORH-WSS.

Personnel Files

Personnel files are the property of ORH-WSS, and access to the information is restricted. Management personnel of ORH-WSS who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact Human Resources with a written request. Current employees will be allowed to review his/her personnel file once every six months. The employee may review his/her personnel file in Company's office and in the presence of a Human Resources Representative within 7 days of the written request. A copy of the employee's file can also be obtained after the file has been reviewed with an additional written request.

For more details, see **Notice and Summary of Right To Review Personnel Records.**

Employees shall notify Human Resources of any change of name, mailing address or phone number within three days of such a change.

Evaluation

All new employees shall be evaluated after 90 days of employment. The evaluation period may be longer for supervisor or administrative positions. The evaluation shall be an oral or written evaluation by the appropriate supervisor with the employee to assess job performance. All employees shall receive an oral or written evaluation annually thereafter, by the appropriate supervisor. This annual evaluation will serve to assess continued employment and other

matters related to job performance. A performance review does not constitute a salary increase, as salary increases are discretionary and not guaranteed.

Employment Status

There are four types of employee statuses at ORH-WSS:

1. Regular full time employees- regularly scheduled employees who work 40 or more hours per week regardless of full-time status under the look-back measurements rules.
2. Full time ACA employees- all employees who qualify as full-time under the Affordable Care Act look-back measurement rules.
3. Part time variable employees- All employees whose work schedule fluctuates over time are expected to work less than an average of 30 hours per week.
4. Casual part time employees- employees that may not be regularly scheduled. Casual employees must work a minimum of two shifts per month to maintain casual employment status. Casual employees are not eligible for benefits, hire bonuses or referral bonuses.
5. Seasonal employees- employees that are employed for a specific season or shortened duration of time - usually 5 months or less. They may be scheduled any amount of hours but will not be eligible for benefits, hire bonuses or referral bonuses due to the shortened nature of their employment. Seasonal employees will be terminated at the end of their season and therefore must re-apply each season. If they do not wish to terminate employment at the end of their season, they may request to change to another status.

Promotion

As vacancies occur, they will be filled by engagement of the best candidates available. Management reserves the right to fill positions at their discretion, however when possible, Full time position openings will be posted internally for a period of at least one week, allowing all interested current employees the opportunity to apply. Current employees that are interested should submit, in writing, a letter of interest, which briefly states why they are interested, and their qualifications for the position. All interested current employees that meet the qualifications of the available position and have demonstrated that they meet the expectations of their current position may be given an opportunity for an interview.

At the discretion of administration, outside advertisements announcing the open position may run concurrently during the internal posting of the position.

Resignation or Request for Status Change

ORH-WSS is an employer at will and while a two week notice is preferred prior to termination of employment; the company cannot require its employees to provide any length of notice. However, employees who terminate employment without providing at least a minimum of a full two week notice or do not fully complete a two week notice may not be eligible for rehire for at least one year from the date of termination and may lose their right to any accrued PTO/ vacation benefits. No accrued benefits may be used during the specified resignation period.

Employees requesting a status change but not resigning must do so by completing a Request for Status Change form and may not be given consideration if a two week notice of the change request is not given.

Lay Offs

Employees may be laid off for budgetary purposes. Lay offs shall be made according to seniority if at all possible. Rehiring will depend on the ability of the individual to fill vacant positions, educational background and experience.

Employee Code of Conduct

ORH-WSS is responsible for providing a safe and secure workplace and strives to ensure that all individuals associated with the company are treated in a respectful and fair manner. The following expectations are of all employees:

- a. To be ethical and responsible when dealing with company clients, finances, products, partnerships and public image
- b. To respect colleagues. ORH-WSS will not allow any kind of discriminatory behavior, harassment or victimization.
- c. Treat company property, whether material or intangible with respect and care and protect company facilities or property (company vehicles) from damage and vandalism, whenever possible.
- d. Show integrity and professionalism in the workplace at all times.
- e. Follow dress code. (see dress code policy)
- f. To be reliable and responsible for their scheduled shifts by arriving on time and following the Call In Guidelines when unable to work a shift.
- g. To be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.
- h. To be open for communication with their colleagues, supervisors or team members.
- i. To read and follow company policies. If they have any questions, they should ask their supervisors or Human Resources.

Though it is not possible to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of behavior that would be considered infractions of ORH-WSS rules of conduct:

- a. Theft or inappropriate removal or possession of client or company property including but not limited to money, valuables and medication.
- b. Working under the influence of alcohol or illegal drugs (see Drug and Alcohol policy).
- c. Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating employer-owned vehicles or equipment.
- d. Sexual or other unlawful or unwelcome harassment
- e. Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace (see weapons policy).
- f. Any physical, emotional or verbal abuse toward clients or employees including fighting and threatening violence. Use of vulgar or offensive language.
- g. Repeating and reinforcing verbal untruths that may injure the facility, client, or co-worker.
- h. Unexcused or excessive absences or tardiness.
- i. Personal problems that influence quality and quantity of work.
- j. Insubordination or other disrespectful conduct.
- k. Not following administrative guidelines, policies, procedures or job functions (unsatisfactory performance or conduct).
- l. Failure to meet the requirements of orientation and in-service training.
- m. Failure to establish and maintain an effective working relationship with co-workers.
- n. Manipulation of company practices/procedures to benefit one's own self.
- o. Mistreatment, abuse, or neglect of clients (staff is mandated to report this information immediately).
- p. Falsification of records including but not limited to client documentation, personnel records, timesheets and other company documents.
- q. Unauthorized disclosure of business secrets or confidential information.
- r. Failure to comply with the Minnesota Data Practice Act, HIPAA, 245D and all other rules

Misconduct is cause for disciplinary action up to and including termination, as determined by the Human Resources with the approval of the Board of Directors.

Corrective Action

ORH-WSS holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, ORH-WSS expects the employee's supervisor to take corrective action.

Corrective action at ORH-WSS is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes the following:

1. Coaching by the employee's immediate supervisor- an informal discussion or written memorandum may be designed to develop the employee's skills and abilities.
2. Verbal Warning- notifies the employee that performance or behavior must be improved after informal coaching has failed to produce results. Employee must acknowledge verbal warning by signature.
3. Written Warning- Formal written notice to an employee that further disciplinary action will be taken unless behavior or performance improves. Employee must acknowledge written warning by signature
4. Suspension- Time off without pay to be used in cases of repeated abuse of company policies or work rules. This may also be used during periods of investigation. PTO may not be used during suspension. OR one day off without pay to think about whether the employee wants to remain employed and willingness to function under the rules. If this option is used and the employee wants to remain an employee, then an agreement will be put in writing
5. Termination/Discharge- Termination of employment is used when the employee has been given the opportunity to meet performance and/or behavior standards and, in management's evaluation, has failed to do so. This can only be done by Human Resources and/or the Board of Directors.

In deciding which initial corrective action would be appropriate, a supervisor will work with Human Resources to consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, the steps in a progressive discipline system serve as general guidelines and are not mandatory. Not all of these options need to be exhausted prior to discharge or suspension. ORH-WSS considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, the use of company equipment and/or company vehicles without prior authorization by a supervisor, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of ORH-WSS to a

current or prospective client and/or their case managers, guardians, or family, any organization affiliated with Oakridge, the general public, or an employee.

WORKPLACE SAFETY

Drugs and Alcohol

Employee consumption of alcohol/illegal drugs before reporting to work or consumption of alcohol/illegal drugs while working will not be tolerated. Verified use of alcohol or illegal drugs while on duty will result in immediate suspension.

Drug and Alcohol Policy

I. Policy

It is the policy of this DHS licensed provider (ORH-WSS) to support a workplace free from the effects of drugs, alcohol, chemicals, and abuse of prescription medications. This policy applies to all of our employees, subcontractors, and individuals working within the scope of the organization.

II. Procedures

- A. All employees must be free from the abuse of prescription medications or being in any manner under the influence of a chemical that impairs their ability to provide services or care.
- B. The consumption of alcohol is prohibited while directly responsible for persons receiving services, or on our property (owned or leased), or in our vehicles, machinery, or equipment (owned or leased), and will result in corrective action up to and including termination.
- C. Being under the influence of a controlled substance identified under Minnesota Statutes, chapter 152, or alcohol, or illegal drugs in any manner that impairs or could impair an employee's ability to provide care or services to persons receiving services is prohibited and will result in corrective action up to and including termination.
- D. The use, sale, manufacture, distribution, or possession of illegal drugs while providing care or to persons receiving services, or on our property (owned or

- leased), or in our vehicles, machinery, or equipment (owned or leased), will result in corrective action up to and including termination.
- E. Any employee convicted of criminal drug use or activity must notify the Human Resources Department no later than five (5) days after the conviction.
 - F. Criminal conviction for the sale of narcotics, illegal drugs or controlled substances will result in corrective action up to and including termination.
 - G. ORH-WSS' administrator or Human Resources Department will notify the appropriate law enforcement agency when we have reasonable suspicion to believe that an employee may have illegal drugs in his/her possession. Where appropriate, we will also notify licensing boards.
 - H. Employees found to be involved with stealing client medication for the purpose of personal use or sale will be reported to the appropriate law enforcement agency and prosecuted to the full extent of the law.
 - I. Client consumption of alcohol will not be encouraged. If a client requests alcohol, staff will provide alcohol education and/or seek professional consultation. The final decision for alcohol consumption will be made on an individual basis by the client and/or guardian. If the decision is to consume alcohol, the interdisciplinary team will address the responsibilities of all involved.

Drug and Alcohol Testing Policy

Purpose

Alcohol and drug abuse adversely affects job performance, the kind of work an employee performs, and an employee's opportunities for successful employment. It is the intent of this document to provide employees with Oakridge Homes- Woodview Support Services (ORH-WSS)'s policy regarding the use of drugs and alcohol while at work. ORH-WSS does not intend to intrude into the private lives of its employees, but strongly believes that a drug-free workplace is in the best interest of employees and nonemployees alike.

Scope

This policy applies to all applicants for employment and to all employees including contract or temporary employees. The policy is applicable at all Company facilities or whenever Company employees are performing company business.

Disclaimer

Employment at ORH-WSS is at-will. This policy is not a unilateral employment contract and

should not be interpreted as creating a unilateral employment contract.

Prohibitions

- A. No employee shall report to work under the influence of alcohol, any controlled substances, or any other drugs or medications that may affect the employee's alertness, coordination, reaction, response, judgment, decision-making, or safety.
- B. No employee shall operate, use, or drive any equipment, machinery, or vehicle of ORH-WSS while under the influence of alcohol, any controlled substances, or any other drugs or medications that may adversely affect the employee's ability to operate such equipment, machinery, or vehicle. Employees are under an affirmative duty to immediately notify their supervisor if they are not in an appropriate mental or physical condition to operate, use, or drive any equipment machinery, or vehicle or otherwise safely perform their job duties.
- C. No employee shall unlawfully manufacture, distribute, dispense, possess, transfer, or use a controlled substance in the workplace or wherever ORH-WSS's work is being performed.
- D. Engaging in off-duty sale, purchase, transfer, use or possession of illegal drugs or controlled substances may have a negative effect on an employee's ability to perform his/her work for ORH-WSS. In such circumstances, the employee is subject to discipline.
- E. When an employee is taking medically authorized drugs or other substances that may alter job performance, the employee is under an affirmative duty to notify their supervisor of the temporary inability to perform his or her job duties. The supervisor must then notify Human Resources.
- F. ORH-WSS shall notify the appropriate law enforcement agency, licensing boards, and other relevant authorities when it has reasonable suspicion to believe that an employee may have illegal drugs in his or her possession at work or on company premises.
- G. Employees must refrain from consuming alcoholic beverages during lunch periods, dinner periods, or breaks when returning immediately thereafter to perform work on behalf of ORH-WSS. In situations where the employee must continue conducting ORH-WSS's business after the intake of alcohol any employee whose condition or behavior adversely affects his or her work performance shall be subject to possible discipline up to and including discharge.

Drug and Alcohol Testing

As part of ORH-WSS's commitment to an alcohol and drug-free workplace, ORH-WSS reserves the right to require that applicants and employees submit to drug or alcohol testing in accordance with the provisions of Minnesota law. This policy represents the notice required under Minnesota law and a copy will be provided to all applicants and employees who are requested to undergo testing. In the event of any conflict between this policy and Minnesota law in affect at the time of the test, the law will control.

A. Who May be Subject to Testing

1. Job Applicants. ORH-WSS may require that all applicants/transferees for particular positions be tested for drugs or alcohol after receiving a conditional transfer or offer of employment. This includes existing employees working in positions or on jobs which may not have previously been subject to drug or alcohol testing, and who apply for, are transferred / assigned to, a position or job for which testing is required. If the applicant/transferee tests positive for drugs or alcohol, the conditional transfer / offer may be withdrawn.
2. Routine Physical Examination Testing. ORH-WSS may require employees to undergo a drug or alcohol test once a year as part of a routine physical examination. Affected employees will be given two weeks written notice that they will be tested for drugs or alcohol as part of a routine physical.
3. Random Testing. ORH-WSS may require employees in safety-sensitive positions to undergo testing on a random selection basis. Once the random selection has been made, ORH-WSS will not waive the selection of any employees identified through the random process.
4. Reasonable Suspicion Testing. ORH-WSS may require an employee to undergo drug or alcohol testing if ORH-WSS reasonably suspects that the employee:
 - a. is under the influence of drugs or alcohol;
 - b. has violated ORH-WSS's written work rules prohibiting drug and alcohol use;
 - c. has sustained or caused another employee to sustain personal injury;
or

d. has caused a work-related accident or was operating or helping to operate machinery, equipment, or vehicles involved in a work-related accident.

5. Treatment Program Testing. ORH-WSS may require an employee who has been referred for chemical dependency treatment or evaluation or is participating in a treatment program under an employee benefit plan to undergo drug or alcohol testing on a random basis and without advance notice during the evaluation or treatment period and for up to two years following the completion of any treatment program.

B. Conducting the Testing.

1. Consent. All employees required to undergo testing will be required to complete and sign the employee consent form attached as Appendix A or a similar form furnished by the testing laboratory.
2. Refusal to Participate. An employee or job applicant has the right to refuse testing. However, a refusal of testing will be treated as a failure to comply with Company policy and may result in withdrawal of a job offer or disciplinary action up to and including termination of employment.
3. The Laboratory. ORH-WSS will use a laboratory certified by the National Institute on Drug Abuse (NIDA) or its successor¹, the College of American Pathologists (CAP), or the New York State Department of Health or other licensing body recognized by Minnesota law to perform all drug and alcohol tests.
4. Test Results. The laboratory will conduct both an initial test and a confirmatory test if the initial test is positive. A negative result on either the initial or confirmatory test will be deemed a negative test result (i.e. the employee passed the test). A positive result on both the initial and confirmatory test will be deemed a positive test result (i.e. the employee failed the test.)

¹ NIDA no longer certifies drug testing laboratories for the federal government; certification is now performed by the Substance Abuse and Mental Health Administration (SAMHSA). However, the Minnesota employee drug testing law has not been updated to reflect this change and still references NIDA as one of the agencies authorized to certify a drug testing laboratory. While the issue has not been directly addressed in any court cases, it appears that the courts will accept a laboratory certified by SAMHSA as meeting the requirements of the Minnesota drug testing law. *See e.g. Hudalla vs. TSI (Minn. App. 3/26/2012)*. However, in order to maintain consistency with the law as currently worded this policy continues to refer to NIDA.

- a. Negative Test Result. An employee or applicant who tests negative for drugs or alcohol will be given written notice that they passed the test within three working days of ORH-WSS receiving the test results from the testing laboratory.
- b. Positive Test Result. An employee or applicant who tests positive for drugs or alcohol will be given written notice that they have failed the test within three working days of ORH-WSS receiving the test results from the testing laboratory. The employee or applicant will then be given the opportunity to provide any information to explain the positive result, including any over-the-counter or prescription medications the employee or applicant may have taken. An employee or applicant who wishes to submit any explanatory information must do so within three working days after being notified of the positive test result.

An employee or applicant who has a positive test result may also request a retest of the original sample by the same or different certified laboratory at his or her own expense. An employee or applicant who wishes to conduct a retest must notify ORH-WSS in writing of their intention to conduct such a retest within five working days after being notified of the positive test result. If the results of the retest are negative, the test will be considered a negative test result.

- c. Right to Test Result. An employee or job applicant has the right to request and receive from ORH-WSS a copy of the test result report on any drug or alcohol test.

C. Costs

Costs related to alcohol and drug testing procedures will be paid by ORH-WSS, with the exception of any retests requested by the employee or applicant following a positive test result.

D. Disciplinary Action in Response to a Positive Test Result.

1. Interim Discipline and Action: ORH-WSS reserves the right to temporarily suspend an employee or transfer the employee to another position at the same rate of pay pending the outcome of any drug or alcohol test. An employee who is suspended without pay will be reinstated with back pay if the test or any requested retest is negative.

2. Applicants. ORH-WSS reserves the right to withdraw the conditional job offer of any job applicant with a positive test result, without the opportunity to complete evaluation or treatment.
3. Employees - First Positive Test Result - Termination: ORH-WSS will not discharge an employee for the first positive test result. Instead the employee will be given the opportunity to participate in an appropriate drug or alcohol counseling or rehabilitation program as determined by a certified chemical use counselor or physician trained in the diagnosis and treatment of chemical dependency chosen by ORH-WSS. The employee will be responsible for paying all costs associated with any evaluation and subsequent treatment themselves or pursuant to coverage under an employee benefit plan. An employee who refuses or fails to participate in, cooperate with, or complete the evaluation or recommended treatment may be terminated. An employee who successfully completes treatment may be subject to random follow-up testing for a period of up to two years in accordance with section V.A.5. of this policy.
4. Employees - First Positive Test Result—Discipline: ORH-WSS reserves the right to take any other disciplinary action short of discharge it deems warranted following a first positive test result.
5. Employees-Subsequent Positive Test Result: An employee who has more than one positive test result may be terminated immediately following any second or subsequent positive test result without referral to or the opportunity to complete additional chemical dependency counseling or rehabilitation.

E. Privacy of Test Results.

1. Test results and other information acquired as a result of the testing program are private and confidential information and will not be disclosed by ORH-WSS or the testing laboratory to another employee or to third party individuals, government agencies, or private organizations without written consent of the employee or applicant being tested.
2. Evidence of a positive test result, however, may be used in an arbitration proceeding pursuant to a collective bargaining agreement, an administrative hearing, or a judicial proceeding, provided the information is relevant to the hearing or proceeding. Such evidence may also be disclosed to any federal agency or other unit of the United States government as required under federal law, regulation, or order. Evidence of a positive test result may also

be disclosed to a substance abuse treatment facility for the purpose of evaluation or treatment.

3. ORH-WSS will provide an employee with access to information in the employee's file relating to positive test result reports and other information acquired in the testing process as well as conclusions drawn from or actions taken based upon such information.

Workplace Bullying

Oakridge Homes- Woodview Support Services (ORH-WSS) defines workplace bullying as repeated mistreatment or inappropriate behavior towards one or more employees in the workplace and/or during the course of employment.

The behavior may be intentional or unintentional. However, if an employee feels they are being bullied, the intent is irrelevant as it is the perception of the affected employee that is important. The following behaviors are considered examples of bullying:

- Verbal Bullying: slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks
- Physical Bullying: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property
- Gesture Bullying: non-verbal threatening gestures, glances which can convey threatening messages
- Exclusion: socially or physically excluding or disregarding a person in work-related activities

In addition, bullying in the workplace may include but is not limited to:

- Intimidating or undermining employees by demeaning their work standards, not giving them credit, setting them up for failure and constantly reminding them of old mistakes.
- Manipulating the ability of someone to do their work (e.g., overloading, under loading, withholding information, setting meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions)
- Giving impossible deadlines, creating undue pressure and stress, and overworking employees.

- Inflicting menial tasks not in keeping with the normal responsibilities of the job
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave
- Deliberately excluding an individual or isolating them from work-related activities (meetings, etc)
- Threatening employees' personal self-esteem and work status.
- Isolating employees from opportunities, information and interaction with others.
- Constant and unfair criticism.
- Social bantering and teasing, including personal insults and use of offensive nicknames
- Yelling, shouting and screaming.
- Insults and behind-the-back put-downs.
- Hostile glares and other intimidating gestures.
- Monopolizing supplies and other resources.
- Overt threats and aggression or violence in person, to a third party or in emails or notes.
- Persistent singling out of one person
- Using verbal or obscene gestures
- Public humiliation in any form including public reprimands. This includes in an email forum.
- Ignoring/interrupting an individual at meetings or not allowing the person to speak or express him/herself
- Repeatedly accusing someone of errors which cannot be documented
- Deliberately interfering with mail and other communications
- Spreading rumors and gossip regarding individuals
- Encouraging others to disregard a supervisor's instructions
- Taking credit for another person's ideas
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property)

This type of behavior will not be tolerated at ORH-WSS and individuals that are found to be in violation of this may be subject to disciplinary action up to and including termination.

Tobacco Products Policy

The use of tobacco products and electronic products designed to simulate smoking is not permitted anywhere within the homes, facilities or in any vehicle owned or operated by Oakridge Homes. Each home or facility will establish one designated smoking or tobacco area. Employees using electronic smokeless products will be expected to use these products in the designated areas only. Employees must follow all rules posted in these designated areas and adhere to all policies associated with this policy. Visitors must also be informed of this policy and adhere to it as well.

When there is only one employee supervising clients, the employee may not leave the clients unsupervised to smoke or use tobacco products. Staff will not subject any client to secondhand smoke if it is not the client's choice. Smokers will be responsible to clean up discarded tobacco products and use appropriate disposal containers.

No tobacco use or the use of smokeless products is allowed by staff when out in public with clients. Clients may smoke as determined by their team.

No employee or consumer under the legal smoking age (18 years) will be permitted to smoke.

Any violation or abuse of the following policy may result in disciplinary action and/or loss of tobacco privileges for a person, persons, location, area or entire company as deemed necessary.

Safety Rules and Operating Procedure

The following safety rules and standard operating procedures are present to reduce or minimize accidents/injuries at the work site and ensure a safe and hazard-free environment. They include:

- Review emergency procedures by all staff every ninety days.
- All employees shall be responsible for daily preventive maintenance on equipment, vehicles, supplies and materials. If further assistance is needed, contact Supervisor or Maintenance Director.
- Employees shall receive first aid and/or CPR training.
- Appropriate behavior management techniques shall be reviewed (i.e. restraint, behavior plans, etc.).
- Facility uses chemicals as directed on label. They are locked if necessary for the safety of the clients.
- Facility locks or safely stores all tools and maintenance equipment.
- Emergency and poison control numbers are posted by phones.
- First aid kits are available on-site and in vehicles.
- Staff is aware of their responsibilities in reporting first report of injuries.
- Injuries are recorded on OSHA 300 Log.

It is expected that employees will follow standard (universal) precautions and shall:

- A. observe all Oakridge/Woodview safety and health rules and apply the principles of accident prevention in all day to day activities.
- B. refrain from horseplay, throwing objects, scuffling, fooling around and/or distracting others in ways that may lead to injuries.
- C. obey all posted rules, warning signs and no smoking areas.

- D. read safety-related information.
- E. walk at all times on Oakridge/Woodview premises (no running).
- F. never report to work under the influence of alcoholic beverages or drugs nor shall any employee consume, purchase or possess these items while on Oakridge/Woodview premises.
- G. not attempt to lift or push objects that may be too heavy for them. Ask for help when needed. Learn to use correct lifting techniques to avoid strains: bend knees, keep upper body erect, push with the legs.
- H. advise fellow employees to work safely and warn workers who are working carelessly.
- I. remove jewelry, rings, bracelets and chains as these items may get caught or cause accidents.
- J. always use proper personal protective equipment for each assigned job.
- K. report hazards to Supervisors immediately. Minimize the risk of accident or injury until repaired.
- L. check to make sure ladders are free from defects, broken rungs and have solid feet.
- M. never use makeshift ladders, scaffolding or climb on boxes or chairs.
- N. never tamper with electrical switches, extension cords or circuits unless authorized.
- O. always shut down machines before cleaning, adjusting or repairing.
- P. never oil machines while in motion.
- Q. never use hands to remove obstructions from equipment unless equipment is shut off.
- R. never use defective hand tools.
- S. never operate equipment for which you have not been properly trained and authorized. Observe safe operating procedures for equipment or processes.
- T. always insure that you follow safe procedures and use all safety devices/equipment.
- U. never alter equipment without prior authorization.
- V. always wear appropriate footwear for each assigned task.
- W. always keep work areas and floor clean. Put all disposable material in proper containers.
- X. keep doors, aisles, fire extinguishers and egress windows clear.
- Y. learn the location of fire fighting equipment, safety exits and evacuation procedures for each location.
- Z. report all accidents, near misses and injuries to Supervisor immediately. Review at staff meetings.
- AA. always find the safe way to perform a task.
- BB. actively support and participate in Oakridge/Woodview's efforts to provide a workplace accident and injury reduction program.

Contagious Diseases

Any employee who contracts a contagious disease shall not work with clients until such employee is released by a physician or medical provider and is said to be free from contagion.

Weapons

In order to ensure a safe environment for employees and customers, our establishment, Oakridge Homes, prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons in our facilities or on our property. Any employee in possession of a firearm or other weapon while on our facilities/property or while otherwise fulfilling job responsibilities may face disciplinary action including termination. A client or visitor who violates this policy may be removed from the property and reported to police authorities. Possession of a valid concealed weapons permit authorized by the State of Minnesota is **not** an exemption under this policy.

Firearms or other dangerous weapons are defined as:

- any device from which a projectile may be fired by an explosive
- any simulated firearm operated by gas or compressed air
- sling shot
- sand club
- metal knuckles
- any spring blade knife
- any knife which opens or is ejected open by an outward, downward thrust or movement
- any instrument that can be used as a club and poses a reasonable risk of injury
- any chemical whose purpose is to cause harm to another person

This policy does not apply to:

- any law enforcement personnel engaged in official duties
- any security personnel engaged in official duties
- any person engaged in military activities sponsored by the federal or state government, while engaged in official duties

Possession of a weapon can be authorized by the company's president to allow security personnel or a trained employee to have a weapon on company property when this possession is determined necessary to secure the safety and security of company employees. Only the president, or his designee, may authorize the carrying of or use of a weapon.

Staff or security personnel will request any visitor found in possession of a firearm or other dangerous weapon to remove it from the facility and local law enforcement authorities will be notified promptly.

WORKPLACE EXPECTATIONS

Client Confidentiality

It is appropriate that private information be shared between approved parties only. This sharing should always be done with a constructive purpose in mind – to ultimately benefit the client. The professional sharing of private information is an integral part of each client's team.

Staff should assume the responsibility of guarding information provided to them. Discussing the client with relatives, friends, neighbors, past employees or any individual outside of Oakridge Homes- Woodview Support Services not approved by the client team is not allowed.

Any such actions may be subject to company disciplinary measures up to and including termination of employment as well as subject to penalties imposed by the State of Minnesota and the Department of Human Services.

HIPAA

HIPAA is the federal Health Insurance Portability and Accountability Act of 1996. The primary goal for this law is to make it easier for people to keep health insurance, protect the confidentiality and security of healthcare information and help the healthcare industry control administrative costs. HIPAA is divided into different titles or sections that address a unique aspect of health insurance reform. Two main sections are Title I dealing with Portability and Title II that focuses on Administrative Simplification.

- Portability- This section allows individuals to carry their health insurance from one job to another so that they do not have a lapse in coverage. It also restricts health plans from requiring pre-existing conditions on individuals who switch from one health plan to another.
- Administrative Simplification- This section is the creation of a set of standards for receiving, transmitting and maintaining healthcare information and ensuring the privacy and security of individual identifiable information.

Privacy

HIPAA provides for the protection of individually identifiable health information that is transmitted or maintained in any form or medium. The privacy rules affect the day-to-day business operations of all organizations that provide medical care and maintain personal health information.

Protected Health Information

HIPAA protects an individual's health information and his/her demographic information. This is

called "protected health information" or "PHI". Information meets the definition of PHI even without the person's name, if that information can distinguish who the person is. PHI can relate to past, present or future physical or mental health of the individual. PHI describes a disease, diagnosis, procedure, prognosis, or condition of the individual and can exist in any medium- files, voice mail, email, fax, or verbal communications.

Any information relating to a person, person's household members or the person's employers can be considered protected health information such as:

- Names
- Dates relating to a person (i.e. birthdates, dates of medical treatment, admission and discharge and dates of death)
- Telephone numbers, addresses, fax numbers and other contact information
- Social Security numbers
- Medical records, charts, journals and prescriptions
- Photographs
- Finger and voice prints
- Any other unique identifying number

Rights under HIPAA's Privacy Standards

HIPAA stipulates the following rights under its privacy rule:

- Persons have a right to receive a notice of the privacy practices of any health care provider clearing house or health plan
- Persons have a right to see their PHI and get a copy
- Persons have a right to request that changes be made to correct errors in their records or to add information that has been omitted
- Persons have a right to see a list of some of the disclosures that have been made of their PHI
- Persons have a right to request that you give special treatment to their PHI
- Persons have a right to request confidential communications
- Persons have a right to complain

A health provider can disclose an individual's PHI without the person's authorization if the disclosure deals with treatment, payment, and operations or if law mandates the information. Otherwise for most other uses, the person will need to authorize the provider to make the disclosure.

Only the minimum amount of information necessary should ever be provided to meet an authorized request. This rule does not apply to requests by health care providers as these requests are assumed to be the minimum necessary.

Examples of Disclosures in an ORH-WSS setting:

1. A nurse calls a group home to find out information about the resident's condition after surgery. This information can be provided because it is considered part of treatment.
2. A doctor's office calls and asks where to send the bill for surgery. This information can be provided because it is part of payment.
3. A former staff member meets you on the street and asks how a resident is doing. This is not part of treatment or payment; therefore, you cannot provide this information unless you have a specific authorization to give information out to this person.
4. A relative of the resident asks how the resident is doing? This is also not part of treatment or payment and therefore you cannot provide this information unless you have a specific authorization to give information out to this person.
5. What if the mother who is not the guardian of the resident asks how the resident is doing? You are not allowed to provide information to the mother unless there is a specific authorization to do so.
6. A staff takes a picture of a resident's home where she works and shows her family and friends. This is not allowed under HIPAA unless she has a specific authorization to do so.
7. An employee is with a friend and they list by name the residents of the home they work in. This is not allowed unless there is a specific authorization to do so.
8. Disclosures for marketing and fundraising are very limited and are subject to the harshest penalties under the law. The situations usually involve sales of PHI to businesses for advertising purposes, but could be something as innocent as giving a list of resident names to the YMCA or a church. Generally, all requests for client information should be referred to a supervisor.

Examples of Incidental Disclosures that are allowed:

1. An employee takes a resident to the clinic and the receptionist calls the resident's name.
2. An employee has taken a resident shopping and the resident is not paying attention in the checkout lane so the employee's calls out his name to get his attention.
3. A plumber is at a home installing a faucet. While they are there, the employee notices they are looking at a calendar that has a date circled with the resident's name on it and the name of the resident's doctor.

If a person feels their HIPAA rights has been violated

The person has the right to submit a complaint if they believe there has been improperly used or disclosed PHI; there are concerns about HIPAA privacy policies and/or concerns about compliance of privacy policies.

The person should contact OHW-WSS's compliance officers at 218-829-7599 or contact the US Department of Health and Human Services, Office of Civil Rights at www.hhs.gov/ocr/hipaa.

Attendance and Punctuality

Tardiness

Employees are expected to arrive on time and be ready to work at the start of their shift or assigned time. A Late/No Show report will be completed for each time an employee is tardy. The employee will be given a coaching note for the first instance of tardiness. If tardiness continues, the employee shall receive a verbal warning to improve on punctuality. If improvement is not seen, further discipline up to and including termination may occur.

Attendance

Employees are expected to be reliable and dependable to cover their scheduled shifts. If an employee is unable to work their scheduled shift, the employee is expected to follow the guidelines for calling in.

Unexcused absences are time off without approval. They will be dealt with in the following manner: the first unexcused absence will result in a coaching note, and the second unexcused absence will result in a verbal warning. If unexcused absences continue, it may result in further discipline up to and including termination of employment. Failure to complete a scheduled shift without following change of shift policy or prior authorization from your supervisor or administration will be considered an unexcused absence.

Good attendance is highly valued and a requirement of every position within ORH-WSS. A pattern of poor attendance of either unexcused absences or excessive excused absences may result in disciplinary action.

Work Schedule

Exempt positions: These positions entail no set hours, but require that the amount of time worked be equal to what is needed to perform adequately the duties outlined in the job descriptions for each exempt position.

Non-exempt employee work schedule: No employee is guaranteed a specific amount of work hours. In the event of an emergency, an employee may be called and required to work. In the event of a no show to a shift, the employee waiting to be relieved may be required to stay and cover the shift until a replacement can be found. Failure to report to work will be considered an unexcused absence. Specific work schedules shall be determined by the Administrator or Program Coordinator and may be changed as necessary to meet the client needs throughout the year.

If an employee is scheduled for the safety of the clients (not flex or activity time) and becomes ill while on duty, that employee must stay until a substitute arrives. If the employee is sick before their shift starts, they must find a substitute. Clients will not be left short-staffed if that

shift is established for their safety.

Guidelines Concerning Change of Shift, Tardiness, and Unexcused Absence

Change of Shift: Employees requesting a change of shift must fill out the appropriate form and turn it into the immediate supervisor one week before the change is to be made. It is the responsibility of the person requesting the change to fill out the form and obtain the signature from the person with whom the change is being made. The form is then turned into the Administrator/Program Director/Program Coordinator for approval or denial. Changes of shift, which result in overtime, may not be approved.

Approval of the request means the change of shift may take place provided that it does not affect the employee's full-time status, and the employees making the change of shift are responsible for each other's hours. If either of the employees involved in the change fail to come in for the other, it will be considered an unexcused absence (see Unexcused Absences).

Denial means both employees involved in the change must work the regular assigned hours. If an employee does not show up after a change of shift has been denied, the employee may be subject to disciplinary action up to and including termination.

Public Service and Public Relations

Employees are encouraged to engage in community activities and organizations. Employees invited to speak or participate in community functions on behalf of ORH-WSS must have the permission of Administration. Any financial payment for speaking or participating must be paid to the company unless approved by the Board of Directors.

All employee-written media pertaining to ORH/WSS must be approved by the Board of Directors prior to publication.

Keys

During orientation, a set of keys may be provided to the employee if the location they are working at requires keys along with a responsibility authorization form. Any additional sets will be at the cost of the employee. Upon termination of employment with ORH/WSS, it is the employee's responsibility to return all keys and property of ORH/WSS to the employee's supervisor or nearest office location. If the employee does not return all keys provided by ORH/WSS, the employee will be held responsible for the cost of the replacement, lock change or any other expenses that may result. ORH-WSS keys may not be duplicated by an employee for any reason.

Dress Code

In our position of teachers and role models for the clients we serve, we are charged with the responsibility of teaching them according to the standards of case managers, guardians and parents. The philosophy of ORH-WSS is that these clients can be provided with homes of the highest standards and taught to the highest standards of their ability. How clients are dressed can put them on display if done without good taste. In all cases, our clients learn by example. Therefore, ORH-WSS has the following dress codes:

Direct care staff:

- Clothes will be neat and clean and in good condition at all times. No worn holes in jeans or shirts/tops.
- No bare feet or flip-flops are allowed. Shoes and/or stockings are to be worn at all times. In locations that work with wheelchairs, non-open toe shoes must be worn at all times.
- No hats worn inside the home by either male or female staff.
- Shorts and skirts cannot be shorter than three inches above the knee.
- All underwear will be covered by outerwear.
- Jewelry is strongly discouraged. If worn, expensive jewelry and clothing would be at staff's own risk.
- No dangling jewelry or hoops will be allowed anywhere visible. Studs must replace any of these types of jewelry.
- "Everyday" clothes can be worn for dirty tasks such as yard work or major cleaning.
- Appropriate outfits will be worn to community events, keeping in mind staff represent the company and the care they provide the clients.
- No tank tops, spaghetti straps, halter tops, midriff shirts, low cut shirts or otherwise revealing shirts will be allowed.
- Clothes worn shall fit properly and will not be too tight or too baggy.
- Tattoos deemed offensive or inappropriate by ORH-WSS shall be covered while working.
- T-shirts worn will not have inappropriate content (swearing, or vulgar language, symbols, political sayings or other content deemed offensive by ORH-WSS)
- Restraint should be used when wearing perfume, cologne or makeup as some individuals are allergic to the chemicals used in these products.

Office staff:

- Conservative, professional dress should be worn at all times

- Casual dress including jeans is only allowed on approved days set by the Board of Directors. Consult Human Resources for a detailed description of what is appropriate for casual days.
- When representing ORH-WSS outside the office such as for a meeting or conference, the dress code for office staff is more business-oriented, including attire such as suit, dress pants, dress, skirt, blouse, dress shirt and tie.

Consult your supervisor or Human Resources if you have any questions about appropriate attire for your position.

Personal Items

ORH-WSS suggests that employees do not bring personal items such as purses, cell phones or other valuables with you into your work location as ORH-WSS will not be responsible for lost, damaged or stolen property. Any personal items brought into the work location will be at your own risk.

Visitors in the Workplace

To provide for the safety and security of employees, clients, visitors, and the facilities at ORH-WSS, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee and client welfare, and avoids potential distractions and disturbances.

In the offices, all visitors must enter through the main reception area. Authorized visitors will be escorted to their destination and must be accompanied by an employee at all times.

In non-office worksites, employees are not allowed visitors at the worksite while on duty. This includes family, friends, former and current staff. The form "Permission to Allow Visitors in the Home" must be completed and signed by an Administrator/Program Director/ QDDP, the clients' guardians and in some situations, the clients' case managers prior to allowing visitors into the home.

Pets in the Workplace

Pets are not allowed in the workplace without authorization from the President or Vice President. Employees found bringing in animals, reptiles, fish or any other live being may be subject to disciplinary action.

Company Documents

ORH-WSS has developed many policies, procedures and documents to assist with the general operations of the company. These documents are the private property of ORH-WSS and may not be duplicated without prior written consent from the Board of Directors. Failure to abide by this policy may result in immediate termination or the pursuit of legal action for former employees found in possession of these documents after leaving employment.

Procedure for Handling Complaints

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem or the employee is uncomfortable discussing the problem with their supervisor, ORH-WSS encourages employees to contact their Program Administrator or a Human Resources Representative. If the employee does not feel that any of the above listed contacts have properly addressed their issue, they may bring their concerns to the Board of Directors in writing. The Board of Directors will agree to meet to discuss the issue within fifteen business days of receiving the appeal.

Employee Use of Company Equipment and Other Business Machines

Oakridge Homes-Woodview Support Services (ORH-WSS) owns and maintains telephones, cellular phones, fax machines, computers, scanners, tablets and other machines for business purposes.

While some personal use of company equipment is allowed, employees with personal or confidential matters to communicate should not use company equipment to do so. ORH-WSS reserves the right to intercept and monitor all telephone and cellular phone communications, faxes, voice mail messages, electronic communications including email and text messaging, and internet use on its equipment for training, evaluation and supervision purposes. Therefore, any personal use of company equipment should not be considered confidential.

If monitoring intercepts communication of a possible criminal nature, such communication will be disclosed to law enforcement or government officials.

Every employee with an ORH-WSS email account, personal computer, cellular phone, tablet, laptop or other equipment will be expected to use a password to secure the device from unauthorized use. This password must be provided to either the Vice President or Controller and cannot be changed without their authorization. Non-exempt employees will not be allowed to remotely access the company email system. Exempt employees will only be allowed remote access with authorization from the Board of Directors.

ORH-WSS may modify this policy at any time to reflect the constant changes that occur with equipment and electronics.

ORH-WSS also reserves the right to videotape and monitor for safety, security and supervision purposes.

Cell Phone and Other Electronic Devices Policy

For purposes of this Cell Phone Policy, “device” use includes any use of a cell phone or smart phone, pager, tablet, any electronic device or other electronic means of communication that can be used to engage in phone calls, text messages, IMS, internet usage, paging and any other means of communicating with some person or device outside the home or vehicle.

Personal use of cell phone or other above listed device (devices), while working with consumers is prohibited. While working in any capacity, devices will not be allowed to be out in the open. Devices should be kept out of sight and either turned off or on vibrate while you are expected to be working. If you work at a house that has a break time, this is the only time you may use your device subject to certain conditions. The device may not be used in the presence of a consumer. If you are taking a break to use the device, it cannot result in the consumer being left unattended unless the consumer is allowed to be left alone for short periods of time. In other words, if you work with a consumer who cannot be left alone you will have to consult with your Program Coordinator as to if and how you could use your device. If you are called to duty on your break, you will be expected to end whatever you are doing on the device and return to duty.

The Program Coordinator with consent of the Administrator, QDDP, Mental Health Supervisor or the HR Director of a location may ban a person, persons, or all staff from bringing a device onto ORH-WSS property or create a total ban of cell phones and other electronic devices from the premises. In the case of a ban, an employee would have to leave the cell phone or other electronic device in his/her car and go out to the car during break to use the cell phone only if the consumers can be left alone for short periods of time.

All use of a device is prohibited while you are transporting clients unless you are involved in an emergency situation. In the case of an emergency, staff will need to safely pull to the side of the road to use the phone. Violation of Minnesota law concerning use of cell phones and electronic devices will be considered a violation of this policy. Taking photos or videos of consumers is prohibited on a personal cell phone or other electronic device without the express authorization of ORH-WSS.

Failure to follow these policies will result in an individual being subject to discipline, up to and including termination.

Computer, Internet and E-Mail Usage

Computers, e-mail and Internet access is provided by Oakridge Homes-Woodview Support Services (ORH-WSS) to assist employees in completing their work, improving their efficiency and obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive computer usage.

Computers (including the e-mail system, Internet access, computer files, and software furnished to employees) are the property of ORH-WSS and are intended for business use. As a result, employees have no right to privacy for any uses to which they may put the computers (including the e-mail system, Internet access, computer files, and software furnished to employees) ORH-WSS has provided them. Similarly, ORH-WSS reserves the right to monitor any and all use to which our equipment or networks may be put, regardless of whether the use is personal in nature. Employees should not use a password, access a file, or retrieve any stored communication unless authorized to do so.

While computer usage (including e-mail and Internet access) is intended for job-related activities, incidental and occasional brief personal use may be permitted within reasonable limits. However, where possible, such use should be confined to nonworking times such as lunch, or before or after work, and should not interfere with an employee's performance of his or her job. Similarly, employees making personal use of computers should not download large files, access-streaming audio / video, or visit social networking sites or chat rooms without authorization to do so. Employees who are found to have abused these privileges may be subject to suspension of Internet/e-mail privileges, and/or discipline, up to and including termination.

Prohibited Communications

ORH-WSS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, ORH-WSS prohibits the use of computers, the Internet and the e-mail system in ways that are disruptive, offensive to others, discriminatory, obscene, threatening, harassing, intimidating, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, gender-specific comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

ORH-WSS purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, ORH-WSS does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the software license agreement. ORH-WSS prohibits the illegal duplication of software and its related documentation.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet or transmitted through the e-mail system.

Employees should take all anti-virus precautions available to them and prescribed by ORH-WSS. Employees should not attempt to bypass or disable any anti-virus precautions installed on ORH-WSS computers.

The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's computers for personal gain
- Using, or disclosing someone else's code or password without authorization
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Viewing or exchanging pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation or obstructing a security investigation
- Sending or posting chain letters or advertisements not related to business purposes or activities
- Using the computer for gambling of any sort
- Accessing chat rooms, social networking sites, and other such interactive or unacceptable websites without authorization.
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization

- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Using the computer for purposes of seeking other employment or preparing or posting a resume
- Loading personal software without permission
- Engaging in any other illegal activities
- Engaging in any other computer related activity determined by ORH-WSS to be inappropriate or unacceptable.

Consequences for Policy Violations

Abuse of the computer, Internet and e-mail system access provided by ORH-WSS may result in suspension of Internet/e-mail privileges, and/or disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. Employees should notify their immediate supervisor or any member of management upon learning of violations of this policy.

The equipment and technology provided to ORH-WSS employees remain at all times the property of ORH-WSS. To ensure compliance with this policy, ORH-WSS reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our computers and stored in our computer systems. All data that is composed, transmitted, or received via our computer system is considered to be part of the official records of ORH-WSS and, as such, is subject to disclosure to law enforcement or other third parties.

Social Media Policy

Social media and social networking sites have become a personal communication tool for individuals and can be a useful business tool when used properly. Social media and social networking sites are those whose primary use is to exchange information, images, or other content from one individual to another individual or group of individuals regardless if that content was developed by the employee or simply passed on from one recipient to another. Social media and social networking sites include sites dedicated to the exchange of personal information, such as Facebook and LinkedIn, sites used to exchange visual media such as YouTube, Instagram, and Snapchat, sites used to exchange personal views and observations, such as Blogs or Twitter, and sites used to exchange entertainment media, such as Google Play Store and iTunes. Because of the constant evolution of these and other social networking sites, and/or social media, the listing of specific sites in this section is not an inclusive list but merely examples.

The expectation of Oakridge Homes- Woodview Support Services (ORH-WSS) is that every employee exercise care and good judgment in the use of social networking sites and/or social media. Employees should know and follow ORH-WSS policies when using these sites.

Specifically:

- Anti-Harassment Policy
- Confidentiality Policy
- Health Information Portability and Accountability Act
- Misconduct Policy
- Workplace Bullying Policy

Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects consumers, people who work with or on behalf of ORH-WSS or ORH-WSS legitimate business interests may result in disciplinary action up to and including termination. In addition, ORH-WSS asks that all employees refer to the following guidelines when using these sites:

Productivity

The computer systems of the employer are primarily for the business use and convenience of the employer. The use of social networking and social media sites and activities should not interfere with the employee's primary job responsibilities. Employees must use good judgment regarding the reasonableness of any personal use just as they do for email and internet.

Identification

When an individual identifies himself or herself as an employee of ORH-WSS, the employee to some extent can be viewed as a representative of the company. Therefore, unless authorized to do so, the employee should not identify themselves as a representative of the company and consider the following:

- Employees are personally responsible for any content published.
- Employees should not have any expectation of privacy with respect to the use of any social media or social networking site.
- Employees should be respectful of the company, its employees, consumers, partners and competitors when creating online content
- Employees are prohibited from referencing ORH-WSS consumers or posting photos or videos of consumers without the written authorization from ORH-WSS and in addition, any or all of the following: case management, guardian or other member of the consumer's team.

Personal recommendations of others

Employees are prohibited from making personal recommendations on behalf of the company. Personal opinions and recommendations may be made however, it should be clearly stated that the opinions expressed are solely those of the author and not those of the company.

COMPENSATION

Wage or Salary Increases

Employees shall be employed within the current salary structure. Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, salary increases are not guaranteed on an annual basis.

Workweek

A work week at ORH-WSS is from Friday at 12:00 AM and ends on Thursday at 11:59 PM. Shifts that cross 12:00 AM will be entirely credited to the day the shift begins.

Timekeeping and Compensation

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on a job(s) performing assigned duties. To ensure that you are paid properly for all time worked and that no improper deductions are made, you must record correctly all work time and review your paychecks promptly to identify and to report all errors. Employees are expected to use the electronic time clock system to record their time. You also must not engage in off the clock or unrecorded work.

Pay Records

We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any correction that is necessary. Please review your pay stub when you receive it to make sure it is correct. If you believe a mistake has occurred or if you have any questions, please use the reporting procedure outlined below.

Employees are responsible to keep their check stubs and their W-2's. If a copy of pay stubs or W2's are requested of the Bookkeeping Department, there will be a \$2.00 charge per item.

Non-exempt Employees

If you are eligible for overtime pay or extra pay, you must maintain a record of the total hours you work each day. These hours must be recorded within the electronic time clock system used by ORH-WSS by accurately clocking in and out. Each employee must review his or her time clock results to verify that the reported hours worked are complete and accurate (and that there is no unrecorded or "off-the-clock" work). Your time clock recordings must accurately reflect all regular and overtime hours worked, any absences, early or late arrivals, early or late departures and meal breaks. ORH-WSS does not pay for extended breaks or time spent on

personal matters. At the end of each pay period, your time clock recordings will be reviewed by your supervisor for verification and approval. Each employee is responsible to report any errors in the time clock to their supervisor by submitting a Timeclock Request Adjustment Form prior to the end of the pay period. Failure to do so may result in possible delay of pay until the next regularly scheduled paycheck.

The time clock system is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record may result in disciplinary action, including termination of employment. All employees are expected to follow the wage and hour rules set forth by the Minnesota and US Departments of Labor. When you receive each paycheck, please verify immediately that you were paid correctly for all regular and overtime hours worked each pay period.

Exempt Employees

If you are classified as an exempt salaried employee, you will receive a salary, which is intended to compensate you for all hours that you may work for the Company. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

You will receive your full salary for any workweek in which work is performed. However, under federal law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation or illness.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event you work less than a full week.

Your salary also may be reduced for certain types of deductions, such as: your portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan. In any workweek in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.

- Your absence because the facility is closed on a scheduled workday.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note: You will be required to use accrued paid time off for full or partial day absences for personal reasons, sickness or disability. However, your salary will not be reduced for partial day absences if you do not have accrued paid time off.

To Report Violations of This Policy, Communicate Concerns, or Obtain More Information

It is a violation of the ORH-WSS' policy for any employee to falsify worked time records, or to alter another employee's time records without authorization. It is also a serious violation of Company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time records to under- or over-report hours worked. If any manager or employee instructs you to (1) incorrectly or falsely under- or over-report your hours worked, (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, or (3) conceal any falsification of time records or to violate this policy, do not do so. Instead, report it immediately to the Human Resources Department.

You should not work any hours outside of your scheduled workday unless your supervisor has authorized the unscheduled work in advance. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded in your time records. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report in your time records. Any employee who fails to report or inaccurately reports any hours worked may be subject to disciplinary action, up to and including discharge.

If you have questions about deductions from your pay, please contact the Payroll Department immediately. If you believe your wages have been subject to any improper deductions or your pay does not accurately reflect all hours worked, you should report your concerns to a supervisor immediately. If a supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply within three business days), you should immediately contact the Payroll Department. If you have not received a satisfactory response within five business days after reporting your concern, you may contact Human Resources.

Every report will be fully investigated and corrective action will be taken, up to and including discharge of any employee(s) who violates this policy.

Overtime

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions at the rate of one and one-half times the non-exempt employee's regular hourly rate. Non-exempt employees will be classified as a 7/40 employee: Overtime will be paid if time worked is more than 40 hours in the seven day work week.

Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, PTO or vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive the supervisor's prior authorization. Overtime worked without prior authorization from the administrator may result in disciplinary action. The supervisor's signature on a timesheet verifies the supervisor has received authorization for the employee's overtime hours worked.

Pay days

All employees are paid bi-weekly. In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the first day immediately preceding the regularly scheduled payday that is not a holiday.

Salaries will be paid by either a paper check or direct deposit into the employee's bank account. The pay checks or direct deposit notice will be made available to the employee on the payday. Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Each employee should verify with their supervisor the distribution process for their location.

Breaks and Lunch Periods

Given the nature of the business of ORH-WSS, the work environment may not always be conducive to regularly scheduled breaks. Non-direct care personnel are provided a 30-minute paid lunch period during an 8-hour shift if they remain in the facility and are available for work.

The lunch period will be unpaid if the employee leaves the premises or is unavailable for work for a duration of time longer than 20 minutes. Direct care employees working during meal periods are allowed to participate in the meal with the clients and are compensated for this time. All employees will be allowed sufficient time from work within each four consecutive hours of work to utilize the nearest convenient restroom. Proper judgment should be used to ensure that clients are properly supervised at all times.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time not company work time.

Employees who do not adhere to the break policy may be subject to disciplinary action, including termination.

Transportation Expense

The use of personally owned automobiles for ORH-WSS business shall take place only with permission of the immediate supervisor and then only if a company-owned vehicle is not available. Proof of insurance and a valid driver's license will be required. The company may reimburse the individual at a mileage rate determined by the Board of Directors. Each program may have distinct mileage and drive time reimbursement protocols. Please see the mileage protocol for the specific program you need.

Employees required to use public transportation for company business must have permission from the immediate supervisor and will be reimbursed for actual costs substantiated by receipts. All claims for reimbursement must have the approval of Administration. While driving a privately owned vehicle during working hours, employees will be covered by existing insurance laws governing the State of Minnesota. Use of a company vehicle for company business is strongly recommended.

Employees are not allowed to use the company vehicle for personal use.

Conferences, Conventions and Classes

Employees are encouraged to attend those functions, which may provide input into their performance of duties for ORH-WSS. Costs of such functions, registration fees and expenses may be reimbursed with prior approval of the Board of Directors.

Wage Disclosure Protection

Under Minnesota Statute 181.172, an employer may not:

1. prevent an employee from disclosing his or her wages as a condition of employment;
2. require an employee to sign a waiver or other document which purports to deny an employee the right to disclose the employee's wages;
3. take any adverse employment action against an employee for disclosing or discussing the employee's own wages or another employee's wages that have been disclosed voluntarily
4. retaliate against an employee for asserting rights or remedies under this statute.

An employee may bring a civil action against an employer for a violation of any of the above three items. If a court finds that an employer has violated any of these three items, the court may order reinstatement, back pay, restoration of lost service credit, if appropriate, and the expungement of any related adverse records of an employee who was the subject of the violation.

TIME OFF AND LEAVES OF ABSENCE

Holidays

Several locations of Oakridge Homes/Woodview Support Services operate 365 days a year, so an employee may not be able to take PTO or not be scheduled on a specific holiday. Every effort will be made by supervisors to allow as many employees as possible to have specific holidays off when requested, giving priority to those with seniority and taking into consideration holidays previously worked. Full-Time employees are given PTO at the beginning of the plan year which includes time off for holidays. If an employee is not allowed to use their PTO during the specific holiday, the employee may request to use that PTO some other time. The following holidays will be observed:

New Year's Day
Memorial Day
July 4th
Labor Day
Thanksgiving
Christmas Day

Part-Time employees do not have access to PTO and therefore shall receive pay at the rate of one and one-half time for the holidays listed above. Holiday hours are considered 11 p.m. the night before the holiday to 11 p.m. on the holiday day.

Extended Illness Leave Plan (EILP)

As of May 1, 2010, there will be no further contributions made to the EILP. The following will apply to any contributions made prior to this date:

- EILP hours may not be used until the employee has missed the 2nd consecutive day as the result of an illness.
- The first two days of an illness must be paid from the employee's PTO account or unpaid if no PTO is available.
- The EILP will be reported quarterly on the PTO summary.

- EILP hours cannot be cashed out and may not be transferred to other employees.

Daylight Savings Time

ORH-WSS follows the US Department of Labor's rules regarding Daylight Savings Time. It only affects those employees working shifts that include 2:00 a.m. When clocks are set ahead one hour in the spring, those employees work one hour less on their shift. When clocks are set back one hour in the fall, those employees work an extra hour on their shift.

For example, the scheduled shift starts at 11:00 p.m. and ends at 7:00 a.m. the next day, which is an eight-hour shift.

- On the Sunday that Daylight Savings Time starts at 2:00 a.m., the employee does not work the hour from 2:00 a.m. to 3:00 a.m. because at 2:00 a.m. all of the clocks are turned forward to 3:00 a.m. Thus on this day the employee only worked 7 hours, even though the schedule was for 8 hours.
- On the Sunday that Daylight Savings Time ends at 2:00 a.m., the employee works the hour from 1:00 a.m. to 2:00 a.m. twice because at 2:00 a.m. all of the clocks are turned back to 1:00 a.m. Thus on this day the employee worked 9 hours, even though the schedule only reflected 8 hours.

Paid Time Off (PTO)

Paid Time Off (PTO) is an all purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. It is meant to function as a wage replacement for times that employees choose to be away from work for personal reasons, and is not considered to be compensation. For the purpose of this policy, a plan year will begin on July 1 and end on June 30. This plan will replace any and all other PTO plans in place prior to February 1, 2018.

Eligibility

An employee must be placed into a Regular Full Time Status to be eligible to earn PTO benefits. This status applies to those employees that are regularly scheduled to work 40 hours or more per week regardless of full time status under the ACA. These employees are entitled to PTO as long as they adequately maintain their regular full time status to ORH-WSS.

Earning

Eligible employees will earn PTO in two ways. The first, Regular PTO, will be given as a lump sum of 80 hours on July 1 of each year. It should be noted that while the amount is given up front, it is earned at the rate of 3.08 hours per pay period for a total of 80 hours per year. New hires or newly eligible employees will receive a prorated amount based on their FT status date through the end of the year. The second, Vacation PTO, will be the PTO an employee earns during a given year based on their years of service. This amount will be given to the employee

as a lump sum on July 1st of the year following the year the PTO is earned. During the first year of employment, this lump sum amount will be prorated based on the hours the employee actually works from their starting date until June 30th of the following year. The following guidelines will be used for determining PTO based on years of service.

All positions not individually negotiated will be as follows:

- After 1, 2 and 3 years of service 40 hours
- After 4, 5 and 6 years of service 80 hours
- After 7 years of service and beyond 120 hours

The maximum amount of PTO that can be earned in one year is 200 hours. This includes both the 80-hour portion and the years of service portion of PTO. Positions with negotiated PTO hours will be approved by the Board on an individual basis. Regular PTO and Vacation PTO cannot be earned during any portion of unpaid leave or worker's compensation leave. In these situations, all PTO benefits will be prorated based on actual hours worked.

The amount of available PTO will be reported on the employee's paycheck stub as PTO-vacation (based on years of service) and PTO (80 hours).

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, bonuses, or shift differentials.

Use

PTO can be used to cover time off for employee vacations, sick days and holidays. Per Minnesota Statute 181.9413, employees may also use PTO to care for their ill or injured child, adult child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent as well as safety leaves. Safety leave is leave for the purpose of providing or receiving assistance for themselves or to their relatives described above because of sexual assault, domestic abuse or stalking.

Employees will be required to find a suitable replacement for any planned PTO. In the case of illness or unplanned PTO, the employee must contact their immediate supervisor as soon as possible. It is still the employee's responsibility to find a suitable replacement for their shift. Proper notice will generally be required on each additional day of unplanned PTO.

Planned PTO requests can be made by completing a PTO Request form. The request should be made at least two weeks (2) in advance and must be approved by the employee's supervisor and Administrator.

Administrators should address their PTO requests to the President or Vice President. If a request for PTO is or exceeds 40 hours, then the written request must be made at least one (1)

month in advance.

Unplanned PTO should still be in writing by completing a PTO Request form, even if it is done after the absence occurs. Unplanned PTO of less than 40 hours can be approved by an immediate supervisor. All planned and unplanned PTO requests will be considered according to the operational needs of the particular business or program. Deviations from this policy must be requested in writing by the employee and approved by the Administrator. PTO may not be used to make up lost wages due to suspension or while receiving payments from a Worker's Compensation injury.

PTO-Vacation hours, if available, must be used prior to using any regular PTO hours.

PTO hours cannot be used by a new or rehired employee until that employee has successfully completed 90 days of employment. Newly eligible employees or those whose employment status has changed from Part Time to Full Time must complete at least 90 days of employment or 30 days in their Full Time status, whichever is longer, before they are allowed to use PTO. Upon completion of these requirements, the employee will be given a prorated portion of their regular PTO for the remainder of the current year.

Employees cannot transfer PTO to another employee.

Employees will have until June 30th of each year to use all of their PTO. Any PTO not used by this date, will be considered lost. All new hires or those employees placed into a PTO eligible position after January 1 of their first eligible year will be allowed a onetime carryover of any remaining PTO on June 30th, into the following year.

If there are extenuating circumstances that prevent an employee from utilizing their PTO within the year, that employee may submit a written request to the Board of Directors for consideration of unused PTO. This request must be made prior to the end of the plan year or it will not be considered.

Termination of Employment or Change of Status Affecting PTO Eligibility

Employees who voluntarily leave employment or change to PT status within 90 days of hire or placement into a PTO eligible position will lose the rights to their PTO benefits upon termination. Employees who are involuntarily terminated will also lose their rights to PTO benefits upon termination but will still be subject to repayment for overuse.

As stated under the **Resignation and Status Change** section, employees who terminate employment without providing at least a minimum of a full two week notice or do not fully complete a two week notice may not be eligible for rehire for at least one year from the date of termination and may lose their right to any accrued PTO/ vacation benefits. No accrued benefits may be used during the specified resignation period.

For all others, all existing Vacation PTO benefits that an employee earned for years of service while employed will be paid to them. Non-exempt employees will only be paid regular PTO for PTO hours actually earned during the year, which is based on the accrual of 3.08 hours per pay period. If an employee overuses their regular PTO upon termination or status change, the amount of the overuse will be deducted from their final paycheck or paycheck including the status change.

Examples include:

- 1- if an employee has been employed for 2 years, they will receive 40 hours of Vacation PTO and 80 hours of regular PTO on July 1st for a total of 120 hours. If that employee's employment is terminated on September 1st, and the employee has used 16 hours of PTO, they will have 24 hours of vacation PTO remaining to be paid out to them (40-16 = 24). They will also be paid out a total of 12.32 hours of regular PTO assuming 4 pay periods during the months of July and August. ($4 * 3.08 = 12.32$)
- 2- if the same employee's employment is terminated on September 1st and the employee has used a total of 80 hours of vacation, they will have overused 27.68 hours of PTO.
 - 40.00 hours of vacation earned
 - + 12.32 hours of regular PTO earned (assuming 4 pay periods *3.08 = 12.32)
 - 52.32 total hours of PTO earned by September 1st
 - 80.00 hours used
 - 27.68 hours overused to be paid back

Leave of Absence: FMLA and Non-FMLA

A leave of absence (LOA) is defined as an unpaid approved absence from work for a specified period of time for medical, parental, military or personal reasons. (See each LOA category below for a more complete definition of each type of leave of absence.) ORH-WSS complies with all requirements of the Family and Medical Leave Act of 1993, as amended (FMLA), the Minnesota Parental Leave Act (MPLA) and the Minnesota Women's Economic Security Act. Requests for all LOA's must be made by completing a LOA Request form and submitting it to the Human Resources Department.

Family and Medical Leave Policy (FMLA)

The purpose of this policy is to comply with the Family and Medical Leave Act and inform employees of their FMLA rights. In the event there is any conflict between this policy and the applicable law, employees will be given all rights required by law. Under this policy, eligible employees are entitled to 12 workweeks of leave for a qualifying reason or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness during a 12-month period.

The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. The applicable 12-month period is a rolling 12-month period measured backward from the date an employee uses any FMLA leave.

Eligibility

To qualify under this policy, the employee must meet all of the following conditions:

1. Employee must have worked for the company for 12 months. The 12 months do not have to be consecutive. If the employee has a break in service that lasted seven years or more, the time worked prior to the break will not count unless the break is due to service covered by the Uniformed Services Employment and Reemployment Rights Act (USERRA) or there is a written agreement, including a collective bargaining agreement, outlining the company's intention to rehire the employee after the break in service.
2. The employee has worked for the company at least 1250 hours during the 12-month period immediately preceding the leave. Time spent on paid or unpaid leave is not counted as hours worked according to the Fair Labor Standards Act and therefore should not be counted in determining the 1250 hours eligibility test for an employee under FMLA.

Qualifying Types and Lengths of Leave

12 weeks of leave:

1. The birth of a child and to bond with the newborn child within one year of birth;
An employee's entitlement to FMLA leave for birth and bonding expires 12 months after the date of birth. Both mothers and fathers have the same right to take FMLA leave for the birth of a child. Birth and bonding leave must be taken as a continuous block of leave.
2. The placement with the employee of a child for adoption or foster care and to bond with the newly placed child within one year of placement;
FMLA leave may be taken before the actual placement or adoption of a child if an absence from work is required for the placement for adoption or foster care to proceed. FMLA leave to bond with a child after placement must be taken as a continuous block of leave. Entitlement to this leave expires 12 months after the placement.
3. To care for the employee's spouse, child or parent who has a serious health condition; (described below)
4. A serious health condition (described below) that makes the employee unable to perform the essential functions of his or her job;

5. Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;"

Qualifying exigencies are situations arising from the military deployment of an employee's spouse, son, daughter, or parent to a foreign country. Qualifying exigencies for which an employee may take FMLA leave include making alternative child care arrangements for a child of the military member when the deployment of the military member necessitates a change in the existing child care arrangement; attending certain military ceremonies and briefings; taking leave to spend time with a military member on Rest and Recuperation leave during deployment; or making financial or legal arrangements to address a covered military member's absence; or certain activities related to care of the parent of the military member while the military member is on covered active duty. An employee may take qualifying exigency leave for the deployment of a son or daughter of any age.

26 weeks of leave:

6. To care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

A serious health condition is defined as an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing treatment by a health care provider. Questions about what is considered a serious health condition for the purposes of this policy should be directed to the Human Resources Director.

Leave taken because of the serious health condition of a family member or because of the employee's own serious health condition, may be taken on an intermittent or reduced leave schedule when it is medically necessary. A reduced leave schedule is one that reduces the usual number of hours per workweek or hours per workday of the employee. Under these circumstances, the employee may divide up his/her leave over the 12-month period or may take the leave by simply reducing the number of hours that he/she works over a 12-month period. The employee must notify Oakridge Homes/Woodview Support Service (ORH-WSS) of the reasons for the intermittent or reduced leave schedule and provide the schedule for treatment. 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.

If both spouses work for the company and each wishes to take 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, they may only take a combined total of 12 weeks of leave. If both spouses work for the company and each wishes to take leave to care for a covered injured or ill service member, they may only take a combined total of 26 weeks of leave.

Certification for the Employee or Family Member's Serious Health Condition

The company will require that the employee provide a certification for the employee's own or employee's family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Human Resources may directly contact either the employee's or family member's health care provider for verification or clarification purposes.

The company has the right to ask for a second opinion if it has reason to doubt the certification. If the second opinion corroborates the opinion of the employee's health care provider, leave will be granted. If the opinions differ, a third mutually agreeable health care provider shall be selected at the employer's expense. That health care provider's opinion shall be binding.

Certification for the Qualifying Exigency for Military Family Leave and for Serious Injury or Illness of Covered Service member for Military Family Leave

The company will require certification for the qualifying and for the serious injury or illness of the covered service member for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

Employee Status and Benefits During Leave

Health Insurance

While the employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

If the employee pays a portion of the premium, while on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must make arrangements to continue to make their portion of the premium payment, either in person or by mail. The payment must be received by the payroll department by the first day of each month. If the payment becomes more than 30 days late, the employee's health coverage may be discontinued for the remainder of the leave. The employer will provide a 15-day notice to the employee before the coverage will be dropped.

ORH/WSS's obligation to maintain health insurance coverage during FMLA leave ceases if and when the employee informs the company of his/her intent not to return from leave, or fails to return from leave, or exhausts his/her FMLA leave entitlement. Benefits will end and COBRA will be offered.

Other Benefits

All other benefits the employee may have will continue payroll deductions as usual while the employee is on paid leave. While on unpaid leave, the employee must make arrangements to continue to make their portion of the premium payments, either in person or by mail. The payments must be received by the payroll department by the first day of each month. If the payment becomes more than 30 days late, the employee's benefit coverage may be discontinued for the remainder of the leave. The employer will provide a 15-day notice to the employee before the coverage will be dropped.

Use of Paid and Unpaid Leave

Employees will substitute accrued Paid Time Off (PTO) during their FMLA leave. "Substitute" means that the PTO will run concurrently with the FMLA leave. If the time accrued is not enough to cover the time off, the employee must take the remainder of the leave without pay. When an employee has exhausted all of his/her PTO, the employee will not be paid for time not worked because of the leave. If the employee is not eligible for PTO, they must take unpaid leave.

Workers Compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

Procedure to Request FMLA Leave

All initial requests for FMLA must provide verbal or written notice of the need for the leave to Human Resources; preferably on a "Request for Leave of Absence" form. Within five days of receiving this request, Human Resources will complete and provide the employee with the DOL Notice of Eligibility and Rights. When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When 30 days notice is not practical, then notice must be given as soon as possible.

Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate paperwork and certification, Human Resources will complete and provide the employee with a written response to the employee request for FMLA leave using the DOL Designation Notice.

Intent to Return to Work and Employee Status After Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

A return to work form or health care provider's release form will be required for the employee who is on leave for their own serious health condition, to return to work. The health care provider must state that they can perform his/her job duties.

Once the employee notifies the company of his/her intent to return to work and provide a return to work release from their health care provider if required, the employee will be reinstated into his/her same position if possible. If it is necessary to fill the position permanently while the employee is on leave, the employee will be reinstated in an equivalent position with equivalent pay, benefits and working conditions. The employee does not accrue benefits (PTO) during unpaid leave. The employee does not have the right to return to the same position held before FMLA.

The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position if denial is necessary to prevent substantial and grievous economic injury to the company. A "key employee" is an exempt FMLA-eligible employee who is among the highest paid 10 percent of all employees employed by ORH/WSS.

Non-FMLA Leave

Personal Leave

The Company may grant a personal leave of absence for unique or extraordinary reasons that may not apply to FMLA. The maximum amount of time that can be granted for a personal leave is six weeks in any 12-month period (calculated by using the rolling method). The decision

to grant a personal LOA will be made by the Board of Directors and based on the business needs of the company and the employee. Requests for a personal leave of absence must be made by submitting a completed personal leave of absence form to Human Resources. The leave will be charged against any PTO the employee may have available.

Upon the expiration of the leave, the employee may be returned to his or her former position if available. If the employee's position is not available, the employee may be offered another available position for which he/she is qualified. If no position is available when the employee is able to return to work, the employee will be terminated and may apply for the next available position.

School Conference and Activities Leave

All employees can take up to 16 hours per year of unpaid leave to attend the school child care and other educational activities of their children. This leave is unpaid, but employees may use any accrued PTO they have available.

Jury Duty/Military Leave

Employees will be granted time off to serve on a jury or military leave without pay. Military leaves taken by employees will be in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). All regular employees both full-time or part-time affected will be kept on the active payroll until their civic duties have been completed. A copy of the military or jury duty summons and all other associated paperwork are required for the personnel file. National Guard or Reserve leave for training, such as summer encampments, shall suffer no loss of regular income or vacation because of duty. An employee serving jury duty shall suffer no loss of regular income or PTO because of duty. Payments made by such organizations during the time of duty shall be deducted from the regular salary based on a valid receipt of such payment.

Bone Marrow and Organ Donation Leave

A leave may be granted to employees that seek to undergo a medical procedure to donate bone marrow or an organ or partial organ to another individual. Up to 40 hours of paid leave may be taken for each organ or bone marrow donation in a calendar year.

Voting Leave

Employees of voting age will be allowed sufficient time off to vote on Election Day.

Pregnancy and Parenting Leave

Employees may take up to twelve weeks of unpaid leave of absence if they are:

1. a biological or adoptive parent in conjunction with the birth or adoption of a child; or
2. a female employee for prenatal care, or incapacity due to pregnancy, childbirth or related health conditions

The leave must begin at a time requested by the employee and for leave taken under 1. the leave must begin within 12 months of the birth or adoption; except where the child must remain in the hospital longer than the mother, the leave must begin within 12 months after the child leaves the hospital.

The employer will continue to make coverage available to the employee on leave under any group insurance policy, group subscriber contract, or health care plan for the employee and any dependents. The employer is not obligated to pay the costs of the insurance or health care while the employee is on leave. If the employee is also eligible for leave under the Family and Medical Leave Act, FMLA; the most advantageous leave to the employee will apply.

To be eligible for this leave, the employee must have worked at least 12 months preceding the request and averaged at least one half the hours of a regular full time employee during the 12 month period immediately preceding the leave.

An employee returning from this type of a leave of absence is entitled to return to employment in the employee's former position or in a position of comparable duties, number of hours and pay including any automatic adjustments in the employee's pay scales that occurred during the leave period.

Pregnancy and Post Pregnancy Related Procedures

As soon as the employee is aware of pregnancy, she will notify Human Resources in writing.

In consideration of the individual work capacities, personal medical safety, and willingness to continue to work, ORH-WSS will allow the pregnant employee and her physician to determine how long she may safely continue to work taking into account job responsibilities. If the employee or employee's healthcare provider requires any accommodations during her pregnancy, those requests should be directed to Human Resources. Pregnant employees will be allowed 1) more frequent restroom, food and water breaks; 2) seating; and 3) limits on lifting over 20 pounds without the request from a healthcare provider.

A pregnant employee may continue working for as long as their medical provider allows. When the employee is no longer able to work, the employee shall be given the option of FMLA leave, (if eligible), personal pregnancy and parental leave, or voluntarily resigning. When the employee is ready to return to work, the employee must have a certification from the medical provider stating the employee is able to return to work. If a FMLA or personal leave was taken, reinstatement will be based on the provisions designated in the leave (see Leave of Absences) If the employee voluntarily resigned, the employee will be expected to reapply for any available positions.

ORH-WSS will generally not allow pregnant employees to work with clients who have a history

of severe physical aggression to others for the safety of the employee and unborn child. Every attempt will be made to adapt the employee's schedule to avoid direct contact with an aggressive client. This may result in a change of shift, location or job responsibilities.

Nursing/Breastfeeding

Nursing mothers will be provided reasonable unpaid break time each day to express breast milk for their infant children. The break time should run concurrently with any break time already provided to the employee. A private room, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public and that includes access to an electrical outlet, will be made available for this purpose.

BENEFITS

Fringe Benefits

Benefits are available for employees based on their employment status. A complete listing of employee benefits is available by contacting the Human Resources department.

Worker's Compensation

Worker's Compensation is required by the State of Minnesota and is paid for by ORH-WSS. Any accident or injury sustained by an employee, however minor, should be reported to the supervisor or Human Resources immediately. Human Resources is responsible for notifying the insurance company within 24 hours of receiving notification. A complete list of workplace injury instructions is kept at each workplace location.

RETALIATION

ORH-WSS will not allow any form of retaliation against individuals who report alleged violations of the policies or practices stated in this manual or who cooperate in the Company's investigation of such reports. Retaliation is unacceptable. Any form of retaliation in violation of these policies will result in disciplinary action, up to and including discharge. If you feel you have been retaliated against, you may contact Human Resources.