



Welcome to Spectrum of Hope!

Spectrum of Hope is a company dedicated to the care of children diagnosed with autism spectrum disorder.

Founded in 2016, Spectrum of Hope aims to be the leader in high-quality, client-focused ABA therapy. Founded by Casey Majewski, we pride ourselves in being a workplace that works hard, has fun, and serves our clients with A+ quality every day.

Our mission is to ensure that every child has access to quality care so that they can reach their full potential. Educating others, being a positive part of the community, and advocating for the unique needs of each and every family is what we do.

Being a part of the SOH Team requires:

- o **Continuous Improvement** – Both for our own professional development and for the services we provide our clients, becoming an ever-better version of ourselves is important to the very core of Spectrum. You're willing to learn, improve and innovate constantly.
- o **Rolling Up our Sleeves** – No matter your level in the organization, you're willing to dive in head first to get work done and support the team. No one is above lending a hand and ensuring what needs to get done to achieve success.
- o **Transparency** – We believe in being honest with each other and with ourselves. You're willing to be open, trustworthy and truthful in all company dealings.
- o **Creativity** – Our clients rely on our ability to be creative, to think "outside of the box", and to deliver solutions. While you are at Spectrum, you will strive to provide creative ideas and solutions to satisfy clients and help our business grow.
- o **Excellence** - Our work is our art and you will demonstrate attention to detail, pride, and the highest quality services resulting in progress for each client.
- o **Experiences** – Learning by experience is the way we grow. We shouldn't be afraid of failure if we're trying, learning, and moving forward. You will push yourself to try new things both personally and professionally, and share lessons learned with your peers.

Welcome to the Spectrum of Hope team. Where everything you will do is helping provide the best possible outcomes for patients!

Casey Majewski, MS, BCBA
Clinical Director



Company Directory

Main Office

912-320-4378

Human Resources

Paul Majewski

Operations Manager

912-415-3144

paul@spectrumga.com

Alyssa Seal (Admin Assistant)

alyssajaneu@gmail.com

Clinical Director

Casey Majewski, MS, BCBA

912-432-6748

casey@spectrumga.com

Supervisors

Maggie Romero, BCBA

maggie@spectrumga.com

912-385-5183

Mahri Shelton, BCBA

mahri@spectrumga.com

912-385-3770

Megan Sierra, BCBA

megan@spectrumga.com

912-294-0889

Stephanie Hill, BCBA

989-430-5398

stephanie@spectrumga.com

New Employee Guide

1. Sign onboarding documents, fill out background check form, set up Gusto and Slack. These items will be sent to the email on file. Review and sign the Employee Handbook. It is very important to read this carefully.
2. Come into the clinic to pick up your binder and meet with Paul to complete your I9 and e-verify forms. You will need to provide your passport OR two forms of ID. Only one ID can be a photo ID. The other would have to be your birth certificate or social security card.
3. If not yet an RBT-Start the 40-hour RBT training (online modules). **You have 2 weeks to complete these modules.** When completed, send Casey a copy of your certificate on Slack.
4. Complete BLS Training by the American Heart Association. Send a copy of your card to Casey and Paul on Slack. We have a BLS instructor on staff so we will help you coordinate this.
5. If not yet an RBT-Create an account at www.bacb.com and read the RBT Handbook. Make note of your BACB account number. You will need it for the competency exam.
6. If not yet an RBT-Training in clinic will start after the 40hr course is complete.
 - a) Shadowing (in clinic)-sign in and out from the binder. You must take a 1 hour lunch break.
 - b) Competency Assessment (in clinic)
 - c) Submit all of your documents to the board at www.bacb.com (40 hour training, competency, high school diploma or transcript) and pay fees.
 - d) RBT exam (scheduled after you submit your documents to the BACB and they process your application). They will email you with the status of your application.
7. Schedule a meeting with Paul to create your NPI number. You can email him, message him on Slack, or reach him directly by phone at 912-320-4378.
8. Set up your CentralReach account. You will receive an email to log in.
9. Once you take the RBT exam you will receive a congratulations email from The Behavior Analyst Certification Board. Please forward that email to paul@spectrumga.com as it contains your RBT number, and we need that for your application.
10. Please send a photo to Casey on Slack so we can add you to our website.

Be sure to continue to check your email on file to fill out required documents and create accounts. It's very important to set up Slack right away to keep communication open.

Some important notes:

The employment offer is contingent upon you reviewing and signing these forms, the employee handbook, obtaining BLS certification, having a clean background check, completing the 40 hour RBT training within 2 weeks, and completing your competency assessment the third week to be ready to take the exam the 4th week from accepting these terms. Failure to meet deadlines will result in the employment offer being rescinded. You have 30 days from accepting employment to either have taken the RBT exam or have all of your documents submitted to the board waiting for a date to take the exam. On the job training is limited. After you have completed all requirements if you haven't moved forward, then a meeting take place to discuss your position.



Onboarding Documents



New Employee Information Form

Full Name:	Date of Birth:
Phone Number:	E-mail Address:
Address:	
Social Security Number:	NPI Number (if you have one):
T-shirt Size:	RBT/BCaBA/BCBA Number:
Special Interests/Hobbies:	
Favorite Foods or Restaurants:	
Emergency Contact Name & Phone Number:	
Learning Institution(s) and Degree(s):	
Last Position Held & Dates of Employment:	
Please List 3 References (Name, Relationship, and Contact Information:	
State of Birth:	
State RBT/BCaBA/BCBA Certificate Issued:	



NON-SOLICITATION

This NON-SOLICIT AGREEMENT (this "**Agreement**") is made and entered into as of the date listed in the signature block (the "**Effective Date**"), by and between Spectrum of Hope (the "**Company**" or "**Disclosing Party**") located at 124 W ML King Jr Drive, Hinesville, Georgia 31313 and (the "**Recipient**") _____ located at _____. Company and Recipient may be referred to individually as the "**Party**", or collectively, the "**Parties**".

2. NON-SOLICITATION

Recipient understands and agrees that any attempt on the part of Recipient to induce Company's employees to leave Company's workforce, or any effort by Recipient to interfere with Company's relationship with its employees would be harmful and damaging to Company. Recipient agrees that during the duration of this Agreement, and for a period of 2 years following the culmination, completion or termination of this Agreement, Recipient will not in any way, directly or indirectly:

- (i) Induce or attempt to induce any employee of Company to quit employment with Company;
- (ii) Otherwise interfere with or disrupt Company's relationship with its employees;
- (iii) Discuss employment opportunities or provide information about competitive employment to any of Company's employees; or
- (iv) Solicit, entice, or hire away any employee of Company for the purpose of an employment opportunity that is in competition with Company.

Recipient understands and agrees that any attempt on the part of Recipient to induce Company's clients to leave Company, or any effort by Recipient to interfere with Company's relationship with its clients would be harmful and damaging to Company. Recipient agrees that during the duration of this Agreement, and for a period of 2 years following the culmination, completion or termination of this Agreement, Recipient will not in any way, directly or indirectly

- (i) Induce or attempt to induce any former or current client of Company to leave Spectrum of Hope to seek services elsewhere;
- (ii) Otherwise interfere with or disrupt Company's relationship with its current or former clients;
- (iii) Discuss or provide information about any other ABA services to former or current clients;
- (iv) Solicit, entice, or contact any current or former client for the purpose of taking that client away from Spectrum or offering any competitive service that is in competition with Company.

3. CONFIDENTIAL INFORMATION

By definition herein, "Confidential Information" shall mean any and all technical and non-technical information provided by Spectrum Of Hope, including but not limited to, any data, files, reports, accounts, or any proprietary information in any way related to products, services, processes, database, plans, methods, research, development, programs, software, authorship, customer lists, vendor lists, suppliers, marketing or advertising plans, methods, reports, analysis, financial or statistical information, and any other material related or pertaining to any business of Spectrum of Hope, its subsidiaries, respective clients, consultants or vendors that may be disclosed to the Recipient herein contained within the terms of this Agreement.

The Recipient shall not in any manner or form, at any time disclose, reveal, unveil, divulge or release, either directly or indirectly, any aforementioned proprietary or confidential information for personal use or for the benefit of any third party and shall at all times endeavor to protect all Confidential Information belonging to the Company.

4. CONDITION OF EMPLOYMENT

In consideration of the commitments and obligations made by Recipient, Casey Majewski and Spectrum of Hope agree that the execution of this agreement is a condition of employment by Spectrum of Hope/Casey Majewski.

. INJUNCTIVE RELIEF

The Recipient herein acknowledges (i) the unique nature of the protections and provisions established and contained within this Agreement, (ii) that the Company shall suffer irreparable harm if the Recipient should breach any of said protections or provisions, and (iii) that monetary damages would be inadequate to compensate the Company for said breach. Therefore, should the Recipient cause a breach of any of the provisions contained within this Agreement, the Company shall be entitled to injunctive relief, in addition to any other remedies at law or equity, to enforce said provisions.

. ENTIRE AGREEMENT

This Agreement constitutes the entire Agreement between Company and Recipient, replacing all other written and/or previous agreements.

. AMENDMENTS

This Agreement may be amended only by an instrument in writing that is signed by both Parties. Amendments to this Agreement will be effective as of the date stipulated therein.

. SEVERABILITY

Company and Recipient acknowledge that this Agreement is reasonable, valid and enforceable. However, if any term, covenant, condition or provision of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, it is the Parties' intent that such provision be changed in scope by the court only to the extent deemed necessary by that court to render the provision reasonable and enforceable and the remainder of the provisions of this Agreement will in no way be affected, impaired or invalidated as a result.

. WAIVER

If either Party fails to enforce any provision contained within this Agreement, it shall not be construed as a waiver or limitation of that Party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

1 . GOVERNING LAW

This Agreement is to be construed pursuant to the current laws of the State of Georgia. Jurisdiction and venue for any claim arising out of this Agreement shall be made in the State of Georgia, in the County of Liberty.

11. INTERPRETATION

The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either Party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply.

12. COUNTERPARTS

This Agreement may be executed in counterparts. Facsimile, digital, and email signatures are binding and are considered to be original signatures.

1 . SUCCESSORS AND ASSIGNS

Except as otherwise provided in this Agreement, this Agreement is binding upon, and inures to the benefit of, the Parties and their respective successors and assigns.

14. EFFECT OF TITLE AND HEADINGS

The title of this Agreement and the headings of its sections are included for convenience and shall not affect the meaning of the Agreement or the section.

1 . ATTORNEYS FEES

If any legal proceeding is brought for the enforcement of this Agreement, or because of an alleged breach, default or misrepresentation in connection with any provision of this Agreement or other dispute concerning this Agreement, the successful or prevailing party shall be entitled to recover reasonable attorney's fees incurred in connection with such legal proceeding. The term "prevailing party" shall mean the party that is entitled to recover its costs in the proceeding under applicable law, or the party designated as such by the court.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the dates written below.

Spectrum of Hope
124 W. ML King Jr. Drive
Hinesville, Georgia 31313



(Signature)
Casey Majewski
Owner

(Signature)

(Date Executed)

(Date Executed)



Practitioner Authorization to Bill for Services

It is agreed that Spectrum of Hope will bill for and receive any charges or fees for the services of:

(Name)

(Address)

Casey Majewski

Casey Majewski, MS, BCBA (Owner).

Signature of practitioner

Employer Identification Number: 81-3839336

Social Security #/NPI
(leave NPI blank if you do not have one)

Date

Date



Employee Handbook of Policies and Procedures



Spectrum of Hope Employee Handbook of Policies & Procedures

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Welcome to Our Team!

Welcome to Spectrum of Hope! We are so glad you've decided to join us, and we wish you success as you learn and grow in the field.

We know that each employee contributes to our company's success, and you will take pride in being a part of our team.

This handbook was developed to describe employees' expectations and outline policies, programs, and benefits. Please take the time to familiarize yourself with the handbook as soon as possible. It will answer many questions that you have about your employment.

We hope your experience here will be rewarding and push you to be the best clinician you can be!

Sincerely,
Casey Majewski, MS, BCBA
Clinical Director

Organization Description

Services Provided

The staff at SOH are qualified to work with individuals diagnosed with developmental disabilities. Our clients often have multiple diagnoses, and our staff do not treat individuals based on their diagnoses. We modify the environment to create behavior change, including reducing or eliminating dangerous behavior and teaching replacement behaviors and skills.

Facilities & Locations

We typically serve clients in the clinical setting at 124 W. ML King Jr. Drive, Hinesville, Ga. However, we also provide home services (usually within an hour of the clinic).

History of Spectrum of Hope

SOH was founded in 2016 to provide therapy to children in rural and underserved areas and to create an inclusive, exciting, and rewarding career for individuals working in the field. Our mission is to ensure that every child has access to quality care so that they can reach their full potential. Educating others, being a positive part of the community, and advocating for the unique needs of every family is what we do.

Goals

We aim to provide our clients with high-quality, effective ABA therapy and be the best workplace for our employees. We work hard for our clients to help them exceed their treatment goals and live as independently as possible. We know that teamwork is crucial to providing excellent services.

Guiding Principles

- Providing person-centered and assent-based care
- Encouraging parents to participate and treating them as equal partners in treatment
- Treating clients and staff with respect and dignity
- Consistently demonstrating honesty, integrity, and professionalism
- Maintaining clear and open communication

Employee Acknowledgement Form

This handbook was designed to provide information about working with SOH and the benefits, policies, and procedures that affect your employment. You must read, understand, comply with, and acknowledge all provisions of this handbook.

It is impossible to anticipate every circumstance or question about policy. As SOH continues to grow, the need may arise to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate at its sole and absolute discretion. The only exception to any changes in our employment-at-will policy permitting you or SOH to end the employment relationship for any reason at any time (unless under contract). Notification of changes will be sent to every employee and will be immediately in effect with or without acknowledgment by the employee.

I understand that I should consult the Operations Manager department regarding any questions not answered in the handbook.

I have entered into my employment relationship with SOH voluntarily and understand that policies are subject to change. All changes will be communicated through official notices, and I understand that the revised information will supersede, modify, or eliminate current policies. Only the Director of SOH can make any revisions to the policies in this handbook.

I have received access to the handbook and understand that it is my responsibility to read and comply with its policies and any revisions made. If I have a question regarding policy, I will first reference this handbook.

Employee Name: _____

Employee Signature: _____

Date: _____

Section 1: Employment

Nature of Employment

Employment with SOH is at will by both the employee and SOH (unless under contract). SOH may terminate the employment relationship at any time, with or without notice or cause, as long as there is no applicable federal or state law violation. As a professional courtesy and to facilitate the transition of caseload, a minimum expectation for resignation is 30 days. Policies in this handbook are not intended to create a contract but must be followed as an employee of SOH.

Employee Relations

SOH ensures that work conditions, wages, and benefits are competitive with other employers in ABA. Employees with concerns about work conditions or compensation are strongly encouraged to voice these concerns to the director. Employees should NEVER discuss employment-related issues with clients or families.

Immediate supervisors are BCBAs assigned to the client's case. Casey Majewski is the Director, and Paul Majewski is the Operations Manager. Admins assist with the clinic's day-to-day operations, including paperwork, scheduling, and time off requests.

During orientation and onboarding, immediate supervisors are introduced. Our organizational chart is also discussed and made available to new employees.

Clear, direct, and frequent communication creates a positive work environment. We take employee concerns seriously and are always available to provide support or address concerns.

Ethics and Conduct

Our reputation for providing ethical and excellent services requires our employees to adhere to the ethics code set forth by the BACB and for each employee to maintain the highest standards of conduct and behave with integrity. SOH and all staff recognize the importance of working together and treating each other and clients with the utmost dignity and respect in daily interactions.

Our success depends on the trust of our clients. SOH employees owe it to clients and families to act in a way that maintains that trust.

Anyone who suspects fraud, waste, abuse, or mistreatment of a client must immediately contact Casey to initiate a proper investigation and/or contact the appropriate agency. Failure to do so will result in disciplinary action, up to and including termination of employment.

Equal Employment Opportunity

Spectrum of Hope is an equal-opportunity employer. In accordance with applicable law, we prohibit discrimination and harassment against employees, applicants for employment, individuals providing services in the workplace pursuant to a contract, unpaid interns and volunteers based on their actual or perceived: race (including traits historically associated with race, such as hair texture and hairstyles), religion(including dress or grooming practices), color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation and related medical conditions), gender identity and gender expression/transgender (including individuals who are transitioning, have transitioned, to the gender with which they identify), age (40 and over), sexual orientation, military and veteran status and any other consideration protected by federal, state or local law (collectively referred to as "protected characteristics").

Spectrum of Hope also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any protected characteristics or is associated with a person who has or is perceived as having any of those characteristics. The Company also does not retaliate or otherwise discriminate against applicants or employees who request a reasonable accommodation for reasons related to disability or religion. In addition, the Company prohibits retaliation against individuals who raise complaints of discrimination or harassment or participate in workplace investigations. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination and harassment by any employee, including supervisors and co-workers. All such conduct violates Company policy.

Pay discrimination between employees of the opposite sex or between employees of another race or ethnicity performing substantially similar work is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, the Company is not obligated to disclose the wages of other employees.

Personal Relationships in the Workplace

Personal relationships include relatives, friends, or dating relationships. The employment of relatives, friends, or dating relationships may cause conflicts and problems with morale. Personal conflicts outside of work might be carried over into day-to-day working relationships.

Relatives or individuals in a dating relationship may not supervise their relative or the person they are dating.

If a relationship evolves after working at SOH, it must be reported to the director so that appropriate action can be taken. Employees in a close personal relationship must refrain from public displays of affection or excessive personal conversation during the workday.

Friendships are often derived from the teamwork environment that makes up SOH. These relationships are not a problem unless they impact work (including causing a distraction, leading to gossip, or hindering anyone's ability to perform their job). There may be no favoritism displayed in the workplace based on any relationship. All employees must be sure that they are not engaging in a relationship that impacts the morale, treatment, or assignments of clients. Any violations of this policy may result in termination of employment.

Conflicts of Interest

Conflicts are situations in which personal, financial, or professional considerations influence or compromise judgment in delivering ABA services or any other professional work activity. Employees must refrain from engaging in any relationship or dealings that may result in personal gain for that employee.

- Employees must also refrain from giving or receiving client gifts under any circumstance.
- Employees cannot exchange gifts with each other with a monetary value of more than \$10.
- Employees must refrain from social outings, bars, nightclubs, romantic dates, or any other social activity with clients or their families.
- Employees must maintain professional standards and avoid becoming too personal with families and clients.
- Employees do not “friend” clients or their families on social media or give clients their phone numbers.

Outside Employment

The Company respects each employee's right to engage in activities outside of employment, such as those that are of a personal or private nature, to the extent that such activities do not create a conflict of interest as described in the Conflicts of Interest policy outlined in this Handbook or adversely affect the employee's ability to perform their job. Under certain circumstances, however, if an employee's conduct adversely affects their performance on the job or begins to make it impossible for them to carry out any or all of their job duties while at work, appropriate action must be taken by SOH and/or the employee.

An example of an activity that might adversely affect an employee's ability to perform their duties is outside employment. While the Company does not prohibit employees from holding other jobs, the following types of outside employment are forbidden:

- Employment that conflicts with the employee's work schedule, duties, and responsibilities or creates an actual conflict of interest
- Employment that impairs or has a detrimental effect on the employee's work performance with the Company
- Employment that requires employees to conduct work or related activities during working times or using any of the Company's tools, materials, or equipment; and
- Employment that directly or indirectly competes with the business or the interests of the Company.

For the purposes of this policy, self-employment is considered outside employment.

The Company will not assume any responsibility for employees' outside employment.

Specifically, Spectrum of Hope will not provide workers' compensation coverage or any other benefit for injuries from or arising from such outside employment.

If SOH determines that an employee's outside work interferes with performance or ability to meet SOH's requirements, the employee may be asked to terminate the outside employment if they wish to remain with SOH.

Non-Disclosure

Every employee is responsible for Protecting Company information, and we all share a common interest in ensuring that information is not improperly or accidentally disclosed.

Spectrum of Hope Employee Handbook of Policies and Procedures

The Company's confidential and proprietary information is vital to its operations and future success. Each employee should use all reasonable care to protect or otherwise prevent the unauthorized disclosure of such information.

Employees should only disclose or reveal confidential information within or outside the Company with proper authorization and purpose.

"Confidential Information" refers to a piece of information, or a compilation of data, in any form (on paper, in an electronic file, or otherwise), related to the Company's business that the Company has not made public or authorized to be made public, and that is not generally known to the public through proper means.

By way of example, confidential or proprietary information includes, but is not limited to, nonpublic information regarding the Company's business methods and plans, databases, systems, technology, intellectual property, know-how, training, marketing plans, business development, products, services, research, development, scientific principles and methodology, inventions, financial statements, financial projections, financing methods, pricing strategies, compliance strategies, customer/patient sources, employee and patient health/medical records, system designs, computer processes, technological data or prototypes, customer lists and methods of competing].

Additionally, employees who, under their performance of their job responsibilities, have the following information should not disclose such information for any reason, except as required to complete job duties, without the permission of the employee at issue: social security numbers, driver's license or resident identification numbers, financial account, credit or debit card numbers, security, and access codes or passwords that would permit access to medical, financial or other legally protected information.

Confidential Information does not include information lawfully acquired by non-management employees about wages, hours, or other terms and conditions of employment if used by them for purposes or activities protected by the National Labor Relations Act, such as engaging in concerted activity for their mutual aid or protection. Nothing in this Employee Handbook prohibits an employee from communicating with any governmental authority or making a report in good faith and with a reasonable belief of any violations of law or regulation to a governmental authority, or disclosing Confidential Information which the employee acquired through lawful means in the course of their employment to a governmental authority in connection with any communication or report, or from filing, testifying or participating in a legal proceeding relating to any violations, including making other disclosures protected or required by any whistleblower law or regulation to the Securities and Exchange Commission, the Department of Labor, or any other appropriate government authority.

Further, employees are hereby notified that under the 2016 Defend Trade Secrets Act (DTSA): (1) no individual will be held criminally or civilly liable under Federal or State trade secret law for the disclosure of a trade secret (as defined in the Economic Espionage Act) that: (A) is made in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney; and made solely for the purpose of reporting or investigating a suspected violation of law; or, (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal so that it is not made public; and, (2) an individual who pursues a lawsuit for retaliation by an employer for reporting a suspected violation of the law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual files any document containing the trade secret under seal, and does not disclose the trade secret, except as permitted by court order.

All telephone calls regarding a current or former employee's position/compensation with The Company must be forwarded to the Operations Manager or Director.

The Company's address shall not be used to receive personal mail.

Medical Accommodations

SOH complies with the Americans with Disabilities Act (ADA), ensuring equal employment opportunities. Reasonable accommodation is available to all employees where their disability affects the performance of job functions.

Any applicant or employee who requires accommodation to perform their job's essential functions or obtain equal benefits should contact Human Resources to request such accommodation. The Company will engage in an interactive process to determine the nature of the issue and what, if any, reasonable accommodation(s) may be appropriate. In some cases, this interactive process may be triggered without a request from the employee, such as when the Company receives notice from its observation or another source that a medical impairment may be impacting the employee's ability to perform their essential job functions.

Employees who believe they need an accommodation must specify, preferably in writing, what barriers or limitations prompted the request. The Company will evaluate information obtained from the employee, and possibly their health care provider or another appropriate health care provider, regarding any reported or apparent barriers or limitations and will work with the employee to identify possible accommodations, if any, that will help to eliminate or otherwise address the barrier(s) or limitation(s). If an identified accommodation is reasonable and will not impose an undue hardship on the Company or a direct threat to the health or safety of the individual or others, the

Company will generally make the accommodation. However, the Company retains discretion in selecting an alternative adequate and reasonable accommodation consistent with business necessity. Employees must cooperate with this process by providing all necessary documentation supporting the need for accommodation in a timely fashion (including medical information) and being willing to consider alternative accommodations when applicable.

Employees occasionally develop severe or life-threatening illnesses. The Company is committed to supporting such employees' efforts to continue their usual pursuits, including working. When necessary and where required by law, the Company will provide reasonable accommodations to otherwise qualified individuals with disabilities, including employees with severe or life-threatening illnesses. All employees, including employees with serious or life-threatening diseases or other disabilities, must maintain acceptable performance standards. Employees with questions or concerns about life-threatening diseases are encouraged to contact Human Resources for information and to be referred to appropriate services and resources.

An employee's medical information is confidential. Disclosure of employee medical information is restricted to limited situations where a manager or supervisor has a job-related reason to know it.

Employees who disclose employee medical information without proper authorization will be subject to disciplinary action, up to and including termination of employment.

An applicant, employee, or unpaid intern who requires accommodation for a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should contact Human Resources and discuss the need for accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation. The Company will also consider requests for reasonable accommodations for medical conditions related to pregnancy, childbirth, and lactation where supported by medical documentation and/or as required by applicable federal, state, or local law.

Job Postings

SOH provides employees with an opportunity to indicate their interest in open positions and advance within the agency according to their skills and experience. In general, new openings are posted on Slack, although SOH reserves the right not to post a particular opening.

To be eligible to apply, employees must have performed competently in their current position for at least 6 months. Employees with a written warning on file or on probation

or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for jobs with the required skills, competencies, and qualifications.

SOH encourages employees to advance their careers in ABA. An applicant's supervisor may be contacted to verify performance, skills, and attendance.

Employees should not promise employment when referring someone for employment and must obtain permission from the individual before making a referral.

If transferred to a new role within the company, the employee starts a new 90-day introductory/probationary period for the new position.

Concealed Weapons Policy

Employees may not, at any time while on any property owned, leased, or controlled by SOH, including anywhere that company business is conducted, such as client homes, SOH home office, or clinic, while transporting clients in a vehicle, company event venues, and so forth, **possess or use** any weapon. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical or electronic device whose purpose is to cause harm to another person, such as pepper spray or Tasers.

Regardless of whether an employee possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are strictly prohibited on any company property or in any location in which the employee represents the company for business purposes, including those listed above. Employees may not, at any time or for any reason, carry a concealed weapon while in the presence of a client of SOH or while being paid for any job duty by SOH. Employees who violate this policy will be subject to immediate termination.

Social Media

SOH understands that social media can be a rewarding way to express personal opinions and share everyday life with family, friends, and others around the world. However, using social media also comes with risks and certain responsibilities. The following guidelines have been established for the appropriate use of social media.

Guidelines

Social media can include any and all means of communicating over the internet, including one's own blog, journal or diary, personal website, social media sites (TikTok, Facebook, Instagram, X, YouTube, Snapchat, etc.), posting on any website, leaving reviews online, entering chat rooms, and/or commenting on websites.

Ultimately, you are responsible for what you post online. Before creating content, consider the risks and rewards involved. Remember that any posting that negatively affects an employee, client, or any other person that works with SOH may result in termination of employment.

- Do not ever take pictures of clients with any personal camera or device.
- Do not post or tag pictures of clients or locations.
- Do not use social media during work hours.
- Inappropriate postings, including discriminatory remarks, harassment, threats of violence, or similar inappropriate or unlawful conduct, will not be tolerated and may lead to termination of employment.
- Be honest and accurate when posting information or news; if you make a mistake, quickly correct it.
 - Do not post rumors you know to be false, proprietary, or confidential information or derogatory remarks toward fellow employees, clients, consumers, parents, guardians, or others who work with SOH.
- Be respectful
 - Maintain the confidentiality of SOH trade secrets and private or confidential information.
 - Do not create links to the SOH website.
 - Express only personal opinions, and never represent yourself as a spokesperson for SOH. You are prohibited from using client names, pictures of clients, or photographs of co-workers of SOH (without consent).
- Social media at work
 - Do not use social media during work hours.
 - Do not use a company email address to create any social media account.
- Speaking to the media
 - Employees must first consult Casey before speaking to the media. All media inquiries should be sent to Casey.

Employee Training

SOH employees are required to have and maintain specific credentials/training. The following trainings are required by all SOH employees who work directly with clients:

- Orientation (provided by SOH)
- A background check (provided by SOH)
- RBT 40 hours training (for RBTS) (paid for by SOH)
- BLS-every two years (Employee responsibility)
- Behavior Support Plans and updates (provided by SOH)
- RBT/BCaBA/BCBA certification (Employee responsibility)
- Any other training assigned by SOH (provided by SOH)

For classes/trainings provided by SOH, employees will be paid minimum wage for attendance. The employee is responsible for the BLS course and RBT, BCaBA, or BCBA certifications and related costs.

Employees will not be compensated for training not required by SOH policies or reimbursed for mileage for required training.

Under no circumstance may employees work with clients at any time if their credentials/training expire or lapse.

Please complete any required training or certification by its due date to avoid being suspended and signed up for the next available class. The class must be completed and passed to be reinstated for employment.

Employees understand that as soon as they are employed by SOH, they must take the BLS course and start any appropriate training immediately.

Failure to take or maintain any required training/certification will result in immediate termination due to a failure to meet the minimum requirements of their position.

Employees who fail to complete the RBT Training course or quit without 30-day notice within 12 months of employment date or are terminated due to failure to follow policies will be required to pay back the RBT training course (\$250) and the cost of the background check (\$100) by draft of remaining paycheck(s). If employees do not make enough to cover the course and background check cost, they agree to reimburse SOH within 30 days of termination/leaving SOH.

Grievance & Complaint Policy

Any person who believes he or she has been harassed, discriminated against, or subjected to retaliation or abusive conduct by a co-worker, supervisor, agent, client, vendor, customer, or any other third party interacting with the SOH in violation of the policies, or who is aware of such behavior against others, should immediately provide a written or verbal report or complaint to his or her direct supervisor, or any member of administration/ management.

Members of administration/management can be reached at (912) 320-4378.

Supervisors and managers who observe or receive complaints or reports of misconduct are required to immediately report such complaints to Casey Majewski, who will attempt to resolve issues internally.

If you make a report or complaint, please provide all known details of the incident or incidents, as well as the names of individuals involved and any witnesses. It would be best to write your report or complaint, but it is not mandatory. This will aid in the investigation and a quick and fair resolution.

When a report or complaint is received, SOH will conduct a fair, timely, thorough, and objective investigation that provides all parties with appropriate due process and reaches reasonable conclusions based on the evidence collected. Complaints and reports will be kept confidential to the extent possible, documented and tracked for reasonable progress, and closed promptly in accordance with the circumstances. SOH expects all employees to fully cooperate with any investigation conducted by the company into a complaint of harassment, discrimination, or retaliation or regarding the alleged violation of any other company policies.

Upon completion of the investigation, SOH will communicate its conclusion as soon as practical. If SOH determines that this policy has been violated, remedial action will be taken commensurate with the severity of the offense, up to and including termination of employment. Appropriate action will also be taken to deter any such conduct in the future.

You should also be aware that the Federal Equal Employment Opportunity Commission prosecutes complaints of prohibited harassment, discrimination, and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining, or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency website at www.eeoc.gov.

Illness Policy

When an employee is ill, they are encouraged to use sick days to recover and to prevent the passage of germs. As a general guideline, employees are to be free from a fever for 24 hours without fever-reducing medication before returning to work.

When illness prevents attendance at work, employees will notify Paul by telephone call before their work shift and as early as possible.

If an illness exceeds three (3) days in length consecutively, or a distinct pattern of illness is evidenced by time off requests, the employee will be required to submit a statement from their Health Care Practitioner (HCP) stating that they have been under the HCP's care for the duration and that they are released to return to duty. SOH may request and obtain verification of the circumstances surrounding any sick leave at any time.

Section 2: Employment Categories & Records

Employment Categories

Employees are classified as exempt or nonexempt under federal and state wage and hour laws and further classified for administrative purposes. It is the intent of SOH to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Exempt Employees

Exempt employees are employees whose job assignments meet specific tests established by the federal Fair Labor Standards Act (FLSA) and Georgia wage and hour laws and who are exempt from minimum wage and overtime pay requirements. Exempt employees are compensated on a salary basis. Exempt employees are required to work as much of each workday/workweek as necessary to complete their job responsibilities. Employees will be informed whether their status is exempt or nonexempt and should consult Casey Majewski with any questions or concerns regarding this status.

Nonexempt Employees

Nonexempt employees are employees whose job positions do not meet FLSA or applicable Georgia exemption tests and are not exempt from minimum wage and overtime pay requirements. Nonexempt employees are eligible to receive overtime pay for hours worked more than 40 hours in a workweek.

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Full-Time Employees

Full-time, non-exempt employees are typically scheduled for and work a schedule of at least 30 hours per week. Full-time exempt employees typically work 40 or more hours per week. Full-time employees are generally eligible for the employee benefits described in this Employee Handbook and are provided with benefits required by applicable law.

Part-Time Employees

Part-time nonexempt employees are typically scheduled to work and work fewer than 30 hours per week. Part-time exempt employees usually work less than 30 hours per week. Part-time employees may be assigned a work schedule in advance or work as needed. Part-time employees are eligible for some, but not all, employee benefits described in this Employee Handbook and are provided with benefits required by applicable law.

Temporary Employees

Temporary employees are employed for short-term assignments. They are generally hired to temporarily supplement the workforce or assist in the completion of a specific project. These temporary employment assignments are of limited duration. Temporary employees are not eligible for employee benefits, except as required by applicable law, and may be classified as exempt or nonexempt based on job duties and compensation.

Inactive Status

Employees on any leave of absence, work-related or non-work-related that exceeds any protected state, federal, or local leave of absence will be placed on inactive status.

Unless the law requires a health benefit extension, benefits will terminate according to our insurance carrier's policy. Employees on inactive status may be eligible under the Consolidated Omnibus Budget Reconciliation Act (COBRA) to continue their health care coverage at the employee's expense. Contact Human Resources for more information.

All positions within SOH are considered “awake” positions, meaning that employees must maintain all levels and performance expectations associated with their employment position and should not, for any reason, be asleep or in a position in which sleeping or lack of awareness can be perceived. Additionally, all clients must be supervised during all shifts under the “line of sight, arm’s length” rule no matter where the session takes place unless otherwise noted in their specific BSP.

Access to Personnel Files

Current and former employees have a right to inspect or receive a copy of the personnel records that the SOH maintains relating to the employee's performance or any grievance concerning the employee. Certain documents may be excluded or redacted from your personnel file by law, and there are legal limitations on the number of requests that can be made.

Any request to inspect or copy personnel records must be made in writing to either Paul or Casey Majewski. You can obtain a form to make such a written request.

You may designate a representative to inspect the records or receive a copy of the documents. However, any designated representative must be authorized by you in writing to inspect or receive a copy of the records. SOH may take reasonable steps to verify the identity of any representative you have designated in writing to inspect or receive a copy of your personnel records.

The personnel records may be made available to you either at the place where you work or at a mutually agreeable location (with no loss of compensation for going to that location to inspect or copy the records). The records will be made available no later than 30 calendar days from the date SOH receives your written request to inspect or copy your personnel records (unless you/your representative agree in writing to a date beyond 30 calendar days but no later than 35 calendar days from receipt of the written request).

If you request a copy of the contents of your file, you will be charged the actual cost of copying/printing.

Personnel information will be limitedly disclosed to outside sources other than your designated representative. However, SOH will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations as otherwise legally required.

Current and former employees may also inspect their payroll records upon written or oral request and request a copy of these records. SOH will comply with written payroll records requests as soon as practicable but no later than 30 calendar days following the request. Current and former employees who request a copy of their payroll records may be charged a reasonable fee related to the cost of copying the requested documents.

Only authorized members of management and admin have access to an employee's personnel file. Only admin, Casey, or Paul are authorized to release information about current or former employees on behalf of the Company. However, the Company will cooperate with—and provide access to an employee's personnel file to—law enforcement

officials or local, state, or federal agencies in accordance with applicable law or in response to a subpoena.

Employment Applications, References & Background Checks

SOH relies upon the accuracy of information on the employment application, information given during the screening call and interview, and the accuracy of other data presented throughout the hiring process to determine employment eligibility. Any misrepresentations, falsifications, or material omissions of any of this information or data may result in the individual's exclusion from further consideration for employment or termination of employment.

To ensure that individuals who join SOH are well qualified and have the potential to be productive and successful, it is the policy of SOH to check the employment references of all applicants.

Background checks are required for all SOH employees. Background checks returned with convictions related to violence, abuse, threats, stalking, theft, or drug or alcohol abuse exclude a person from holding a position at SOH. For any other felony conviction, arrest, or misdemeanor, SOH will follow EEOC guidelines and consider the offense before making a decision for employment.

Background checks must be returned at least 2 days before an employee works directly with clients.

If any information received during the screening process is significantly different than what the employee stated during the interview, on the application, or in any other form, the employee may be terminated.

All employees must maintain a clear background check throughout employment with SOH. Each employee will be verified annually. Any change or record found during the annual review will result in immediate suspension or termination, depending on the offense.

Introductory (Probationary) Period

The introductory period is intended to allow new employees to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. SOH uses this period to evaluate employee capabilities, work habits, and overall performance.

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All new and re-hired employees work on an introductory basis for the first 90 days after their hire date. Employees promoted or transferred within SOH must complete a second introductory period.

Any significant absence will automatically extend the introductory period by the length of absence. If SOH determines that the designated introductory period does not allow sufficient time to evaluate the employee's performance thoroughly, the introductory period may be extended.

In cases of promotions or transfer, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during any probationary period. If this occurs, the employee may be allowed to return to their former job or a comparable job for which the employee is qualified, depending on the availability of such positions and the needs of SOH.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits required by law -such as workers' compensation insurance and social security. After becoming regular employees, they may also qualify for other SOH-provided benefits subject to the terms and conditions of each benefits program.

Benefits eligibility and employment status are not changed during the secondary introductory period following a promotion or transfer within SOH.

Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. SOH's commitment to its values, such as high standards, expects all employees to perform daily at the highest level possible. SOH will reward all staff who consistently apply high standards to their job and performance in accordance with Quality Assurance checks performed by supervisors.

During Quality Assurance (QA) audits:

- A sampling of the employee's work is checked for accuracy, completeness, and adherence to the agency's values and expectations.
- Attendance in meetings will also be taken into consideration of the overall score.
- Employees scoring at or above the identified threshold for the period in review will receive eligible increases.
- If the employees' pay is capped, the annual eligible bonus amount will be divided out per evaluation period based on successful scoring.
- Any employee who does not work at least 90% of the evaluation period is not

eligible for an increase.

In order to qualify for a performance increase during that period, an employee must have been employed and working with the agency for a minimum of six months prior to any scheduled check. Employees under an action plan or performance review during that period are not eligible for an increase during the period in which they are under an action plan.

Job Requirements

All clinical employees at SOH are required to/agree that:

- maintain appropriate trainings and certifications
- Be able to use the internet and technology
- meet deadlines for assignments, trainings, or other applicable assignments or work tasks
- be able to stand, kneel, lift at least 50 pounds, and be physically fit to be able to keep up with clients and maintain arm's reach requirement to keep clients safe
- complete all required documentation daily (My Day at ABA, bathroom/diaper changing, supervision sheets). Supervision sheets must be turned in on the 1st of the month (for the previous month), run sessions, graph data, and convert timesheets daily
- complete session notes by midnight on the date of service
- to give and accept feedback to supervisors openly and with respect. It is imperative that communication is professional, timely, and frequent.
- be on-time, prepared, and ready for sessions, be available for sessions (limiting call-outs), and being active and engaged during the session (no cell phone usage).
- make up lost time. If a session is canceled, then the RBT must make up the time by staying late or making up the session on the Saturday of the same week.
- run programs, collect data, and work off of the treatment plan when billing insurance. Anything else is not billable.
- refrain from sharing information outside of Slack
- employees are not allowed to change passwords, add touch ID or passcodes, or change any other security measures on any device (keypads, lock boxes, computers, iPads, cell phones, etc) or property of Spectrum of Hope.
- clients are not allowed to use company iPads, laptops, or cellphones. These devices are used for employee business only.
- putting stickers, buttons, or any other type of decorations on company equipment or device cases is prohibited.
- it is required to debrief parents after each session professionally and with kindness. This includes reviewing their day, updating them on progress, and reminding them of any needed materials, food, etc for the next session.
- all parent communication regarding changes to the schedule go through the

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office. If parents report that they will be late or miss a session or have any concerns, ask them to call the office at 912-320-4378. All clinical related concerns go to the BCBA supervisor on the case.

- SOH has a zero tolerance policy on discrimination, harassment, and disrespectful conduct (including gossiping or otherwise purposefully interrupting the professional atmosphere).
- employees are required to keep their work area neat and clean and to complete one or two quick tasks daily to help keep the clinic neat and free of germs.
- Dirty diapers are to be placed in a bag and taken out to the trash outside immediately.
- incident reports must be filled out any time an incident occurs, if a client shows up with an obvious mark on their body. Parent must be called any time there is any injury to the head.
- keep all stimuli where it belongs. Do not mix up, throw away, move, misplace, remove, or otherwise lend to disorganization in the clinic.

All administrative employees are required to:

- Keep track of and submit authorizations
- Complete eligibility checks
- Answer the phone
- Have parents join Remind
- Maintain the Wait list
- Send intake packets
- Clean bathrooms and kitchen
- Clean windows, doors, walls
- Collect documents from staff (supervision sheets)
- Fill out the supervision spreadsheet
- Organize faxes
- Add new employees to:
 - Gusto, Slack, CR, BG checks, CR Institute, I9, Everify, NPI
- Fill out coversheets for authorizations
- Handle employee Time Off Requests
- Track and report client tardies and absences
- Track and report employee tardies and absences
- Send Square invoices
- Fax documents
- Schedule staff
- Assist employees with scheduling a BLS class
- Submit credentialing applications

- Organize Dropbox
- Create New employee binders
- Assign iPads or other equipment to new employees
- Follow up with new employees to ensure timeline
- Track employee progress on CR Institute
- Maintain employee and client files
- Remind BCBAs of deadlines
- Audit notes
- Plan events (birthdays, holidays, monthly meetings, etc)
- Keep track of and order supplies
- Distribute mail

Employees should remember that job descriptions do not necessarily cover every duty or task that may be assigned and that additional tasks may be necessary.

Section 3: Employee Benefit Programs

Employee Benefits

Eligible employees at SOH are provided a wide range of benefits. Several of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Full-time employees agree to work a minimum number of hours per week to maintain their full-time status. Failure to maintain hours for any three weeks during a three-month period will result in a loss of eligibility for a full-time position and, subsequently, all available benefits.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Casey can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- 401(k) Savings Plan
- Bereavement Leave
- Dental Insurance
- Family Leave
- Health Insurance
- Holiday pay (salaried, full-time employees or employees in good standing meeting 90%

- of expected hours)
- Jury Duty Leave
- Medical Insurance
- Time Off
- Vision Care Insurance
- Witness Duty Leave

Some benefit programs require contributions from employees, but most are fully paid by SOH.

The benefit package for regular full-time (hourly and salaried) employees represents an additional cost to SOH of approximately 30 percent in wages per employee.

Holidays

SOH recognizes the day before and after Thanksgiving and the week of Christmas as holidays. To be eligible to receive holiday pay, employees must bill an average of 32 hours per week, refrain from taking excessive time off or being tardy, be in good standing, work the full week before and after the holiday(s) and be employed at least 90 days prior to the holiday.

Workers Compensation Insurance

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

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

- If/when a life-threatening injury occurs, the appropriate emergency service is contacted immediately (911). First Aid is to be administered by a certified individual as needed. The individual's supervisor is to be notified immediately.
- If/when an employee sustains a non-life threatening injury, the immediate supervisor and the Director are to be notified. The supervisor then should complete an initial injury report on the appropriate form. The employee should complete the medical release section. If the employee is refusing further treatment or requires only minor First Aid (i.e., a Band-Aid), then the appropriate form should be

completed.

- The employee will immediately report to an authorized medical provider. The supervisor/injury coordinator may escort the employee to a provider if necessary. The medical provider will complete the medical treatment and advise on required restrictions/treatments.
- All employees will be required to complete a drug/alcohol screening process at the medical provider following a work-related injury and prior to being seen by a physician for care.
- The employee will return to the work site and/or office and complete the remaining forms with the supervisor or other authorized SOH individual. If the employee is unable to return to full duty, the Director must approve other available options.
- Any attempt to defraud or otherwise misrepresent the circumstances, severity, or other aspects of an injury will result in disciplinary action, up to and including termination of employment. Acts of this nature may negate the validity of the claim, thus jeopardizing insurance benefits, and could lead to legal action.

Neither SOH nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by SOH, including injuries sustained during the use of the onsite gym/gym equipment. All use of this equipment is at the assumption of the users own risk.

Bereavement Leave

Employees who wish to take time off due to the death of a family member should notify their supervisor and the admin immediately. Bereavement leave will normally be granted.

Jury Duty

SOH encourages all employees to fulfill their civic responsibilities and to respond to jury service summonses or subpoenas, attend court for prospective jury service or serve as a juror or witness under court order. Under no circumstances will employees be terminated, coerced, or penalized because they request or take leave in accordance with this policy.

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Employees must notify admin with notice of any jury summons or subpoena or court order within a reasonable time after receipt and before their appearance is required. Verification from the court clerk of having served or appeared may be required.

Time spent attending court for prospective jury service or serving as a juror or witness is not compensable, except that exempt employees will not incur any reduction in pay for a partial week's absence due to jury or witness duty. Employees will not be paid for time spent responding to a summons and/or subpoena, participating in the jury selection process, serving on a jury or as a witness, or for any other reason.

When dismissed from jury or witness duty, the employee is expected to report or return to work for the remainder of the work schedule.

Medical Insurance

Under the Company's current plan, full-time employees may enroll in a single, a single plus one dependent, or a family contract for medical, vision and dental insurance 30 days after hire. The employee is responsible for the premiums for dental and vision, which will be paid through automatic payroll deduction. However, SOH covers half of the medical plan for the employee.

Information and enrollment forms may be obtained from Gusto.

If you have specific questions about this benefit plan, refer to the actual plan document and summary plan description. Those documents are controlling.

Upon termination, you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact the admin department or Casey.

Benefits Continuations (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage at their own expense plus 2% under SOH's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Notices will be sent through Gusto when an employee might qualify for COBRA.

401k Plan

Once hired, employees are enrolled into the 401k plan managed by Human Interest. Employees must opt-out (in Gusto) if they do not wish to participate. The 401(k) savings plan allows you to elect how much salary you want to contribute and direct the investment of your plan account so you can tailor your own retirement package to meet your individual needs. SOH also contributes an additional matching amount to each employee's 401(k) contribution up to 8%, depending on your elections.

If you elect it, your contribution to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated. You save tax dollars now by having your current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 401(k) distributions.

Section 4: Timekeeping and Payroll

Time Off Requests

SOH is not able to guarantee time off due to staffing/client needs but will do our best to accommodate appropriate and timely requests.

Time off requests must be submitted in Gusto at least 2 weeks in advance for up to 2 days off and 30 days in advance for more than 2 days off. Time off requests will not be honored when there is not sufficient coverage of clients.

Policy details

Policy type

- Unpaid

Description

- Time off for any reason.

Paid out on dismissal?

No - Remaining time off balance for this policy is not paid out upon employee dismissal

Accrual details

- Accrual method

All at once (Day of accrual period)

- Accrual period begins/resets

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January 1

- Employees receive accrued hours on

January 1

Accrual rates

Milestone	Accrual rate
Base rate	80 hours
1st anniversary	120 hours

Waiting Periods

Accrual waiting period

- None

Usage waiting period

- None

Time off balance and carryover

Max time off balance

- 120 hours

Can I request more time off than is available?

No — Employees can't request time off if they don't have enough hours to cover it in their current available balance. In other words, they can't submit requests that result in a negative time off balance. Admins and managers with the correct permissions can still record this time off for them.

- Max carryover

40 hours

Timekeeping

Time entries must be submitted using Central Reach before midnight on date of service.

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Employees failing to submit their time entries on time (session notes, data collection, time sheet conversion) risk not being paid on time, but all efforts will be made to ensure hours are present. It is the employees' responsibility to be sure hours are recorded and entered correctly for their paycheck to be accurate. Employees may be paid, as a courtesy, an amount for their typical hours worked if payroll is notified an employee has not recorded their time or recorded it incorrectly. As a result, an employee may be required to return monies overpaid to Spectrum of Hope and Spectrum of Hope may be required to add monies to a paycheck short paid as soon as the correction is discovered, and payroll can process the check. Reporting a late timecard and/or data and/or session notes submission is the responsibility of the employee and may result in disciplinary action up to and including termination of employment.

Nonexempt employees must report all time worked and must not work any time that is not authorized by their supervisors. This means nonexempt employees must not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless directed to do so. Employees who have questions about when or how many hours they are expected to work should contact their supervisor. Nonexempt (hourly) employees are to put in non-billable time in CentralReach.

Employees are expected to be ready for sessions (have eaten and used the bathroom before session) and clean up area and write session notes before service is considered complete. Non-billable time should not exceed 10-15 minutes for each session. Abusing time will result in disciplinary action up to and including termination of employment. If employee is having trouble writing session notes in a timely manner, then they are to consult their supervisor for help. You are responsible for a clinic chore and keeping your client's clinical space neat, clean, and organized.

Employees who are classified as exempt must record absences from work for reasons such as leaves of absence, sick leave, or vacation. Exempt employees are paid on a salary basis. This means the employee regularly receives a predetermined amount of compensation each pay period. Salaried employees are required to be present from 8am-5pm Monday through Friday (or 40 hours each week) and may be required to meet a certain billable requirement each week or their pay will be reduced to reflect time worked. An exempt employee will not be paid for days not worked in the circumstances set forth under Paycheck Deductions below. Exempt employees will be moved to an hourly position and forfeit paid holidays after repeated tardies or cancellations.

An exempt employee's salary will not be reduced when the employee works part of a week and misses part of a week due to service as a juror, as a witness or in the military.

Salaried employees are still required to follow the submission schedule, as required by their job description.

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Repeated late time entries submitted by an employee may result in discipline, up to and including termination of employment.

Every employee is expected to record time accurately. Altering or falsifying time, recording time for another employee, billing for full shifts and only working partial hours, misreporting mileage, misrepresenting drive times, double billing, and other fraudulent timekeeping practices represent serious offenses and will result in termination of employment. It is a violation of the Company's policy for anyone to instruct or encourage another employee to work "off the clock," to incorrectly report hours worked or to alter another employee's time records. If any employee is directed or encouraged to report hours worked incorrectly or to alter another employee's time records, he or she should report the incident immediately to a supervisor. In addition, any such actions may be reported to the appropriate law enforcement agency/s.

Paydays

You will be paid every Friday via direct deposit or check through Gusto.

When our payday is a bank holiday, you may be paid the following Monday.

Please review your paycheck for errors. If you find a mistake, immediately report it to your Payroll Department. The payroll department will assist you in taking the steps necessary to correct the error.

All timesheets must be submitted on time to avoid a delay in pay.

An employee's final paycheck will only be issued once all company equipment is accounted for and received by the admin or Director.

Employment Termination

Should you decide to leave your employment with us, we ask that you provide at least 30 days advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the Company.

All Company property must be returned immediately upon termination of employment. The Company will take legal action to seek the return of Company property and/or the recovery of any replacement costs for such property. The cost of unreturned property will be deducted from the final paycheck. No passwords or pin codes may be changed on company property, or the property will be deemed unusable, and legal action/paycheck deduction will occur for the cost of the property.

Employees whose employment is terminated will be paid on the regular pay schedule.

You should notify the Company if your address changes prior to your receipt of income tax information (form W-2) for the calendar year in which your employment is terminated so that your tax information will be sent to the proper address. This information can be updated in Gusto.

Upon leaving, non-solicitation (of staff and employees) and HIPAA rules remain in effect.

Pay Deductions

The Company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. The Company will not make any deduction from an employee's wages which is not either authorized by the employee in writing or permitted by Georgia or federal law. The amount of all deductions will be listed on an employee's pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

It is the policy of the Company that exempt (salaried) employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable. However, the Company may make deductions from employees' salaries in a way that is permitted under federal and state wage and hour rules. Employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Thus, exempt employees may be subject to the following salary deductions, except where prohibited by state or local law or ordinances, but only for the following reasons:

- Absences of one or more full days for personal reasons; or
- Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences and the employee is not yet eligible for or has exhausted all leave available under the policy; or
- Absences of one or more full days before eligibility under such a plan (90 days), policy, or practice or after replacement compensation for such absences has been exhausted; or

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- Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an employee's full salary; or
- Any unpaid leave or exclusion from holiday pay (not meeting attendance or billable hour requirements)
- Pro-rated salary due to not meeting billable hour requirements (32 hours/week)

If employees have questions or concerns about pay deductions, they may discuss and resolve them with the payroll department.

*Any fees agreed to under the employment contract will be deducted from paychecks. If employees fail to return Spectrum of Hope property upon termination/resignation or return damaged or unusable property, SOH reserves the right to deduct the cost of the equipment from employee paycheck(s).

Employees who fail to complete the RBT Training course or quit without 30-day notice within 12 months of employment date or are terminated due to failure to follow policies will be required to pay back the RBT training course (\$250) and the cost of the background check (\$100) by draft of remaining paycheck(s). If employees do not make enough to cover the course and background check cost, they agree to reimburse SOH within 30 days of termination/leaving SOH.

Employees who do not meet the terms of their fieldwork contract may have the cost of fieldwork supervision deducted from their final paycheck(s) and agree to reimburse to entire balance to SOH within 90 days of termination/leaving SOH.

Section 5: Work Conditions and Hours

Safety

Safety can only be achieved through teamwork. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately. All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must always be safety-conscious. To promote a safe workplace, Spectrum of Hope maintains an Injury and Illness Prevention Program.

In compliance with Proposition 65, the Company will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

To help foster a safe workplace, please observe the following precautions:

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1. Notify your supervisor of any emergency. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately. Additionally, you should report all work-related injuries or illnesses to others immediately to your supervisor.
2. The use of alcoholic beverages or other drugs during working hours will not be tolerated. The possession of alcoholic beverages or other drugs on the Company's property or at schools or patient residences is prohibited. Employees may use appropriate prescription medications only in accordance with their physician's direction and only if such use does not interfere with the performance of the Employee's duties or otherwise violate Company policy.
3. Use, adjust, and repair machines and equipment only if you are properly trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, do not guess; just ask your supervisor.
6. Know the locations, contents and use of first aid and firefighting equipment.
7. Follow Company policies for fostering a safe and healthy work environment.

To the extent permitted by law and in order to ensure the health and safety of all individuals supported, to the extent permitted by all, SOH requires that all employees report to admin if they have any communicable diseases that could cause a danger. All information will be kept confidential.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Work Schedules & Billable Hours

Employees are responsible for working each shift as assigned. Final schedules are released the week prior. Work schedules may vary due to client or employee callouts.

Billable Hours

It is the employee's responsibility to meet a designated number of billable hours each week in order to maintain a full time status. Those hours may vary according to your position but is typically 32 hours.

It is important to note that **all salaried employees are expected to work a minimum of 40 total hours each week**, either through direct work hours or participation in non-billable tasks.

In the event that a salaried employee falls below the required hours for their position, that employee may be charged Paid Time Off (PTO) time to supplement their hours for that week and will be notified of this charge.

Full-time employees who continue to fall below their minimum hours requirements for their position will be placed on disciplinary action. Two or more instances of failure to maintain full-time hourly requirements per week within a two-month period may **constitute a demotion**.

RBTs are expected to meet a weekly quota of billable hours. If an employee has a deficit the employee must make up the difference by extending session times during that week or holding a session on a Saturday. If that is not possible then the employee may be required to work an increased hourly schedule over the next month to make up missed hours in the previous month (when applicable by that client's authorization of hours.)

Any employee who works short hours for 2 consecutive months will be subject to disciplinary action in the form of written feedback. Additional shortages may result in the employee being reduced from full-time to part-time and having full-time benefits removed.

Use of Agency & Client Equipment

Agency equipment may be defined as but not limited to: cell phones, copies, printers, lap tops, tablets, desktop computers, work phones, television, appliances, vehicles, etc. are essential in accomplishing job duties are expensive and may be difficult to replace. Employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines when using any item deemed to be SOH property.

Agency equipment is not permitted for personal use at any time. Employees are not to connect their personal devices such as their smart phones, laptops, e-readers, tablets, etc. to the WiFi device for access to the internet.

Please notify admin if any item appears to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of the items and possible injury to employees or others.

The improper, careless, negligent, destructive, illegal or unsafe use or operation of items can result in charges to replace or repair the item and disciplinary action, up to and including termination of employment.

Personal use of any agency, client or family equipment including but not

limited to these items, are not permitted without the consent from the family and SOH as part of the employee's daily job requirement. There should be no expectation of privacy when using any agency or client equipment. Equipment is defined as but may not be limited to:

- family phone lines (when in-home)
- agency phone lines or equipment such as a tablet, smart phone, computer or laptop
- internet connection
- fax machine, copier and scanner
- label makers
- laminating machines

Employees will be required to reimburse SOH for any charges resulting from their personal use of these items.

Employees are required to have a cell phone for business use and must adhere to the agency policies regarding correct cell phone usage, especially when a client is directly in their care. Cell phones (either personal or company-issued) may only be used for outgoing emergency calls or calls directly related to the client and/or work that the employee is performing at the time, unless otherwise specified by that employee's job role. Cell phones must be kept out of reach of clients at all times.

Employees that are issued any company cell phone and charger, protective case, laptop, tablet, flash drive, keys, etc. **will be responsible for any damage not considered normal wear and tear for that item.** Electronic items that are broken, damaged or no longer usable will be assessed a replacement value and that employee will be charged this amount to their next available check(s). Any unpaid amount or unreturned item may be reported to small claims court for the receipt and recovery of that item.

Complaints from family members, co-workers, visitors or other staff regarding the use of SOH equipment will result in a verbal warning. Continued complaints or violations of this policy will result in further disciplinary action including probation, suspension and/or termination.

SOH equipment assigned to employees is never to be used by clients.

Smoking

In keeping with SOH's intent to provide a safe and healthful work environment and to contribute to the health and well-being of all employees, the use of any type of tobacco product, such as cigarettes, e-cigarettes, oral or chewing tobacco, or vaporizers, is prohibited in any workplace while supporting a client during the duration of their shift. The "workplace" is defined as any location in which an SOH employee is receiving payment for the services they are providing directly to a client.

Due to the nature of some of our clients' sensory needs, employees should cease all use of tobacco products at least 30 minutes before a scheduled shift and may not, under any

circumstances, use any type of tobacco product while billing time with a client.

Complaints from families, co-workers, or clients regarding any alleged smoking or smoke aroma surrounding an employee or the vehicle in which they utilize will be met with disciplinary action that could include removal from that particular client, probation, and/or termination, depending on the severity and frequency of the complaint.

Failure to comply with all the components of this policy will result in disciplinary action that can lead up to and include employment termination.

Overtime

Any overtime scheduled and worked without prior authorization is strictly prohibited, and employees and supervisors who fail to follow the correct procedures for authorizing overtime will receive disciplinary action up to and including termination.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

Business Travel Expense

SOH may reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Owner.

Employees whose travel plans have been approved should make all travel arrangements through SOH's financial department.

When requested and approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by SOH. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.

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- Cost of meals, no more lavish than would be eaten at the employee's own expense.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by SOH may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

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

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for termination of employment.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities at SOH, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. Visitors (including but not limited to: applicants, business associates, family members, current employees, etc.) will be asked to sign in and out at the start and conclusion of their visit.

All visitors should enter SOH at the main entrance and check in with reception. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on SOH's premises, employees should

immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

Visitors at client homes are prohibited.

Computer, Slack, and Email Usage

Computers, computer files, the email system, and software furnished to employees are SOH property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer, Slack, and email usage may be monitored.

SOH strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, SOH prohibits the use of computers, ipads, cell phones, apps or other internal communication methods in ways that are disruptive, offensive to others, 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, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email or other communications may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

Employees Must notify their immediate supervisor, the Director or any member of upper management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by SOH to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. All Internet usage is limited to job- related activities. Personal use of the Internet is not permitted.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of SOH and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of SOH. As such, SOH reserves the right to monitor Internet traffic,

and retrieve and read any data composed, sent, or received through our online connections and stored in our systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

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. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by SOH in violation of law or SOH policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. 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 time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- 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
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals or the company
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of

- gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

Workplace Monitoring

All computers or other equipment and the data stored on them are, and always remain, the property of SOH. As such, all messages created, sent, or retrieved over the internet or the Company's electronic mail systems are the property of the Company, and should be considered company information. The Company reserves the right to retrieve and read any message composed, sent or received using the Company's electronic resources, including all computer equipment and the electronic mail system, for any business reason, including but not limited to, ensuring compliance with this and all company policies.

Employees should be aware that even when a message is deleted or erased, it is still possible to recreate the message; therefore, ultimate privacy of a message cannot be ensured to anyone. Accordingly, internet and email messages are not private. Furthermore, all communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Employees should also be aware that duplicates of email transmitted through a personal, web-based email account using company equipment could be stored on that equipment; likewise, information regarding internet sites that an employee has accessed may also be stored.

Employees may also be monitored at any time via video recording.

Workplace Violence Prevention

Violence or threats of violence by an employee or anyone else against any employee, patient or business contact will not be tolerated. The purpose of this policy is to protect all Employees and SOH from injury, liability, and the many other adverse results of violence.

Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including termination.

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Possession of weapons on SOH premises and at company-sponsored events shall constitute a threat of violence.

The prohibition against threats and acts of violence applies to all persons involved in the operation of the Company, including, but not limited to, company employees and other personnel, contract and temporary workers, consultants, contractors, customers, vendors, visitors and anyone else on the Company's premises.

Workplace violence is any intentional conduct that is sufficiently severe, abusive or intimidating to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, coworkers, friends and/or property such that employment conditions are altered or a hostile, abusive or intimidating work environment is created for one or several employees. Workplace violence is taking any action likely to cause bodily harm or property damage, including stalking, or otherwise forcing undue attention on someone, whether romantic or hostile. Threats of violence may include displays of weapons, making a hitting motion or obscene gesture as well as direct or indirect verbal threats to do harm to a person or property.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, you are expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent.

Workplace violence does not refer to workplace arguments or debates that are zealous or impassioned, provided there is no resort to any form of coercion. Discussions about sporting activities, popular entertainment or current events are not considered workplace violence when there is no threat of violence being directed to the workplace or any individual connected with it. Rather, workplace violence refers to behavior that demonstrates an intention to engage in violence, condones violence in our workplace, or targets any individual with acts or threats of violence.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible. However, SOH policy is that all such reports will be investigated and documented. Employees are required to report and participate in an investigation of any suspected or actual cases of workplace violence.

Violations of this policy, including failure to report or fully cooperate in the investigation, may result in disciplinary action, up to and including discharge.

Chemical Usage Policy

It has been determined that the use of consumer cleaning products by SOH staff shall be in the same manner as that a normal consumer uses and that the duration and frequency of the exposure should not be greater than that experienced by the general public.

Employees are required to follow all precautions as listed on the labels of all chemicals used.

Infection Control & Prevention

All employees are required to engage in appropriate sanitation including using gloves when changing diapers and frequently washing hands.

Gloves should be worn when it is reasonably anticipated that your hands will be in contact with mucous membranes, non-intact skin, moist body substances, surfaces/items that may have been soiled with these substances, and/or individuals with a rash. Gloves must be changed between clients and between contacts with different body sites of the same client. Hypoallergenic gloves are available for those who have allergic responses and who have a note from the doctor. Staff also are required to keep those gloves with them and must request a refill at least seven days in advance of running out.

Soiled diapers are to be properly exposed of (placed in a bag and then in the trash can outside).

To the extent permitted by law and in order to ensure the health and safety of all individuals supported, to the extent permitted by all, SOH requires that all employees report to the Administrative Director if they have any communicable diseases that could cause a danger. All information will be kept confidential.

Section 6: Leaves of Absence

Family Medical Leave

There are many types of leave which may be available to you. The various types of leave are summarized below. The Company will grant leaves of absence as required by law and may grant leaves of absence to employees in certain other circumstances. It is

important to request any leave in writing as far in advance as possible, to keep in touch with your supervisor and/or admin during your leave, and to give prompt notice if there is any change in your return date. Some types of leave have specific request/notification and certification requirements, and it is your responsibility to comply with any such requirements. Additionally, SOH reserves the right to require medical certification or other verification of the need for leave from the employee or an appropriate third party, as appropriate. If your leave expires and you have not contacted your supervisor or admin, it will be assumed that you do not plan to return, and you have terminated your employment. If you are unwilling or unable to return to work at the conclusion of any leave, your employment may be terminated.

This Handbook contains only a summary of the leaves that may be available. Some types of leave have detailed requirements regarding eligibility, duration, benefits, etc. Leaves of absence are unpaid. You should contact Human Resources prior to taking any leave for information about leave requirements and make sure you understand the requirements and ramifications of any leave.

It is understood that you will not obtain other employment (other than military duty pay) or apply for unemployment insurance while you are on a leave of absence. Acceptance of other employment (non-military) while on leave will be treated as a voluntary resignation from employment with Spectrum of Hope.

SOH may hold in abeyance or proceed with any counseling, performance review, or disciplinary action, including discharge, that was contemplated prior to any employee's request for or receipt of a leave of absence or that has come to the company's attention during the leave. If any action is held in abeyance during the leave of absence, the company reserves the right to proceed with the action upon the employee's return. Requesting or receiving a leave of absence in no way relieves employees of their obligation while on the job to perform their job responsibilities capably and up to the Company's expectations and to observe all policies, rules, and procedures.

Personal Leave

Under special circumstances, full-time employees who have completed one year of employment may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons.

Leaves may not exceed 12 weeks during which time no benefits will accrue.

We will make reasonable efforts to return you to the same or similar job you held prior to the leave of absence, subject to our staffing and business requirements.

Family & Medical Leave

SOH is exempt from FMLA with less than 50 employees.

However, if you have worked for at least 1 year, extended leave will be granted.

Otherwise, your position may not be available after an extended absence.

Pregnancy, Childbirth or Related Conditions

Any leave taken for the birth, adoption, or foster care placement of a child will be granted according to the plan set up between the employee and the admin department.

Leave Procedures

The following procedures shall apply family/medical leave:

- Please contact admin and your supervisor as soon as you realize the need for family/medical leave. If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for your serious health condition or that of a family member, you must notify the Company at least 30 days before leave is to begin. You must consult with your supervisor regarding scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company. Any such scheduling is subject to the approval of your health care provider or the health care provider of your child, parent, or spouse.

If you cannot provide 30 days' notice, the Company must be informed as soon as is practical.

Medical Certification

The Company requires you to provide certification of the need for leave, in accordance with state and federal law. Leave related to a health condition of the employee or the employee's family member must be certified by a health care provider. You will have 15 calendar days from the Company's request for certification to provide it to the Company unless it is not practical to do so. The Company may require recertification from the health care provider if you request additional leave upon expiration of the time period in the original certification. *(For example, if you need two weeks of family and medical leave, but following the two weeks you need intermittent leave, a new medical certification will be requested and required.)* If you do not provide medical certification in a timely manner to substantiate the need for family and medical leave, the Company may delay approval of the leave, or continuation thereof, until certification is received. If certification is never received, the leave may not be considered family and medical leave.

If the leave is needed to care for a sick child, spouse, or parent, you must provide a certification from the health care provider stating:

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- Date of commencement of the serious health condition
- Probable duration of the condition
- Estimated amount of time for care by the health care provider; and
- Confirmation that the serious health condition warrants your participation.

If both parents are employed by the Company and request simultaneous leave for the birth or placement for adoption or foster care of a child, the Company will not grant more than a total of 6 work weeks of family/medical leave for this reason.

If your serious health condition is the reason for leave, you must provide a certification from the health care provider stating:

- Date of commencement of the serious health condition
- Probable duration of the condition; and
- Your inability to work at all or to perform any one or more of the essential functions of your position because of the serious health condition.

If you are absent because of your own serious health condition, the Company will also require a medical release to return to work form or certification from your health care provider that you are able to resume work.

Failure to provide a release to return to work certificate from your health care provider may result in denial of reinstatement until the certificate is obtained.

Leave Related to Military Service

A leave taken due to a "qualifying exigency" related to military service must be supported by a certification of its necessity. A copy of the military member's active duty orders (or other official documentation issued by the military) which indicates the military member is on covered active duty or call to covered active duty status may be required for leave related to military service or status. A leave taken due to the need to care for a servicemember must be supported by a certification by the servicemember's health care provider or other certification allowed by law. Special certification requirements apply to leaves related to military service.

Pay and Benefits

Family leave is unpaid. You must comply with the Company's normal paid leave policies.

If you are taking family/medical leave, you will be allowed to continue participating in any health and welfare benefit plans in which you were enrolled in before the first day of the leave. Deductions will be made for premiums through payroll. Company may recover premiums paid to maintain health coverage if you fail to return to work following family/medical leave.

Reinstatement

Under most circumstances, upon return from family/medical leave, you will be reinstated to your original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if an employee on family/medical leave would have been laid off had the employee not gone on leave, or if the employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. In addition, an employee's use of family/medical leave will not result in the loss of any employment benefit that the employee earned before using family/medical leave.

Reinstatement after family/medical leave may be denied to certain salaried "key" employees under the following conditions:

- An employee requesting reinstatement was among the highest-paid 10 percent of salaried employees employed within 75 miles of the worksite at which the employee worked at the time of the leave request
- The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to the Company's operations
- The employee is notified of the Company's intent to refuse reinstatement at the time the Company determines the refusal is necessary; and
- If leave has already begun, the Company gives the employee a reasonable opportunity to return to work following the notice described previously.

Continuation of Work While Pregnant

SOH will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in agency policy and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

As an employee of SOH, specific job responsibilities may include an environment in which a client may be agitated or in a highly escalated state. Job responsibilities include maintaining current certification and use of the crisis training techniques to de-escalate a client during a crisis.

Physical demands and exertions on an employee's body may be necessary during these incidents and should be discussed with your doctor prior to accepting any work associated with known high-intensity level clients with a history of aggressive outbursts or behavior. **It is important to note that all clients receiving services through SOH will hold a certain amount of risk for any employee as their history of**

aggression is a main proponent of the services they receive since it may be likely that at any time, they can be a danger to themselves or others.

SOH will not place any employee whom has announced their pregnancy with any client with whom the employee feels a potential risk of injury. Employees that wish to continue to work with any client after learning of their pregnancy may do so by written request to the staffing coordinator. SOH may request written approval from the employee's physician in order to continue working. SOH reserves the right to remove an employee from any team at any time should the employee or agency feel they are not able to adequately perform the expected duties and physical activities associated with that client's BSP.

Section 7: Employee Conduct & Disciplinary Action

To ensure orderly operations and provide the best possible work environment, SOH expects employees to follow rules of conduct that will protect the interests and safety of all employees and the agency.

Employees are expected to exercise common sense and courtesy at all times for the benefit of clients, coworkers, and the company as a whole.

Professionalism is expected, as is respect for the safety and security of people and property. Failure to meet these expectations may be grounds for discipline, up to and including termination. The following are examples of unacceptable conduct, but employees should be aware that this is not an exhaustive list:

- Failure to follow the policies outlined in this handbook.
- Negligent, careless, or inconsiderate treatment of clients or their information.
- Theft, misappropriation, or unauthorized possession or use of any property that does not belong to the employee.
- Unauthorized removal of Company property from the premises.
- Sharing trade secrets or other confidential business information with anyone who does not have an official need to know.
- Accessing, without authorization, confidential information about clients or employees.
- Falsifying or changing any type of Company, client, or employee document or record without authorization.
- Willfully, negligently, or carelessly damaging, defacing, or mishandling property of the Company, a client, or an employee.
- Taking or giving bribes of any nature.

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- Entering Company premises without authorization.
- Violating security, safety, or fire prevention regulations, or tampering with safety equipment.
- Unauthorized use of a personal vehicle for Company business.
- Conduct that is illegal under federal, state, or local law.
- Creating a disturbance on Company premises.
- Use of abusive language.
- Any rude, discourteous, or unbusinesslike behavior, on or off Company premises, which is not protected by Section 7 of the National Labor Relations Act and that adversely affects the Company services, operations, property, reputation, or goodwill in the community, or interferes with work.
- Insubordination or refusing to follow instructions from a supervisor or manager; refusal or unwillingness to accept a job assignment or to perform job requirements.
- Leaving during scheduled work hours without permission; unauthorized absence from an assigned work area during regularly scheduled work hours.
- Sleeping during regular working hours.
- Recording time for another employee or having time recorded by another employee.
- Use or possession of illegal drugs on Company premises at any time.
- Use of alcohol or illegal drugs during working hours, or working under the influence of intoxicants.

Any employee arrested or convicted of an illegal activity (or pleading no contest to such a charge) must notify their supervisor and the Director immediately. The employee must provide legal documentation within five business days before returning to work. Failure to do so will result in termination. A reference check will be completed to ensure eligibility for employment. The HR Director will review the documentation and verify that the employee is still eligible for employment.

Employees are responsible for keeping their personal items secure. SOH is not responsible for lost, stolen or damaged property.

Drug and Alcohol Use

SOH desires to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs satisfactorily. All positions are considered safety-sensitive positions, and if a client's welfare is in jeopardy due to an employee's impairment or neglect, that employee is subject to immediate termination.

While on SOH premises and while conducting business-related activities off SOH premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Employees are required to inform admin of any medications that may impair judgement or affect their ability to perform their job. Failure to disclose medications of this nature could result in disciplinary action up to and including termination.

Allegations of suspicions of drug use may require the employee to submit to a drug test, at no cost, within 24 hours of the report, at a facility of the agency's choosing. Random monthly drug tests may also be conducted by the agency to ensure a drug-free work environment. All active employees will be subject to their name being drawn for the random monthly test.

A positive test for any drugs and alcohol not confirmed by a doctor's notice are subject to the following disciplinary action:

- A first occurrence will require the employee to successfully enroll and complete a substance abuse or rehabilitation program as a condition of further employment. Documentation of completion will be required for their file.
- An additional drug test, at the employee's cost, will be required 60 days from the initial positive result.
- Further occurrences or positive tests for drugs or alcohol will result in additional action, up to and including termination from employment.

Sexual and Other Unlawful Forms of Harassment

SOH is committed to providing a zero tolerance work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including physical, emotional, psychological and sexual harassment.

Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of

- sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, **it must be reported immediately to your supervisor**. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Director. You can raise concerns and make reports without fear of reprisal or retaliation.

Anonymous reports of harassment are unable to be investigated and must be brought forward to the HR Director immediately. Harassment issues cannot be held confidential and must be reported by an individual that can be interviewed so that the issue can be addressed under the policies and expectations of the agency.

All allegations of harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Director and their immediate supervisor so it can be investigated in a timely manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Attendance, Punctuality & Early Quits

To maintain a safe and productive work environment, SOH expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on the clients and families we serve as well as other employees and will not be tolerated. An employee that fails to attend or show to any scheduled shift, meeting or training without contacting their immediate supervisor with an explanation will have their position viewed as abandoned and are subject to immediate termination.

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In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify Paul as soon as possible in advance of the anticipated tardiness or absence and their start time should reflect the late start time.

Certain positions such as RBT may be required to stay later or leave early due to immediate consumer support changes/needs (i.e. family appts, client crisis...) A direct supervisor's approval is required.

A call in is not considered an absence if:

- The RBT employee reschedules the appointment within the same week with supervisor approval.

An early quit is defined as the need to leave a scheduled shift without working a minimum of half of the total scheduled shift time.

A tardy is defined as arriving to a scheduled shift, meeting, training, etc. past the scheduled start time.

For billing purposes, all time is billed in 15-minute increments.

Unreported and undocumented changes to a published schedule will result in disciplinary action.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Employees working less than 90% of scheduled hours (or fail to make up missed sessions) in a 2 month period will be recommended for termination of employment.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image SOH presents to clients and visitors. You are expected to present a clean, neat, and tasteful appearance during business hours or when representing SOH. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with clients or visitors in person.

If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

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- Employees must wear company t-shirts
- Shoes must provide safe, secure footing for the job responsibilities of the position, and offer protection against hazards. No flip flops are permitted.
- Tank tops, tube or halter tops may not be worn under any circumstances.
- No undergarments or midriff may be seen or clothing that reveals too much skin or your underwear. Yoga pants, leggings or other tight fitting clothing must be covered through mid thigh
- Skirts and shorts need to be mid-thigh or longer.
- No torn, dirty or frayed clothing.
- No clothing with comments or pictures that are perceived to be obscene or offensive are allowed.
- No garments advertising or depicting drugs, alcohol or that have suggestive sayings or inappropriate verbiage may be worn under any circumstances.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste for the position held. Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance. Ball caps or hats may be worn to work and may be a requirement of some client teams.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- **SOH recommends that all jewelry be removed during work hours.** If an employee chooses to wear jewelry, the pieces should not be functionally restrictive, dangerous to job performance, or excessive. In the event that jewelry were to become damaged or broken, SOH assumes no fault or liability to the repair of the item in question.

Office attire is business casual. However, not all casual clothing is appropriate for the office. Take your day's schedule into account and dress appropriately. If you have a meeting scheduled, or if you are advised that others in the company will have visitors with whom you will come in contact, you will want to dress professionally. If you are mostly out of the office or working in the homes for the day, a more casual dress may be acceptable.

Return of Property

In the event of a change in position or end of employment with the agency, employees are responsible for the immediate return of any items issued to them by SOH or in their possession or control **by the last day of their employment**, including, but not limited to the following:

- client lists, documentation, confidential and HIPAA protected information
- credit cards
- equipment (phone, laptop, iPad, flash drives, automobiles)
- identification badges (employee badges)

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- keys (office, client, car, other)
- security passes (i.e., client specific passes to activities)
- written materials (i.e., token boards, clipboard of activities, PECs system, flash cards, behavior support plans, etc.)
- All client materials

Employees must complete an Equipment Checklist upon receipt of any item and must return all SOH property immediately upon request or upon termination of employment, updating the initial checklist with an intake or return date. Checklists will be kept on file with the HR Department in that employees personnel file and can be viewed within 24 hours of any written request.

Where permitted by applicable laws, SOH may withhold from the employee's check or final paycheck the cost of any items that are not returned and or damaged when required. An employee's final paycheck will be issued in a once all required items have been received and verified by their supervisor. SOH may also take all action deemed appropriate to recover or protect its property.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with SOH. SOH requests at least 4 weeks' (30 days') notice.

An inadequate notice period of an intent to resign from one position to another within the agency, (i.e. from full time to variable hour or part time position) will disqualify that employee from continued employment.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

Employees whom had left in good standing will be eligible for re-hire after 90 days from their date of resignation.

Drug Testing

SOH is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, employees may be asked to provide body substance samples (such as urine, blood or hair) to determine the illicit or illegal use of drugs and alcohol.

Any employee that is believed to be under the influence of drugs or alcohol will be removed from their current or assigned shift and asked to submit to a drug test at a designated facility within 24 hours of the reported observation. Refusal or inability to submit to drug testing or a positive test may result in disciplinary action, up to and including termination of employment.

Discriminatory Discipline

This policy states SOH's position on administering equitable and consistent discipline for unsatisfactory workplace conduct. The best disciplinary measure is one that does not have to be enforced and comes from good leadership, fair supervision, mutual respect, and professionalism at all employment levels.

SOH's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with SOH is based on mutual consent and both the employee and SOH have the right to terminate employment at will, with or without cause or advance notice, SOH may use discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, action plan/suspension with/without pay and remediation (retraining on specific policies, procedures and certifications without pay), or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to an action plan or suspension; and, still another offense may then lead to termination of employment.

SOH recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual disciplinary steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses but may be examples of unsatisfactory conduct that will trigger discipline.

State-mandated training and certifications that are allowed to expire will result in an immediate suspension for up to 30 days pending the completion of the position's necessary requirements. If the requirements are not rectified after 30 days, the employee will be terminated.

By using discretionary discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and SOH.

Workplace Etiquette

SOH strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. SOH encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the admin or the Director if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Replace paper in the copy machine and printer paper trays when they are empty.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Refrain from discussing clients in public areas and around non-team members.
- Avoid discussions of your personal life/issues in public conversations.
- Monitor the volume when listening to music, voice mail, or a speaker phone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers, dirty dishes or trash in common areas.

Client Confidentiality Policy (HIPAA)

All clients' records and communications about clients are to be kept confidential. This means that you cannot reveal any information about a client (including the fact that the person is a client of this agency) unless the law says that you may.

Sharing information regarding a client is strictly prohibited except on a need-to-know basis. This means that you cannot tell anyone (even a co-worker) about a client's condition (physical or mental health) unless a co-worker needs to know. A person

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working with and caring for a client “needs to know” specific information about that client that pertains to the care he/she is required to give. A client’s information should be shared in a confidential manner so that others cannot hear it.

Client information kept on hard copy or stored on a computer must not be viewed or accessed by persons not related to the individual’s care. You may share medical information to medical personnel in an emergency. The only information that may be released is the minimum necessary related to the individual’s treatment.

Clients may give consent for release of any health information. They must be given written explanation of, to whom, and for what purposes the information may be released.

If a client feels that his/her rights to confidentiality have been violated, he/she should follow the grievance procedures outlined in section.

Violation of this policy by an employee will lead to disciplinary action up to and including termination. Violation of said policy can also result in civil and criminal penalties for improper disclosure, as outlined in HIPAA.

Communication Expectations

SOH creates an environment in which all employees are expected to be timely and professional when communicating or seeking a response to a question or query.

All individuals in the agency should follow the following communication expectations to ensure that accepted forms of communication are followed and that response times are honored according to the method of communication.

While at work or billing time for the agency, all employees should follow these guidelines:

**MEDICAL EMERGENCY: CALL 911 FIRST,
THEN SUPERVISOR.**

Call your Director and leave a detailed message along with the number where you can be reached when:

- You witness or suspect abuse/neglect
- Non-medical emergencies
- A client is ill
- A client is missing
- Staff injury (workers compensation)

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- Situations when staff/client are feeling threatened or unsafe
Message your supervisor or Director in Slack when:
- You have questions or concerns about your shift
- Items not completed or completed incorrectly by the shift you are relieving
- Not having supplies needed to complete your job, etc.

Call Paul:

- When you are calling off
- You are not properly relieved on time (relieving staff is not there within 15 minutes of start time).

The employee must make contact with the appropriate department within one hour of the start of the shift to inform them of any issues found so they can work on how to resolve them.

Any calls received during work hours should be returned within 20 minutes. If an employee does not receive a return call within 20 minutes they should contact that person's supervisor for assistance as they could be working with another staff member/client. Staff may use text messages or Slack with supervisors but must ensure the information has been received by their supervisor.

Send a Slack message to the appropriate person when you have:

- You have paycheck concerns
- Personnel types of concerns
- Guardian/case manager concerns that are not emergencies
- Something that the supervisor needs to respond to or be made aware.
- Supplies are needed but are not necessary to complete your job
- groceries (unless needed during that shift)
- laundry
- CentralReach issues and concerns
- General information that does not require immediate attention by the supervisor

Non-emergency phone calls can be placed to your supervisor during office business hours.

Email communication/Slack messages can be done at any time to your supervisor however phone calls are to be made to your supervisor as outlined above.

Emails, messages or phone calls must be returned as soon as possible.

Behavior Analyst are not required to ever be on call or return calls during non –business hours (unless there would be a dire emergency involving behavior-specific events). If a Behavior Analyst chooses to return a call during non-business hours, it is at their own discretion. They are required to return all

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calls/communication within 24 business hours of receipt. (i.e., non-emergency communication on the weekend would be required to be returned on Monday)

RBTs are not considered on call positions and are thereby required to return calls and emails received during non-work hours during their next scheduled shift. In rare instances, there may be situations in which a supervisor will need a response during a non-work day. In those cases, conversations and questions will be limited as much as possible to allow for a mostly uninterrupted day off.

A failure to respond to an email, text or Slack message, or phone call within a reasonable time period (by the end of the next business day) for supervisors, by the next work day for hourly employees) will be subject to disciplinary action up to and including termination.

Financial Responsibility

Any employee who is given access to the company's financial information or credit card may only use it as permitted. Any other use will result in termination of employment and/or applicable legal action.

Employee use of their own money for purchases for a client are strictly prohibited. While we recognize that an employee may want to gift or provide a certain item to a client, we prohibit these practices for several reasons:

- It may set up an unrealistic expectation by the client that all staff will do this
- could be seen as an attempt to gain favor or bribe the client
- client families have their own funds and finances which are to be used for things the client needs
- it is not the staff's responsibility to provide monetary support to the client

Any monetary charges from property damages that may occur during the support of a client during which it was found that the employee was not implementing the correct plan of support will be passed on to the employee.

Section 8: Miscellaneous Policies

Pets in the Workplace

SOH recognizes the benefits of a dog-friendly work environment and has chosen to allow employees to bring their dogs to work on a limited basis as long as the dogs can display good canine citizen skills. The guidelines in this policy must be strictly followed, in order to make the experience a safe and enjoyable one for all concerned. Any violations of these guidelines by an employee or the employee's dog may result in immediate revocation of that employee's dogs in the workplace privileges.

Employees first need to request and receive permission from Director to bring a dog to work. Managers need to consider the employee's ability to get his or her work done without being unduly distracted by the pet's needs. Managers also need to consider the effect dogs may have on other employees, both within the department and the immediate work area. Employees take precedence over dogs. Any employee with allergies, fear of dogs, a history of aggression to people or animals, or other legitimate concerns has the right to request that dogs in their area be confined to an office or left at home. The same tolerance expected for dog acceptance should be acknowledged for dog concerns.

Dogs allowed in the workplace must be (unless authorized by the Executive Director) to be: at least four months old, spayed or neutered, licensed with the appropriate animal control authority, fully inoculated, non-aggressive, clean and well-groomed, and completely free of fleas. Most importantly, dogs must be house trained. If a dog has an indoor accident with house training, the dog's workplace privileges will be revoked until it can be shown that the dog has successfully completed a house training program. Any dog with a history of aggression towards people or other animals shall not be permitted under any circumstances.

Dogs should be relieved outdoors in an out-of-the-way spot some distance from the parking lot and work building, not in grassy areas where people might choose to sit. All waste should be picked up immediately and disposed of in an appropriate receptacle. Dog owners are expected to carry a cleanup kit at all times.

Dogs in the workplace should be appropriately socialized and friendly toward people and other dogs. Any sign or incident of aggression will result in immediate withdrawal of privileges for that dog. Barking dogs will also not be tolerated. Dogs should respond consistently and quickly to basic commands like come, sit, stay, and down.

Dogs are to be kept in the employees' immediate work area such as their office, cubicle, or designated workspace. When in common areas of the workplace or parking lot, dogs must be kept under control by means of a leash. If an employee must leave their dog for any reason, they must either assign a willing co-worker to be responsible for the dog in their absence or crate the dog.

Dogs are not allowed in the:

- Client based function rooms while clients or activities are present
- Lobby or reception area
- Visitors' waiting area
- Client homes

Dog owners assume complete liability for their pets. Bringing dogs to work is a privilege, not a right. While this policy applies specifically to dogs in the workplace, consideration will be given to requests from employees to bring other pets to work. Granting permission for other pets in the workplace is not guaranteed. Decisions will be based on individual circumstances and whether the presence of the pet would affect other employees and/or their dogs. The ability of the pet to adhere as much as possible to the guidelines outlined in this policy will also be a determining factor.

Rights of Individuals (Abuse/Neglect)

SOH strictly prohibits abuse or neglect or any form of inappropriate treatment of clients or their families.

Neglect: failure of an employee to provide reasonable or necessary services to maintain the physical and mental health of any individual when that failure presents either imminent danger to the health, safety or welfare of an individual, or a substantial probability that death or physical injury would result.

- This would include, but is not limited to, failure to provide adequate supervision during an event in which one individual causes serious injury to another.
- **Physical Abuse:**
 - An employee purposefully beating, striking, wounding or injuring any individual;
 - In any manner whatsoever, an employee mistreating or maltreating an individual in a brutal or inhumane manner;
 - or
 - Any attempts or actual restraining of movement of any individual.
- **Sexual Abuse:** any touching, directly or through clothing, of an individual by an employee for sexual purpose or in a sexual manner. This includes but is not limited to:
 - Kissing;
 - Touching the genitals, buttocks or breasts;
 - Causing an individual to touch the employee for sexual purposes;
 - Promoting or observing for sexual purpose any activity or performance involving individuals including any play, motion picture, photography, dance, or other visual or

written representation;

- **Verbal Abuse:** An employee making a threat of physical violence to an individual, when such threats are made directly to an individual or about an individual in the presence of a consumer.
- Failure of any SOH employee to report abuse/neglect incidents will result in immediate termination.
- An internal investigation will begin immediately by the supervisor or the designee. The investigation includes notifying DMH, DSS, and guardians, as appropriate. The alleged victim will be assessed internally by qualified professional personnel within 24 hours. The alleged abuser will be placed on unpaid, administrative leave pending the outcome of the investigation.
- The police will be notified, if appropriate. SOH will cooperate fully with any investigation conducted by law enforcement or other regulatory agency.
- If the Executive Director determines that an employee abused and/or neglected an individual, disciplinary action up to and including termination of employment will result.
- All SOH employees are mandated reporters of abuse and neglect. This means they must report all suspicions and actual incidents of abuse and neglect of individuals supported. Failure to do so will result in further disciplinary action, up to and including termination.
- The department director will report all incidents to the Family Service Division of DCH.
- SOH prohibits retaliation against any employee, volunteer or client who reports a good faith complaint of abuse/neglect or who participates in any related investigation. SOH prohibits making false and/or malicious abuse and neglect allegations, as well as deliberately false information during an investigation. Anyone who violates this rule is subject to disciplinary action up to and including termination.

Supporting Individuals Served

All clients are to be treated with kindness and respect. They shall never be restricted from free movement. **Physical restraint in any form is strictly prohibited.**

Assent

Assent must be gained before placing any demands during the session.

Assent is a learner's agreement to participate in treatment. The learner clearly indicates assent (permission) to engage in treatment by saying "I am ready" or another similar phrase. You can simply ask a learner if he/she wants to participate. Non-verbal learners may use a gesture, PECs or other communicative method to indicate his/her readiness.

Another way to obtain assent is to give choice in method of intervention. This establishes a history of the learner communicating they are ready to work and demonstrating ownership over features of their treatment. This skill is critical for the learner as a foundational self-advocacy skill. It is the basis of all future self-advocacy and management of care.

Assent Withdrawal

Assent withdrawal establishes basic self-advocacy skills, self-determination, ensures that the learner gives consent to participate in instruction and establishes a class of replacement behaviors for work avoidance (escape-maintained) behavior. If a learner withdraws assent, it is imperative to evaluate the activity or intervention and make changes that will increase the likelihood of assent. Changing the activity, the timing of the intervention or activity, or the mode may increase likelihood of assent.

Detecting and Preventing Insurance Fraud

Spectrum of Hope prohibits Insurance waste, abuse, and fraudulent practices.

SOH shall adhere to federal and state laws which prohibit financial waste, abuse and fraud. The Medicaid fraud laws include the 2005 Deficit Reduction Act and False Claims Act (amended 1986).

- Any suspected Medicaid or other funding source waste, abuse, or fraud allegations is to be immediately reported to the Director.
- An internal investigation will be conducted immediately, with appropriate corrective actions and disciplinary actions taken as a result of the investigation findings.
- All documentation of the investigation will be maintained confidentially in the employee file.

SOH monitors documentation and has key mechanisms in order to detect and prevent funding source waste, abuse and fraud and improper payment. Any employee engaging in appropriate billing practices will be immediately terminated and reported to appropriate agencies.