



Employee Policy and Procedure Manual

Home of New Vision is a non-profit organization that provides gender specific programs and specialized services to empower, protect encourage and enrich the lives of women, their families and communities affected by the disease of addiction.

Home of New Vision is committed to promoting change and Awareness, reducing stigma and shame, by providing a better understanding of recovery

Welcome to the Home of New Vision

Dear Employee:

Revised July 2017

We're very happy to welcome you to Home of New Vision. Thank you for joining us! We want you to feel that your association with the Home of New Vision will be a mutually beneficial and pleasant one.

You have joined an organization that has established an outstanding reputation for quality services. Credit for this goes to everyone on our team. We hope you, too, will find satisfaction and take pride in your work here.

This Manual provides answers to most of the questions you may have about Home of New Vision's benefit programs, as well as the company policies and procedures we abide by -- our responsibilities to you and your responsibilities to Home of New Vision. If anything is unclear, please discuss the matter with your supervisor. You are responsible for reading and understanding this Employee Manual, and your performance evaluations will reflect your adherence to Home of New Vision policies. In addition to clarifying responsibilities, we hope this Employee Manual also gives you an indication of Home of New Vision's interest in the welfare of all who work here.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin boards, employee mail boxes and/or Home of New Vision newsletters.

Compensation and personal satisfaction gained from doing a job well done are only some of the reasons most people work. Most likely, many other factors count among your reasons for working -- pleasant relationships and working conditions, career development and promotion opportunities, and health benefits are just a few. Home of New Vision is committed to doing its part to assure you of a satisfying work experience.

Our agency philosophy is that chemical dependency is a treatable disease that can be interrupted at any point. We believe that substance abuse services are effective ways to intervene in the progression and development of chemical dependency.

I extend to you my personal best wishes for your success and happiness at Home of New Vision.

Sincerely,



Glynis Anderson, LMSW, ACSW
CEO/Founder, **Home of New Vision**

You're Part of the Team...

As a member of the Home of New Vision's team, you will be expected to contribute your talents and energies to improve the environment and quality of the agency, as well as the services provided here. In return, you will be given opportunities to grow and advance your career.

Home of New Vision is dedicated to two standards:

1. To provide our customers with the best practice available in the field of substance use disorder and mental health.
2. To provide you with wages and benefits comparable to others doing similar work within the industry and within the region.

The only things we require for employment, compensation, advancement, and benefits are performance and a good team attitude; however, all employment at Home of New Vision is "at will." This "at will" status remains in effect over the entire course of your employment at Home of New Vision. No one will be denied opportunities or benefits on the basis of age, sex, color, race, sexual orientation, creed, national origin, religious persuasion, marital status, political belief, sexual identity, veteran's status, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons. Home of New Vision makes reasonable accommodation for those with a disability.

You're Various Benefits with the Home of New Vision

You may not have thought about it, but the value of your benefits amounts to a considerable sum each year in addition to the wages or salary you earn.

These are just some of the benefits the Home of New Vision provides for eligible employees each year:

- Annual Party or Outing
- Funeral (Bereavement) Leave
- Social Security
- Unemployment Compensation Insurance
- Workers' Compensation Insurance
- Health and Dental Insurance
- Vision and life insurance
- Liability Insurance
- Personal Time off
- Vacation pay

That's a lot to think about!

Purpose of this Manual

This manual has been prepared to inform you about Home of New Vision's history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee and the conduct expected from you.

No employee manual can answer every question, nor would we want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this Manual will help you feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions. Your supervisor will gladly answer them. We believe you will enjoy your work and your fellow employees here. We also believe you will find Home of New Vision a good place to work.

Home of New Vision's policies and benefits, as explained in this Manual, may be changed from time to time as business, employment legislation, and economic conditions dictate. When changes are made you will be notified via company email. Current editions will be available on the company web site and policy and procedure book. You can request a copy by emailing "admin@homeofnewvisin.org.

Notice

The policies in this Manual are to be considered as guidelines. Home of New Vision, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Manual at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked (except as required by benefits program requirements). No one other than the CEO may alter or modify any of the policies in this Manual. No statement or promise by a supervisor, or department head may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in the Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only the subject provision.

This manual replaces (supersedes) all other previous manuals for the Home of New Vision as of [7/17/17].

Receipt & Acknowledgement of the Home of New Vision Employee Manual

This Employee Manual is an important document intended to help you become acquainted with Home of New Vision. This Manual will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention. Home of New Vision reserves the right to make individualized assessments of employee conduct, work performance and ethics. Home of New Vision reserves the right to utilize the “at will” employer status and to supersede, alter, replace or modify any and all policies in individual circumstances.

You will be asked to sign an agreement that indicates your receipt and acknowledgement of Home of New Vision Employee Manual.

- I have received and read a copy of Home of New Vision Employee Manual. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Home of New Vision at any time. I understand that this manual replaces (supersedes) all other previous manuals for Home of New Vision as of 7/17/17.
- I further understand that my employment is terminable at will, either by myself or Home of New Vision, regardless of the length of my employment or the granting of benefits of any kind. Completion of a probationary period has no impact on this “at will” status.
- I understand that no contract of employment other than “at will” has been expressed or implied, and that no circumstances arising out of my employment will alter my “at will” employment and relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the CEO of Home of New Vision.
- I am aware that during the course of my employment confidential information will be made available to me, i.e., marketing strategies, client names, policies, etc. and other related information. I understand that this information is critical to the success of Home of New Vision and must not be given out or used outside of premises or with non- Home of New Vision employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.
- I understand that, should the content be changed in any way, Home of New Vision may require an additional signature from me to indicate that I’m aware of and understand any new policies. I understand that, should the content be changed in any way, Home of New Vision will notify me via email.
- I understand that my signature below indicates that I have read and understand the above statements and have received information on how to access the Home of New Vision Employee Manual.

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An Overview of Home of New Vision

About Home of New Vision

What You Can Expect from Home of New Vision

What Home of New Vision Expects from You

About Home of New Vision

Home of New Vision is a non-profit organization that has provided innovative transitional housing, rehabilitation, and therapeutic services for individuals committed to ongoing recovery from substance use and mental health in Washtenaw County, Michigan since 1996. Our Recovery Residence and therapeutic services are open to any person who has a desire to live a life free from the bondage of alcohol and drug addiction.

At the Home of New Vision, we believe in using the Recovery Oriented Systems of Care (ROSC) approach coupled with relational and empowerment models in our therapeutic services for substance use disorders. These models acknowledge that community and peer connections are fundamental to the growth, recovery, and healing of addiction. At the Home of New Vision, we encourage the development of mutually supportive and empathetic bonds with others and the community system. We have found that this assists in developing a healthier definition of self, autonomy and competency.

At the Home of New Vision, we recognize that individuals with substance use disorders, are not only faced with the difficulties of recovering from addiction, but that they must also contend with systemic biases, and oppression related to gender, ethnicity, economic status, sexual orientation, marital, and parental status. The ROSC approach not only addresses the importance of community connections and peers; it also identifies the importance of systems as it relates to recovery and the stigmatization of addiction. Over the years, we have found that when these issues are addressed, there is a correlation with higher self-esteem and self-sufficiency.

What You Can Expect from Home of New Vision

Home of New Vision's established employee relations policy is to:

1. Select people on the basis of skill, training, ability, attitude and character without discrimination with regard to age, sex, color, race, creed, sexual orientation, national origin, religious persuasion, marital status, veteran's status, gender identity, political belief or disability that does not prohibit performance of essential job functions. Home of New Vision makes reasonable accommodations for people with documented disability.
2. Pay all employees according to their effort and contribution to the success of our organization.

3. Review wages, employee benefits and working conditions constantly with the objective of providing maximum benefits in these areas, consistent with sound business practices.
4. Provide paid time off and holidays to all eligible employees.
5. Provide or make available medical and other benefits to employees.
6. Develop competent professionals who understand and meet our objectives and who accept with open minds the ideas, suggestions and constructive feedback of fellow employees for professional growth.
7. Assure employees, after talking with their supervisor, an opportunity to discuss any unresolved problems with the CEO of Home of New Vision.
8. Make prompt and fair adjustment of valid complaints which may arise in the everyday conduct of daily operations to the extent that is practical.
9. Respect individual rights and treat all employees with courtesy and consideration.
10. Maintain mutual respect in our working relationships.
11. Provide buildings and offices that are attractive, comfortable, orderly and safe.
12. Promote employees on the basis of their ability, merit and available funding.
13. Make promotions or fill vacancies from within Home of New Vision whenever possible.
14. Keep all employees informed of the progress of Home of New Vision as well as the company's overall goals and objectives.
15. Do all these things in a spirit of friendliness and cooperation so that Home of New Vision will continue to be known as "a great place to work!"

What the Home of New Vision Expects from You

Your first responsibility is to know your own duties and how to implement them promptly, correctly and pleasantly. Next, you are expected to cooperate with administration and your fellow employees and maintain a good team attitude. How you interact with fellow team members and those whom Home of New Vision serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by Home of New Vision. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The result will be better performance for the company overall, and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This Manual offers insight on how you can positively perform to the best of your ability to meet and exceed Home of New Vision expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to the executive team. We are dedicated to making Home of New Vision a company where you can approach your supervisor, or any member of the executive team, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Home of New Vision. (Please take a look at the section describing the submission of suggestions.) We're all human, so please communicate with each other and with the executive team.

Home of New Vision has extensive policies and procedures intended to guide the provision of services. As an employee, you are expected to familiarize yourself with these policies and procedures as they relate to your employment responsibilities. Additional information can be found in the Home of New Vision Policy and Procedure Manual. Employees are expected to abide by the policies and procedures put forth in this manual and to periodically review them.

Remember, you help create the healthful, pleasant and safe working conditions that the Home of New Vision intends for you. Your dignity and that of fellow employees as well as that of our consumers is important.

Home of New Vision needs your help in making each working day enjoyable and rewarding.

1. Employment

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Personnel Administration

The task of handling personnel records and related personnel administration functions at Home of New Vision has been assigned to: The Director of Operations. Questions regarding insurance, wages and interpretation of policies may be directed to the Operations Director. Questions regarding Programming and/or daily operations should be directed to your supervisor.

Personnel File

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions, benefits and other matters. If you have a change in any of the following items, please be sure to notify the Human Resource Director as soon as possible.

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Driving record or status of driver's license if you operate any of Home of New Vision's vehicles
7. W-4 tax form

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8. Professional license
9. Legal Status

Coverage or benefits that you may receive under Home of New Vision's benefits package could be negatively affected if the information in your personnel file is incorrect.

All employees are required to submit, annually in January, updated records that include:

- Copy of current driver license or ID
- Copy of current professional license if required for performance of your job functions
- Update emergency contact information
- Current driving record
- Competency testing in patient rights and health and safety
- Any continuing education or other information that you would like included in your file.

Since Home of New Vision refers to your personnel file when we need to make decisions in connection with promotions, transfers, layoffs and recalls, it's to your benefit to be sure your personnel file includes information about completion of education or training courses, outside civic activities, and areas of interest and skills that may not be part of your current position here.

You may see information which is kept in your own personnel file if you wish, and you may request and receive copies of all documents.

Employment Classifications

Full-Time Employees

At the time you are hired, you are classified as full-time, or part time. Overtime must be pre-authorized by your supervisor. Unless otherwise specified, the benefits described in this Manual apply only to full-time employees. All other policies described in this Manual and communicated by Home of New Vision apply to all employees, with the exception of certain wage, salary and time off limitations applying only to part time (see the definition that follows) employees. If you are unsure of which job classification your position fits into, please ask your supervisor.

An employee who has successfully completed the Introductory Period (see the Employment Policies section for definition) of employment and who works at least thirty (30) hours per week is considered a full-time employee.

Part-Time Employees

An employee who works less than a thirty (30) hour work week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for the

majority of the benefits described in this Manual, except as granted on occasion, those which are noted to include or be a benefit for part time employees or to the extent required by provision of state and federal laws.

Temporary Employees

From time to time, Home of New Vision may hire employees for specific periods of time or for the completion of a specific project. An employee hired under these conditions will be considered a temporary employee. The job assignment, work schedule and duration of the position will be determined on an individual basis.

Normally, a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement and/or funding contract.

If you are a temporary employee, please understand that you are not eligible for benefits described in this Manual, except as granted on occasion, or to the extent required by provision of state and federal laws. Those temporary employees classified as “non-exempt” (see the definition that follows) who work more than eight (8) hours in one day or more than forty (40) hours during any work week will receive overtime pay.

“Non-Exempt” and “Exempt” Employees”

At the time you are hired, all employees are classified as either “exempt” or “non-exempt”. This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of hours (40) per work week. These employees are referred to as “nonexempt” in this Manual. This means that they are not exempt from (and therefore should receive) overtime pay.

Note: See “Wage & Salary Policies” in the “Compensation & Performance” section of this Manual for a full description of overtime policies.

Exempt employees are supervisors, executives, professional staff, technical staff, outside sales representatives, officers, directors, and others whose duties and responsibilities allow them to be “exempt” from overtime pay provisions as provided by the Federal Fair Law Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

Employment Policies

Whether you are a new hire or a former employee returning to Home of New Vision, you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow employees, especially your supervisor, want to help you get off to a good start. Feel free to ask them for help concerning anything you don't understand.

One of the first things you should do is carefully read this Manual. It is designed to answer many of your questions about the practices and policies of Home of New Vision, what you can expect from Home of New Vision and what Home of New Vision expects from you.

Anniversary Date

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Manual.

At Will Employment

All employment and compensation with Home of New Vision is "at will" which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either Home of New Vision or yourself, except as otherwise provided by law. This at "at will" employment extends for the entire length of your employment with Home of New Vision and does not end at the close of your introductory period.

Bonding Requirement

Under certain circumstances, Home of New Vision may require that you be bonded. It is your responsibility to assure that you are bondable. Should you fail to maintain these qualifications, you will be subject to transfer to another position, if available, or be subject to dismissal.

Business Hours

Our Administrative business hours are (9 A.M.) to (5 P.M.), Monday through Friday. Programming at Home of New Vision requires scheduled evening and week-end hours.

Your particular hours of work will be determined and assigned by your supervisor. Most employees are assigned to work a forty (40) hour work week. You are required to take a 1/2 hour paid lunch daily; please understand that you may not "work through lunch" in order to arrive late or to leave early or to work extra time.

Confidential Information

Our consumers and contractors entrust Home of New Vision with important information relating to their businesses. The nature of this relationship requires maintenance of confidentiality. In

safeguarding the information received, Home of New Vision earns the respect and further trust of our customers and others.

Your employment with Home of New Vision assumes an obligation to maintain confidentiality, even after you leave our employ.

Any violation of confidentiality seriously injures Home of New Vision's reputation and effectiveness. Additionally, Federal Law requires that you maintain confidentiality and you could be personally subject to sanctions and fines if you do not follow confidentiality laws. As part of your on boarding, you are given a booklet that describes confidentiality. You are also required to read the training manual and take a test that assures that you understand the requirements. Therefore, please do not discuss Home of New Vision's business with anyone who does not work for us, and never discuss business transactions with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If you hear, see or become aware of anyone else breaking this trust, consider what they might do with information they get from you.

If you are questioned by someone outside the agency or your department and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer. Instead, as politely as possible, refer the request to your supervisor or to the CEO.

No one is permitted to remove or make copies of any of Home of New Vision records, reports or documents without prior management approval.

Because of its seriousness, disclosure of confidential information could lead to dismissal.

Customer Relations

The success of Home of New Vision depends upon the quality of the relationships between Home of New Vision, our employees, our consumers, our contractors and the general public. Our consumers' impression of Home of New Vision and their interest and willingness to receive services from us is greatly formed by the people who serve them. In a sense, regardless of your position, you are Home of New Vision's ambassador. The more goodwill you promote, the more our consumers will respect and appreciate you, Home of New Vision and Home of New Vision's services.

Here are several things you can do to help give the outside public a good impression of Home of New Vision:

1. Act competently and deal with everyone in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.

3. Follow up on direction given by your supervisor and questions promptly, provide businesslike replies to inquiries and requests and perform all duties in an orderly manner.
4. Maintain appropriate relationships and interactions with clients and others, as outlined in the Home of New Vision Code of Ethics.
5. Take great pride in your work and enjoy doing your best.

The more goodwill you promote to create a welcoming environment, the more our consumers will respect and appreciate you, the Home of New Vision and Home of New Vision's services.

Driver's License & Driving Record

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license and a driving record acceptable to our insurer. You will be asked to submit a copy of your driving record to Home of New Vision from time to time and this may include yearly requests for the information. Any changes in your driving record must be reported to the Human Resources representative immediately. Failure to do so may result in disciplinary action, including possible dismissal.

If you use your own car in the performance of your job duties, you must maintain adequate insurance coverage.

Please note that Home of New Vision cannot/will not pay for any traffic or parking violations you incur in the course of driving an HNV vehicle or your own. It is expected that if you receive such a violation that you will pay the fine promptly. Failure to pay a moving violation or parking ticket incurred driving a Home of New Vision vehicle may result in dismissal from employment.

Note: See "Traffic Violations" and "Use of Company Vehicle" in the "Other Policies" section of this Manual for further information.

Equal Employment Opportunity

Home of New Vision will provide equal employment opportunity without regard to age, sex, color, race, sexual orientation, creed, national origin, religious persuasion, marital status, veteran's status, political belief, gender identity, or disability that does not prohibit performance of essential job functions. Home of New Vision will make reasonable accommodations for people with disabilities. The policy applies to all areas of employment, including recruitment, assignment of work, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs and all other conditions and privileges of employment in accordance with all applicable federal, state and local laws.

It is the policy of Home of New Vision to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). Home of New Vision will not discriminate against any qualified employee or job applicant with respect to any terms, privileges or conditions of employment because of a person's physical or mental disability. Home of New Vision also will make reasonable accommodations wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that Home of New Vision's equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employees, including supervisors, involved in discriminatory practices will be subject to dismissal.

Note: Throughout this Employee Manual, masculine pronouns such as he, his or him shall be construed so as to include both sexes.

DISABILITY POLICY

Under Michigan law, any Employee may not be discriminated against in employment because of a disability, as long as the disability can be reasonably accommodated to enable the Employee to perform the job. Disabled Employees who feel that accommodation is necessary to perform their job must notify (Executive Director) in writing of the need for accommodations with 182 days after the date the Employee knows, or reasonably should know, that an accommodation is needed. If a screening test is used for clerical or manual positions, reasonable accommodations in testing will be made for disabled applicants who could otherwise perform the essential job functions.

AFFIRMATIVE ACTION

Home of New Vision seeks to affirmatively diversify its staff as it relates to the number of and positions of minority groups, women, and individuals with handicaps or disabilities, disabled veterans, and others on the staff. However, Home of New Vision will not discriminate against employees or applicants for employment based on race, color, national origin, ancestry, sex, marital status, height, weight, religion, sexual orientation, gender identification, age, veteran status, disability or handicap when seeking to obtain its diversity goal.

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Former Employees

Depending on the circumstances, Home of New Vision may consider a former employee for reemployment. Such applicants are subject to Home of New Vision's usual pre-employment procedures. To be considered, an applicant must have been in good standing at the time of their previous termination of employment with Home of New Vision and must have provided at least two weeks advance notice of their intention to terminate their employment with Home of New Vision.

Reinstatement of Benefits (Bridging)

Regardless of the length of your previous employment and length of time since you terminated your employment with Home of New Vision, your benefits shall accrue as if you were a new/first time Home of New Vision employee.

Harassment Policy

Home of New Vision intends to provide a work environment that is pleasant, healthful, comfortable and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort, verbal, physical, or visual will not be tolerated.

What is Harassment?

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact or violence. Harassment is not necessarily sexual in nature.

Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors, or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

Responsibility

All Home of New Vision employees, and particularly supervisors, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or any administrative representative with whom they feel comfortable. When administration becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the agency to do so.

Reporting

Any incidents of harassment must be immediately reported to a supervisor or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action or possible discharge.

Home of New Vision will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Home of New Vision accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. Home of New Vision will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

Health Examination

Home of New Vision reserves the right to require an employee to participate in a health examination, which may include drug testing, to determine the employee's fitness to perform his/her essential job functions. All such health exams shall be paid for by the agency.

Personnel Background Checks

Home of New Vision has a policy regarding background checks of all personnel. It is the policy for Home of New Vision's staff to have a background check before employment. Home of New Vision reserves the right to periodically repeat background checks without notice. Potential employees are asked to read and sign the background check consent form that allows for background checks. The usual source for background checks is the Michigan State Police Department ICHAT system, but other background check mechanisms may also be used. Background checks are for the purposes of discovering any offences against children or other types of offences that are/were not disclosed during the normal hiring procedure. It is the policy of Home of New Vision to review potential staff on a case-by-case basis. Potential staff with a past criminal record of offenses against children will not be hired. Home of New Vision is sensitive to the needs of recovering people and as such understands that people in recovery may have a history of past criminal offences. Properly disclosed and appropriately dealt with criminal offences would not necessarily mean that a person would not be eligible for hire at Home of New Vision. Potential staff that disclose past criminal history and who can demonstrate strong recovery and ethics will be considered for hire at Home of New Vision on a case by case basis. Failure to disclose past offences may result in an offer of employment being rescinded, not offered or in a termination of employment.

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How You Were Selected

We carefully select our employees through written application, personal interview and reference checks. After all available information was carefully considered and evaluated; you were selected to become a member of our team.

This careful selection process helps Home of New Vision to find and employ people who are concerned with their own personal success and the success of Home of New Vision; people who want to do a job well and who can carry on their work with skill and ability; and people who are comfortable with Home of New Vision and who can work well with our team.

Introductory Period

Your first ninety (90) days of employment as Home of New Vision are considered an Introductory Period. During the Introductory Period you will not accrue benefits described in the Manual unless otherwise required by law or as is required by insurance plans. You also will not receive holiday paid time off during this periods and holidays will be unpaid time off. This Introductory Period will be a time for getting to know your fellow employees, your supervisor and the tasks involved in your job description, as well as becoming familiar with Home of New Vision's services. Your supervisor will work closely with you to help you understand the needs and processes of your job.

This Introductory Period is a try-out time for both you, as an employee, and Home of New Vision, as an employer. During this Introductory Period, Home of New Vision will evaluate your suitability for employment, and you can evaluate Home of New Vision as well. At any time during the first (90) days, you may resign without any detriment to your record. If, during this period, your work habits, attitude, attendance or performance do not meet HNV standards, we may release you. If you take approved time off in excess of five (5) workdays during the Introductory Period, the Introductory Period may be extended by that length of time.

At the end of the Introductory Period, your supervisor will discuss your job performance with you. This review will be much the same as the normal job performance review that is held for regular full-time or part-time employees on an annual basis. During the course of the discussion, you are encouraged to give your comments and ideas as well.

Please understand that completion of the Introductory Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause". Home of New Vision's relationship with you remains "at will" throughout your employment.

A former employee who has been rehired after a separation from Home of New Vision will also be subject to an introductory period during their first 90 days following rehire.

Job Descriptions

We maintain a job description for each position in Home of New Vision. When your duties and responsibilities are changed, your job description will be updated. If you wish to see your job description, please ask your supervisor.

Knowledge of Home of New Vision

After having learned to competently perform your own duties, your next step is to familiarize yourself with other Home of New Vision activities and programs. This can prove valuable to you, our consumers and Home of New Vision as well. Home of New Vision may provide additional “cross-training”.

Knowledge of the services of Home of New Vision will help you avoid the “I don’t know” syndrome. Our consumers’ confidence in you increases as you are able to answer their basic questions. However, please don’t pretend you know the answer or try to guess the answer when you are uncertain. If you are unsure of the correct information, the appropriated professional response is to refer the inquiry to your supervisor, or to a person more qualified to respond.

Non-Compete Agreement

Certain new employees, such as outside provider, person working for another agency and others, may be required to sign a Non-Compete Agreement prepared by our administration staff or Home of New Vision’s acting attorney as a condition of employment.

Outside Employment

What you do on your free time is your own business. However, if you are employed by Home of New Vision in a full-time position, Home of New Vision will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at Home of New Vision.

If you are thinking of taking on a second job, it would be wise to notify your supervisor immediately. He or she will thoroughly discuss this opportunity with you to make sure that it will not interfere with your job at Home of New Vision nor pose a conflict of interest.

Proof of U.S. Citizenship and/or Right to Work

Federal regulations require that 1) before becoming employed, all applicants must complete and sign a Federal Form I-9, Employment Eligibility Verification Form; and 2) all applicants who are hired need to present documents of identity and eligibility to work in the U.S. These documents must be completed and proof of identity submitted on the first day of employment, or you will not be able to start working.

Relatives

If you and members of your immediate family are employed by Home of New Vision, one may not supervise the other nor may they work in the same department. If the employees are unable to develop a workable solution, the CEO of Home of New Vision will decide which employee may be transferred in such situations.

Should two present employees that work together or supervise each other enter into a personal, non-work related relationship, one or both employees may be transferred.

Hiring and Supervising Family Members

Goals of this policy

- Recruit and retain qualified and effective employees with existing resources
- Ensure equitable and cordial work environment
- Prevent appearance and/or actuality of any preferential or favored treatment
- To avoid conflict of interest situations, both for employee and employer
- Maintain ethics of and responsibility for public funds

As part of its responsibility for stewardship of public monies, Home of New Vision desires to avoid the appearance of favoritism that may result from employment relationships with relatives, and to minimize the potential for disruption or limitations in the workplace that may result from employment relationships with relatives.

Therefore, Home of New Vision policy is:

1. No employee may have direct or indirect supervision of the progress, performance, pay or welfare of a relative, and together they may not be the only employees involved with matters of financial controls and physical inventories of company properties, without the explicit approval and knowledge of the Board of Directors.
2. Everyone should apply and be hired through standard channels as defined in the Personnel Policies. An employee may not have any involvement in the hiring or selection process for a relative.
3. No employee or board member may do any of the following:
 - a) Hire, change job descriptions or promote an employee when doing so would place him/her under the supervision of a relative
 - b) Hire a relative or cause a relative to be hired
 - c) Participate in the process of hiring or reassigning a relative
 - d) Hear or investigate a grievance or an appeal from a relative, or
 - e) Supervise a relative, directly or indirectly.

Definitions:

Relative, family members

For purpose of this policy, members of the same family include spouses, domestic partners, children, stepchildren, wards, grandchildren, parents, grandparents, siblings, in-laws, uncles, aunts, nieces, nephews and cousins. This policy concerns the relatives of both current employees and the Board of Directors.

Supervise, supervision, supervisor

An employment relationship in which:

- a. an employee's relative is in the employee's "chain of command" or in the direct line of managerial oversight, and
- b. governing board issues

Chain of command

A vertical employment relationship in which an employee is accountable to a direct supervisor and that supervisor is accountable to another supervisor and so on. Any person in this relationship is in the chain of command.

Security Checks

Home of New Vision may exercise its right to inspect all packages and parcels entering and leaving our premises.

We Need Your Ideas

Ask any of our employees who have worked with us for a long time and they will probably tell you of the many changes and improvements that have come about in their departments since they first joined us. We believe the person doing the job is in the best position to think of ways of doing it more efficiently and more effectively. If you think of a better way of doing your job or the job of a fellow employee, discuss it with your supervisor, who will welcome your suggestions and ideas.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively and harmoniously. Some people have problems with "rules" and "authority figures" and past experience may have justified these thoughts and feelings; however, at Home of New Vision, we hold ourselves to a high standard of quality where the rules and authority figures simply assure that quality is maintained.

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By accepting employment with us, you have a responsibility to Home of New Vision and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Disciplinary Actions

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of Home of New Vision. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see your supervisor for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any agency expectation listed on page 17; any deliberate action that is extreme in nature and is obviously detrimental to Home of New Vision's efforts to operate profitably.
- Willful violation of security or safety rules or failure to observe safety rules or Home of New Vision safety practices.
- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician which does not impair work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on any of the agency premises or when representing Home of New Vision; fighting or horseplay or provoking a fight on agency property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises -- at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers or visitors in any manner.
- Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents or vehicles from the premises

without prior permission from your supervisor and/or administrative staff; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.

- Dishonesty; willful falsification or misrepresentations on your application for employment or other work records; lying about PTO; falsifying reasons for a leave of absence or other data requested by Home of New Vision; alteration of agency records or other agency documents.
- Violating the non-disclosure agreement; giving confidential or proprietary Home of New Vision information to competitors or other organizations or to unauthorized Home of New Vision employees; working for a competing business while being a Home of New Vision employee; breach of confidentiality or personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on company property.
- Conducting a lottery or gambling on company property.
- Entering into a personal relationship with a current client or any person who has been a client in the past 2 years or whom you first met when they were receiving services at Home of New Vision. This includes romantic or sexual involvement, inappropriate friendships, participating in social activities, approaching clients or former clients for sexual, romantic or personal relationships or friendships; business relationships or transactions. This policy in effect at all times, on or off company premises. Failure to adhere to company code of ethics as it applies to personal relationships with clients AT ALL TIMES will result in termination from employment.
- Accepting or giving money to clients for the purpose of gaining favor or involvement in a business or personal transaction.
- Any violation of Recipient Rights, HIPPA or other federally protected rights of clients.

Occurrences of any of the following activities, as well as violations of any of the Home of New Vision rules or policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive and, notwithstanding this list, all employees remain employed “at will”. Home of New Vision reserves the right to terminate employment at any time and for any reason.

- Any act of harassment, sexual, racial or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Unsatisfactory or careless work; mistakes due to carelessness or failure to get necessary instructions
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before time specified for such purposes.

- Sleeping on the job; loitering or loafing during work hours.
- Excessive use of agency telephone for personal calls.
- Smoking in restricted areas or at non-designated times, as specified by department rules.
- Creating or contributing to unsanitary conditions.
- Posting, removing or altering notices on any bulletin board or agency property without permission of an officer of Home of New Vision.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Obscene or abusive language toward any supervisor, employee or consumer; indifference or rudeness towards a client or fellow employee; any disorderly/antagonistic conduct on company premises.
- Speeding or careless driving of company vehicles. Failure to pay parking or moving violations incurred in company vehicles.
- Failure to report accidental damage to an HNV vehicle or HNV property.
- Failure to immediately report damage to, or an accident involving company equipment.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at time or place that interferes with the work of another employee on company premises.
- Failure to maintain a neat and clean appearance in terms of the standards established by our supervisor; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Failure to report a previous or current relationship with a consumer that existed before the consumer entered services.
- Entering into a personal relationship with a client. This includes romantic or sexual involvement, inappropriate friendships, participating in social activities, approaching clients or former clients for sexual, romantic or personal relationships or friendships, business relationships or transactions.
- Use of illicit or licit substances, if employed in a position where your inclusion in the recovering community is part of your employment/job responsibilities.
- Any act or situation, on or off the premises, related to substance use that might result in a negative perception for Home of New Vision or which impairs your ability to provide ethical and professional services for clients.
- Being charged with a crime that renders you unable to perform your job functions, creates a negative impression about Home of New Vision, which is violent in nature or poses a threat to our clients or staff.

Discipline

The Discipline Policy applies to all regular employees who have completed the introductory period. Home of New Vision, in its sole discretion, may choose to use the disciplinary policy with employees in the introductory period.

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This policy pertains to matters of conduct as well as the employee's competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without the formal steps set forth in this policy.

Under normal circumstances, supervisors are expected to follow the three-step procedure outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure, (an example is breaking a client's confidentiality). Likewise, there may be times when the agency may decide to repeat a disciplinary step at our discretion.

To ensure that Home of New Vision business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations.

When a problem in these areas does arise, your supervisor will coach and counsel you in mutually developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident occurs requiring formal discipline, the following procedures occur:

Step One: Verbal Reminder

Your supervisor will meet with you to discuss the problem, making sure that you understand the nature of the violation and the expected remedy. The purpose of this conversation is to remind you of exactly what the rule or performance expectation is and to also remind you that it is your responsibility to meet that expectation.

You will be informed that the Verbal Reminder is the first step of the discipline procedure. Your supervisor will fully document the Verbal Reminder, which will remain in effect for three (3) months. After the 3 months, if the behavior has improved your supervisor reserves the right to remove the verbal warning documentation from your file. Multiple Verbal Reminders, even for separate issues, may result in disciplinary procedures moving forward.

Step Two: Written reminder

If your performance does not improve within the six (6) month period, or if you are again in violation of Home of New Vision practices, rules or standards of conduct, you will be given a written reminder. In this meeting the supervisor will discuss the problem with you, emphasizing the seriousness of the problem and the need for you to immediately remedy the problem.

Following the conversation, your supervisor will write a memo to you summarizing the discussion and expectations of you to remedy the problem. You are welcome to include your explanation on the written warning or in an attachment to it. The original memo will go to you and a copy will be routed to the Human Resources department. The Human Resources copy of the memo will be placed in your file. It is required that you sign that you have received the

Written Reminder. This does not mean that you agree, only that you have received it. Refusing to do so may result in termination of employment.

The Written Reminder will remain in effect for three (3) months. Multiple Written Reminders, even for separate issues, may result in disciplinary procedures moving forward.

Step Three: Decision Making Leave

If your performance does not improve within the three (3) month period following a Written Reminder or if you are again in violation of the Home of New Vision practices, rules or standards of conduct, **your employment may be terminated**. Home of New Vision reserves the right to place you on a Decision Making Leave. The unpaid Decision Making Leave will then be final step of the Home of New Vision's disciplinary system.

Decision Making Leave is a non-paid, 1-5 day disciplinary suspension. Employees on Decision Making Leave will spend the following 1-5 days away from work deciding whether to correct the immediate problem and conform to all of the company's practices, rules and standards of conduct, or to quit and terminate their employment with the Home of New Vision.

If your decision following the Decision Making Leave is to return to work and abide by the Home of New Vision practices, rules and standards of conduct, your supervisor will write a letter to you explaining your commitment and the consequences of failing to meet this commitment. You will be required to sign the letter to acknowledge receipt. A copy of the letter will be routed to senior managers in your chain of command. A copy will be placed in your personnel file.

You will be allowed to return to work with the understanding that if a positive change in behavior does not occur, or if another disciplinary problem occurs within the next three (3) months, you will be terminated.

If you are unwilling to make such a commitment, you may be terminated.

Sequence of Steps

Crisis Suspension

If you commit any of the actions listed below, or any other action not specified but similarly serious, you may be suspended without pay pending the investigation of the situation. Following the investigation you may be terminated without any previous disciplinary action having been taken.

1. Theft
2. Falsification of agency records
3. Failure to follow safety practices (including participation in evacuation drills)
4. Conflict of interest
5. Threat of, or the of doing bodily harm

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6. Willful or negligent destruction of property
7. Use and/or possession of illicit or licit intoxicants, drugs or narcotics on company property. Properly prescribed medications are exempt unless they impair work performance or safety. Medications should be kept in your car or locked in the employee prescription box. Medications with the potential for abuse by others, whenever possible, should not be brought to company property.
8. Neglect of duty
9. Sleeping on the job
10. Failure to participate and render aid in emergency situations
11. Failure to maintain required licenses and certifications
12. Abandonment of clients
13. Refusal to perform assigned work or to follow a direct order
14. Breach of consumer confidentiality or recipient rights
15. Inappropriate sexual or romantic relationships with clients, on or off of company property
16. Use of illicit or licit substances, if employed in a position where your inclusion in the recovering community is part of your employment/job responsibilities or where your use creates a negative environment or situation for clients or other staff. Any act or situation related to substance use that might result in negative perception for Home of New Vision or which impairs your ability to provide services for clients, on or off the premises.

Discipline Deactivation

Step 1 of the procedure (Verbal Reminder) will be in effect for three (3) months.

Step 2 of the procedure (Written Reminder) will be in effect for three (3) months.

Step 3 of the procedure Dismissal or (Decision Making Leave) will be in effect for three (3) months.

Dismissal

Employment and compensation with Home of New Vision is “at will” in that they can be terminated with or without cause, and with or without notice, at any time, at the option of either Home of New Vision or yourself, except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by Home of New Vision rules or failure to fulfill the requirements of your job, you will, in most instances, be notified of the problem through the established disciplinary procedure.

If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

2. Compensation & Performance

Wage & Salary Policies

- Call Back Pay
- Computing Pay
- Deductions from Paycheck (Mandatory)
- Deductions (Other)/Direct Deposit
- Error in Pay
- Overtime Pay
- Pay Period & Hours
- Reporting Time Pay
- Termination & Severance Pay
- Time Cards/Records
- Wage Assignments

Performance & Compensation Reviews

- Performance Reviews
- Compensation Reviews

Work Schedule

- Absence or Lateness
- Attendance
- Breaks/Rest Periods
- Closure After Starting Time
- Closure Prior to Starting Time
- Excessive Absenteeism or Lateness
- Lunch Period
- Lunch Room Facility
- Record of Absence or Lateness

Performance Review

Wage & Salary Policies

It is Home of New Vision's desire to pay wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable, variable with individual and agency performance and in compliance with all applicable statutory requirements.

You are employed by Home of New Vision and will be carried directly on our payroll. No person may be paid directly out of petty cash or any other such fund for work performed. The only exception to this policy is where a contract relationship exists with a bona fide contractor.

When the employee leaves Home of New, the last paycheck owed them is not direct deposited, instead, it is mailed to the employees address as it is recorded in Paychex. Failure to keep your Paychex account current may cause your check or tax information to be late or lost. Home of New Vision will not reissue a check until the previous check is returned. It is in your best interests to keep your account current.

Employees are responsible for updating the Paychex system to assure that final pays and tax forms are sent to the correct address. Failure to do so may cause a delay in receiving your last paycheck and tax forms.

Application

Home of New Vision applies the same principles of fairness and external comparability to all employees.

Basis for Determining Pay

Your pay is influenced by three factors:

1. The nature and scope of the job
2. Education and work related experiences as required by the position
3. Individual performance

Job Scope

Through a process called job evaluation, the scope, responsibility, impact and required skills and abilities of each job at Home of New Vision are compared. The result is a relative ranking of all jobs, from high to low. Job evaluation is independent of any employees or his performance.

External Comparability/Computing Pay

Once jobs are ranked, jobs are compared with external market data. Periodically, Home of New Vision will examine the market conditions to ensure ongoing comparability. Changes in rate of pay will be made as the company can afford to maintain comparability.

Individual Pay

An individual's pay will depend on his sustained performance over time. Each year every employee will have a performance review with his/her supervisor. During that review, significant performance events that occurred throughout the year will be discussed.

The overall performance rating **can** influence the wage/salary adjustment. However it is important to note that an excellent review does not necessarily mean automatic page increase. Through individual performance and by increasing job responsibilities and moving to higher level jobs, you have significant impact on your pay.

Deductions from Paycheck

Home of New Vision is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information you furnish on your W-4 form. Any change in name, address, telephone number, or number of exemptions must be recorded in the Paychex payroll system immediately, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered deductions, will be explained whenever Home of New Vision is ordered to make such deductions.

Note: See "Wage Assignments (Garnishments)" later on in this section for further information.

Deductions (Other)/Direct Deposit

You can authorize Home of New Vision to make additional deductions from your paycheck for Aflac payments, 403(b) or to deposit your paycheck directly into your savings or checking account at a participating bank. Contact the HNV accountant for details and the necessary authorization forms.

Error in Pay

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, tell the accountant immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly. Employees are responsible for updating the Paychex system to assure that final pays and tax forms are sent to the correct address. Failure to do so may cause a delay in receiving your last paycheck and tax forms.

Overtime Pay

From time to time, it may be necessary for you to perform overtime work in order to complete a job on time. **All overtime must be approved in advance by your supervisor.** When it is necessary to work overtime, you are expected to cooperate as a condition of your employment. There are two types of overtime work:

- 1. Scheduled Overtime:** Scheduled overtime work is announced in advance and may involve an entire department or operation. This type of overtime becomes part of the required work week of the people who are members of the department or operation. If you need to be excused from performing scheduled overtime, please speak with your supervisor. He or she will consider your situation and the requirements of the department or operation in deciding whether you may be excused from performing the scheduled overtime.
- 2. Incidental Overtime:** Incidental overtime is not scheduled; it becomes necessary in response to extenuating circumstances. It is extra time needed to complete work normally completed during regular hours. Incidental overtime may become necessary when an illness or emergency keeps co-workers from being at work as anticipated. It may require you to return to the workplace for emergency work. The opportunity to perform incidental overtime will be given first to the employee who normally performs the task. If that employee cannot perform the overtime, the supervisor will offer the overtime to a suitably qualified person who is available to perform the overtime work.

If you are a “non-exempt” employee and you perform overtime work, you will be paid one and one-half (1-1/2) times your regular hourly wage for any time over forty (40) hours per week that you work.

Work Performed on Company Holidays

Full-time “non-exempt” employees who work on a company holiday will be deemed to have worked overtime on that day and will be paid their overtime rate for hours worked regardless of the number of hours they work that work week. It is expected that non-exempt employees will not work on company holidays unless prior approval has been given by their supervisor. Working on company holidays without prior supervisory approval will result in loss of overtime pay for that holiday day.

Part time staff that work on company holidays as part of their regular work schedule (usually at the residential or Engagement Center Programs) will be paid time and a half for the holiday day worked. Time and ½ is only paid on the actual day the holiday falls on. The day after Thanksgiving is not considered a holiday for time and ½ pay.

Note: See “Holiday Policies” in the “Benefits” section of this Manual for further information.

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Pay Period & Hours

Our work week begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 midnight.

Pay Cycle

Fiscal Pay Period/Bi-weekly:

(26 pay periods per year) Please see the Accountant if you have questions.

Paycheck Distribution & Cashing Procedures:

Home of New Vision uses a payroll processing system called Paychex. All employees are required to complete registration in Paychex and to properly enter their time worked into the Paychex system in order to receive their pay. Employees are responsible for the timely entry of their hours, however, your supervisor and the accounting staff are happy to help you if you encounter difficulty in any aspect of the Paychex system.

All staff are required to have their hours entered and approved by themselves no later than 10:00 a.m. on the Tuesday of the week they receive their pay. Failure to do so could result in your pay being delayed up to one week! If you have difficulty with entry or forget to enter your hours, contact your supervisor ASAP. They will be able to help.

You may, due to holidays, be asked to enter your time and have it ready for your supervisor at another time, generally earlier. You will be notified of there is a change via HNV email.

HNV strongly urges all staff to participate in Direct Deposit, however, if this is not possible, you can receive a check or pay card in lieu of Direct Deposit. Please note that if receiving a paper check, your check will be mailed (we do not allow picking up checks) and will be mailed on the actual pay date. This means you may experience a day or two wait, before you get your paycheck in the mail.

Reporting Time Pay – Inclement Weather & “Acts of God”

Every effort will be made to notify you in the event that we will be closed due to special circumstances that would include inclement weather, fire, flood, or some other “Act of God”, power/utility failure, an inoperable computer system or lack of work. If you cannot be reached and you make it into work you will be paid for the work you perform if work is available.

Unfortunately, you will not be paid when work is not available due to circumstances not within Home of New Vision’s control; the following are examples of such circumstances.

- Operations cannot commence or continue due to threats to employees or property or when recommended by civil authorities.

- Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities or sewer system.
- The interruption of work is caused by an “Act of God” (inclement weather, fire, flood, earthquake, avalanche, etc.) or some other cause not within Home of New Vision’s control.

Termination & Severance Pay

Any accrued but unused PTO time will be paid at the time of employment termination, as specified under “Personal Time” in the “Benefits” section of this Manual.

Home of New Vision does not pay severance pay. When you leave Home of New Vision, you will be paid for actual time worked, plus any accrued but unused PTO time, as specified under in the “Personal Time” “Benefits” section of this Manual.

Time Sheets/Records

By law, we are obligated to keep accurate records of the time worked by “non-exempt” employees. This is done by written documentation in the Paychex system. Verification of hours worked must be entered and approved by your supervisor. Failure to document your hours in a timely fashion may result in an up to one week delay in receiving your pay.

Wage Assignments (Garnishments)

Whenever there I court-ordered deductions to be taken from your paycheck, you will be notified.

According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for dismissal.

Note: See “Deductions from Paycheck (Mandatory)” earlier in this section for further information.

Performance & Compensation Reviews

Reviews

Your supervisor is continuously evaluating your job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your supervisor perceives your performance.

However, to avoid haphazard or incomplete evaluations, Home of New Vision conducts a formal review once a year for each employee.

Performance reviews will be conducted annually. New employees may be reviewed more frequently. A review may also be conducted in the event of a promotion or change in duties and responsibilities. Additionally, your supervisor will offer informal reviews and feedback about your work during the rest of the year. This will be done in an effort to give you positive feedback and course corrections when needed.

During formal performance reviews, your supervisor will consider the following things, among others:

- Attendance, initiative and effort
- Knowledge of the work to be performed and the skills needed to effectively perform it.
- Attitude and willingness
- The quality and quantity of your work.
- The conditions under which you work

The primary reason for performance reviews is to identify your strengths and limitations in order to reinforce your good habits and develop ways to improve your limited areas. This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals. Your supervisor is interested in helping you to progress and grow in order to achieve personal as well as work-related goals perhaps he or she can recommend further training or additional opportunities for you.

Work Schedule

The Administrative office at Home of New Vision is open five (5) days per week, Monday through Friday. Employee work schedules are generally eight (8) hours long. Due to the nature of our business it is necessary to conduct groups, assessments and other activities in the evening and/or week-ends at all of Home of New Vision facilities. Your schedule of work hours will be given to you by your supervisor. Should you have any questions concerning your work schedule, please ask your supervisor.

Absence or Lateness

From time to time, it may be necessary for you to be absent from work. Home of New Vision is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. PTO days have been provided for this purpose.

If you are unable to report to work, or if you will arrive late, please contact your supervisor immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you know in advance that you will need to be absent, you are required to request this time off directly from your supervisor by placing a time off request in the Paychex system. Your supervisor will approve your time off or will work with you to determine when will be the most suitable time for you to be absent from your work.

When you call in to inform Home of New Vision of an unexpected absence or late arrival, ask for your supervisor directly as well as your perspective facility should your supervisor not be located there. It is expected that you will leave a message at your assigned work location as well as speaking with your supervisor. If your supervisor is not available, it is expected that you will leave a voicemail or text informing your supervisor of your absence. For late arrivals, please indicate when you expect to arrive for work. Notifying a fellow-employee is not sufficient. If you are unable to call yourself because of an illness, emergency or for some other reason, be sure to have someone call on your behalf.

At residential/detox and the Engagement Center, it is expected that staff will give at least 3 hours notification of illness resulting in an absence from work. All other locations it is expected that notification be made before the start of your workday.

Staff are expected to know their appointment schedule and assist clerical staff in canceling appointments.

Absence from work for two (2) consecutive days without notifying your supervisor or the Human Resources Director will be considered voluntary resignation.

Attendance

You are expected to be at work and ready to work at the beginning of your assigned daily work hours, and you are expected to remain at work until the end of your assigned work hours, except for approved breaks and lunch. When you leave the premises of Home of New Vision, it is your responsibility to inform staff of your whereabouts and expected time of return.

Be aware that excessive time off could lead to disciplinary action.

Note: See “Excessive Absenteeism or Lateness” later in this section for further information.

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Closure After Starting Time

If severe weather conditions exist and the CEO (or designated representative) decides to close Home of New Vision for the remainder of the day, you will be notified as soon as possible by your supervisor. If you are sent home after having worked one or more hours you will be paid for time worked.

Excessive Absenteeism or Lateness

In general (with supervisors discretion), five (5) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question. Tardiness or leaving early is as detrimental to Home of New Vision as an absence. Five (5) such incidents in a 90-day period will be considered a “tardiness pattern” and will carry the same weight as an absence. Other factors, like the degree of lateness, may be considered.

Be aware that excessive absenteeism, lateness or leaving early may lead to disciplinary action, including possible dismissal.

Record of Absence of Lateness

If you are absent because of illness for three (3) or more successive days, your supervisor may request that you submit written documentation from your doctor. If you are absent five (5) or more days because of illness, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Your attendance will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, etc.

Lunch Room Facility

For your convenience and comfort, Home of New Vision Administrative office provides a kitchen area equipped with microwave oven and a refrigerator for employees who want to bring their lunch from home. This area is for everyone’s use. It is your responsibility to do your share in keeping the kitchen area clean and sanitary. Please clean up after yourself.

3. Benefits

The Benefits Package

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PTO

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Jury Duty
Medical/Family Leave of Absence
Disability (Including Pregnancy) Leave of Absence
Educational Leave of Absence
Military Leave of Absence
Military Reserves or National Guard Leave of Absence
PTO of Absence
Returning from a Leave of Absence
Accepting Other Employment or Going into Business
While on Leave of Absence
Insurance Premium Payment During Leaves of Absence

Insurance Coverage

Group Insurance
Disability Insurance
Health/Dental Insurance
Life Insurance
Termination of Insurance
Government Required Coverage

Workers' Compensation
Unemployment Compensation
Social Security

Other Benefits

Education/Training (Attending Seminars/Training Sessions)
Employee Assistance Program
Employee Gift Fund

The Benefits Package

In addition to receiving an equitable salary and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits which will enhance your job satisfaction. We are certain that you will agree that the benefits program described in this Manual represents a very large investment by Home of New Vision, and we trust that you will avoid abusing any of the program's benefits.

A good benefits program is a solid investment in Home of New Vision and its' employees. It not only ensures the loyalty of long-time capable employees, it also helps to attract talented newcomers who can help Home of New Vision grow. Home of New Vision will periodically review the benefits program and will make modifications as appropriate to the company's condition.

Eligibility for Benefits

If you are a full-time employee, you will enjoy all of the benefits described in this manual as soon as you meet the eligibility requirements for each particular benefit.

If you are a part-time employee, you will enjoy only those benefits which are required by law to be afforded to you, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

Note: See "Introductory Period" in the "Employment" section of this Manual for further information.

Temporary employees are not eligible for benefits.

Paid Time Off (PTO)

Time off for any reason during a work day will count first against your allotted Paid Time Off, as appropriate, in hourly, quarter day, half day or full day increments. Once you have used all of your earned PTO, your time off will then be unpaid.

PTO is a time for you to rest, relax and pursue special interests. Home of New Vision has provided PTO as one of the many ways in which we show our appreciation for your loyalty and continued service.

Only regular full-time employees are eligible for PTO. You are not eligible for PTO during your Introductory Period. Nor are you eligible for PTO if you are a part-time or temporary employee.

Amount of Annual PTO Full-time employees are eligible to accrue PTO (Paid Time Off). Home of New Vision recognizes that there are persons that are extraordinarily healthy and would not require "sick days", therefore we offer PTO in Lieu of "Sick Days" after your first 90 days of employment. The PTO accrual rate is based on your length of employment as follows:

Years of Employment	Total Accrual Per Year (In Days)
After 90 Days	3
One	10
Two	15
Five	18
Ten	25

PTO Policies

Every effort will be made to grant you your PTO at the time you desire. However, PTO cannot interfere with your department's operation. PTO is requested in the Paychex System and approved by your supervisor. If more than one person has requested PTO for the same time period, or if work requirements make it implacable for you to be off, your request may be denied. Placing your requests in a soon as possible makes coverage and planning easier and helps make sure that you can have the time you request. In cases where there is a conflict, your supervisor will determine who is granted time off. This may depend on the needs of Home of New Vision or who submitted the request first. In cases where the conflict cannot be resolved between the employees, the supervisor will be the final arbitrator. Home of New Vision will set aside a time during the year when employees can make PTO requests for the upcoming year. This does not mean that employees cannot request PTO at other times of the year, however, PTOs granted during the set aside time will have priority over any PTO requests received after the set aside period. If any conflicts arise in requests for PTO time during the set aside period, preference will be given to the employee with the most seniority. Usually, only one employee may be out on a PTO day in a department at any one time.

PTOs requested outside of the set aside period will be granted as long as no conflict exists with PTOs already granted to other employees. If any conflicts arise in requests for PTO time requested outside the set aside period, preference will be given to the employee with the most seniority, however, these requests will not be given preference over PTOs approved during the set aside period, regardless of seniority.

If you are on an approved leave of absence for less than thirty (30) days, your PTO eligibility will not be affected; should the leave extend beyond thirty (30) days, PTO time will not continue to accrue.

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If a company-paid holiday falls during your scheduled PTO period, you are not required to use PTO for the holiday day and instead will be paid for the company holiday.

Due to the nature of the work that we do and the population we serve, it is expected that you will not take off longer than two [2] weeks consecutively unless approved by your supervisor who is required to take the request to the executive team.

Because the PTO Policy includes illnesses we realize it may not be possible to give your supervisor advance notice of your absence, but when at all possible, we request you provide notice of any personal time off to your supervisor.

If you are required to take a disability leave of absence, any accrued PTO will be paid at the time the leave commences.

Employees going on unpaid required military leave of absence may apply their PTO at the time the leave commences if they wish.

This PTO policy does not apply to part time employees on our payroll. It also does not apply if PTO is needed as a result of self-inflicted injury, illegal substance abuse or alcohol abuse, or illness or injury incurred while in the act of committing a felony.

In the event of an illness or injury which is covered by workers' compensation insurance, this PTO will not apply.

PTO may not be carried over and accumulated from year to year. PTO not used during a 12 month time frame will be canceled out and not paid for.

Payment in Lieu of PTO

The purpose of a PTO is to provide you with a time to rest and relax; therefore, no payment in Lieu of PTO is permitted at Home of New Vision.

Accumulation Rights

PTO time may not be carried over and accumulated in subsequent calendar years. Exceptions to this policy may be made in unusual circumstances, each case to be considered separately by your supervisor.

Holidays

Only full-time employees are eligible for holiday pay.

You are not eligible to receive pay during your Introductory Period. Nor are you eligible to receive holiday pay if you are a part-time employee or a temporary employee.

Recognized Holidays

The following holidays are recognized by the Home of New Vision as paid holidays:

New Year's Day

Martin Luther King Day

Memorial Day

Labor Day

Thanksgiving Day

The Friday following Thanksgiving Day (only for full time employees, no holiday differential paid to part time employees or others that work on this day)

Christmas Eve

Christmas Day

Fourth of July

Holiday Policies

You may take time off to observe your religious holidays. If available, a full day of unused PTO or a PTO day may be used for this purpose, otherwise the time off is without pay. You must notify your supervisor at least ten (10) business days in advance.

We schedule all national holidays on the day designated by common business practice.

If a holiday occurs during your scheduled PTO, you will be paid your holiday hours instead of PTO and your PTO preserved for another time.

You are not eligible to receive holiday pay when you are on a leave of absence.

Other Paid Leaves

Funeral (Bereavement) Leave

You are entitled to take up to three (3) workdays with pay to attend the funeral and take care of personal matters related to the death of a member of your immediate family (a parent, spouse, sibling, spouse's parent, child, spouse's child by a former marriage). One (1) day of paid funeral leave will be granted in the case of the death of a grandparent, your spouse's grandparent, or any member of your extended family living in your home. Only regular full-time employees are eligible for paid funeral leave.

With your supervisor's approval, you may take up to one (1) full day without pay to attend funerals of other relatives and friends. If you prefer, unused PTO or a day of earned PTO may be used for this purpose.

Paid time under this policy is given over and above any time allowed and earned under our PTO policy.

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Pay for a funeral leave will be made for actual time lost from work. If the Bereavement Service occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your PTO occurs on any of the days of absence, you may not receive holiday or PTO pay in addition to paid funeral leave.

An excused absence for family death may not be retroactive, postponed or split unless extenuating circumstances apply. Additionally, Home of New Vision knows that family relationships can differ from family to family. Please see your supervisor if you have an extenuating circumstance that needs accommodation.

Unpaid Leaves of Absence

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with Home of New Vision, but may not wish to submit your resignation. Under certain circumstances, you may be eligible for an unpaid leave of absence.

There are several types of unpaid leaves which you may be eligible for.

Jury Duty

Upon receiving a notice for jury duty, you must provide us a copy of the notice as soon as possible. Home of New Vision does not pay for absences due to Jury duty. You may, if you choose, make use of unused PTO for this purpose.

Family/Medical Leave of Absence

In general, a leave of absence is an official authorization to be absent from work **without pay** for a specified period of time. Eligible employees may be entitled to job-protected family or medical leaves of absence if they are unable to come to work due to pressing family or medical concerns as described under the following Family/Medical Leave Policy, which shall be administered in accordance with applicable state and federal laws.

1. Employees are eligible if they have been actively employed for twelve (12) months, and worked at least 1,250 hours (an average of 25 hours per week) during those twelve (12) months. Salary continuation during any leave period shall depend upon the employee's qualifying for disability pay under our Disability Leave Policy.
2. Under the circumstances set forth below, each eligible employee shall have up to a total of twelve (12) weeks of leave during one (1) year period.
3. A family leave shall be granted upon the birth or adoption of a child of the employee, or upon the serious illness of the employee's child, spouse or parent.
4. A medical leave shall be granted upon the employee's own serious illness.

5. Whenever possible, and subject to your health care provider's approval, absences for planned medical treatment should be scheduled so as not to unduly disrupt company operations.
6. In appropriate circumstances, we may require you to be examined by a company designated physician, at company expense.
7. In the event of a serious illness to the employee or his/her child, spouse, or parent, creating a need for unforeseeable family or medical leave, the employee should provide us with notice, as soon as practicable, of any needed time off, and a written doctor's certificate indicating the expected duration and nature of the illness, particularly as it relates to the employee's ability to come to work or the need for that employees' presence at home to care for a seriously ill family member.
8. Employees shall be required to give thirty (30) days advance notice in the event of a foreseeable medical treatment. To assist us in arranging work assignments during your absence, we ask that you give us prior notice, to the extent possible, of an expected birth or adoption, as well as an indication, to the extent known, of your expected return date. To facilitate your return to work, we also ask that you provide us with two (2) weeks advance notification of your intended return date. Failure to do so may delay your return date.
9. For purposes of this policy, a child is defined as a natural, adopted, or foster child, a stepchild or a legal ward. If the child is over eighteen (18), he/she must be unable to care for himself/herself due to a serious illness.
10. A parent is defined as the employee's or his/her spouse's natural, adoptive, or foster parent, stepparent or legal guardian.
11. A serious illness is defined as a disabling physical or mental illness, injury, impairment, or condition involving (1) inpatient care in a hospital, nursing home or hospice; or (2) outpatient care requiring continuing treatment or supervision from a health care professional.
12. Leave of absence rights available to you under other sections of our policy shall be counted towards the total time off available under this section.
13. Upon completion of a leave granted under this section, you shall be reinstated to your original position or an equivalent one.
14. If, due to your own medical circumstances, you are no longer able to perform your original job, we will attempt to transfer you to alternate suitable work, if available.
15. While on leave of absence provided for under this policy, we will continue your group health insurance benefits under the same terms as provided to other employees, for up to a maximum of twelve (12) weeks leave time during any one (1) year period. If your leave extends beyond twelve (12) weeks, you shall be offered the opportunity to purchase continuing coverage under state and federal COBRA continuation rules.

16. Other accumulated fringe benefits such as seniority, retirement, service credits, sick pay, PTO pay, etc., shall be preserved as the level earned as of commencement of the leave, but shall not accrue further during any such leave period.
17. The pay allowances while on disability leave are based on an employee's length of service, as well as the state in which he/she is employed. Disability laws may vary from state to state, and at all times our disability leave policy will be in compliance with the laws of the state in which you are employed.
18. During a period of disability, you may be eligible for disability pay benefits. Please refer to the applicable plan documents for details on eligibility, benefit amounts and other particulars.
19. Should you require an extended leave beyond the period of time described in this policy, we will seek to return you to a suitable position, but cannot guarantee that one will be available. Nevertheless, you **may** be eligible for continuing disability pay benefits during this period in accordance with applicable insurance coverage.
20. Should you seek a Leave of Absence for reasons other than described above, we will evaluate such a request based on particular circumstances present at that time, including but not limited to your current and anticipated work responsibilities, performance, company needs, etc. The Home of New Vision reserves the right to refuse such a request at its sole discretion.
21. In 2009, an amendment to the Family Medical Leave Act expanded provisions to include military family leave. If you are an eligible employee, you may take up to 26 work weeks during a single 12-month period to care for a service member with a serious health condition, providing that service member is your child, spouse or parent and the injury or illness is duty-related. You may also take up to 12 work weeks of Michigan FMLA leave due to qualifying exigencies (or, serious situations) that arise due to your spouse, child or parent being on, or having been notified of, active duty for the National Guard or Reserves.

Disability Leave of Absence

The Home of New Vision may grant an unpaid leave of absence for illness and/or disability. To request a disability leave of absence from your supervisor, you should submit, or have someone submit for you, a statement of ill health or disability from your doctor. An approved disability leave may be granted for up to ninety (90) days. If necessary, you may request extensions in thirty (30) day increments for a maximum of one (1) year. Whenever possible, you are required to give as much notice as possible of your pending need for disability leave of absence.

Employees who must remain away from work for more than the period of time allowed above will be considered terminated from employment. They are welcome to re-apply subject to the Home of New Vision's usual hiring policies.

Employees who develop an illness or physical condition which requires medical treatment or restrictions and precautions as to their health will be required to submit a physician's statement. This statement must give approval that continued full-time employment in their present position will not jeopardize their health or the safety of others, in the event they continue to work. A similar statement is required upon return from a disability leave.

Should your attendance or job performance suffer during the period preceding and/or following a disability leave, we will accommodate you to the extent provided by law. We are under no obligation to reduce or alter your work load or to assign fewer than the usual hours of work.

Note: See "Disability Insurance" under "Insurance Coverage" later on in this section for further information.

Election Day

We encourage you to exercise your voting privileges in local, state and national elections. However, since the polls are open for long periods, you are encouraged to **vote before or after regular working hours**. If it should be necessary, you may take up to two (2) hours leave from work to vote in a governmental election or referendum, however, you will not be paid for such time. PTO time, if available, may be used for this purpose.

Military Leave of Absence

If you are a full time employee and are included into the U.S. Armed Forces, you will be eligible for re-employment after completing military service, provided:

1. You show your orders to your supervisor as soon as you receive them.
2. You satisfactorily complete your active duty service.
3. You enter the military service directly from your employment with The Home of New Vision.
4. You apply for and are available for re-employment within ninety (90) days after discharge from active duty. If you are returning from up to six (6) months active duty for training, you must apply within a reasonable time (usually thirty (30) days) after discharge.

Military Reserves or National Guard Leave of Absence

Employees who serve in U.S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued PTO and unused earned PTO time to the leave if they wish; however, they are not obligated to do so.

You are expected to notify your manager as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during this absence.

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Accepting Other Employment or Going into Business While on Leave of Absence

If you accept any employment or go into business while on leave of absence from Home of New Vision, you will be considered to have voluntarily resigned from employment with Home of New Vision as of the day on which you began your leave of absence.

Insurance Premium Payment during Leaves of Absence

Home of New Vision will continue to pay our share of insurance premiums for employee coverage and dependent coverage for a maximum of six (6) months while you are on a disability leave of absence. Other types of leave may require you to pay the cost of your insurance coverage for yourself and your dependents. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated.

Insurance Coverage

Group Insurance

Home of New Vision is interested in the health and well-being of both you and your age approved children. We have a comprehensive health and life insurance program that is available for you and your dependent children, however, Home of New Vision does not provide coverage for spouses or domestic partners. We provide group insurance underwritten by a national insurance carrier. After completion of your first thirty (30) days of employment you become eligible for coverage. You may choose to accept the insurance coverage or not. If you choose not to have our insurance it is national Law that you must show proof as to active insurance you are already covered under and must sign a waiver of the Home of New Vision plan.

The following benefits are offered, as defined and limited in the literature provided by our insurance company:

- Group Term Life Insurance
- Medical Health Care Coverage
- Dependents' Health Care Coverage
- Dental Care Coverage
- Vision Care Coverage

[When/If] you choose insurance coverage, our insurance company provides a booklet describing your benefits; a copy of this will be given to you when you join the program.

Disability Insurance

This optional insurance is offered through AFLAC by payroll reduction, fully paid for by the employee. Home of New Vision does not contribute to disability insurance coverage.

Health/Dental Insurance

Today's many health insurance plans and options can be confusing and complicated. That is why Home of New Vision has taken the time to carefully review the coverage and plans available. We have selected the plan we feel provides the best coverage for our employees. Refer to the yearly literature provided by our insurance company for details on your health/dental coverage.

Life Insurance

If you are a regular full-time employee of Home of New Vision, you are covered by our Group Life Insurance. This insurance is payable in the event of your death from any cause, at any time or place, while you are insured. Payment will be made in a lump-sum or in installments to the

beneficiary, as designated by you. You may change your beneficiary whenever you wish by submitting the appropriate documents to the Human Resource Director. Refer to the literature provided by our insurance company for details on your life insurance coverage.

Termination Insurance

Your insurance will terminate when the insurance policy terminates, when you cease to be eligible for coverage under the terms of our group insurance program, or when you cease to be employed as a regular full-time employee eligible for the insurance. Home of New Vision **may**, by continuing to pay the premium, keep your insurance in effect for a brief period if you cease to be an eligible employee for any reason other than resignation, dismissal or failure to meet the terms of eligibility of our group insurance.

Government Required Coverage

Workers' Compensation

The Michigan Workers' Compensation Law is a no-fault insurance plan which is supervised by the state and paid for by Home of New Vision. This law was designed to provide you with benefits for any injury which you may suffer in connection with your employment. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers' Compensation.

What is Workers' Compensation?

Michigan's no-fault Workers' Compensation law was passed by the State legislature to guarantee prompt, automatic benefits to workers injured on the job.

Before Workers' Compensation, an injured worker had to sue his employer to recover medical costs and lost wages. Lawsuits took months and sometimes years. Juries and judges had to decide who was at fault and how much, if anything, would be paid. In most cases, the injured worker got nothing. It was a costly, time-consuming and unfair system.

Today, if you're unable to work because of a job injury, Home of New Vision and our Workers' Compensation Insurance carrier work together to take care of your medical expenses and pay you money to live on until you're able to come back to work—automatically, without delay or red tape.

Who is Covered?

Every Home of New Vision employee is protected by Workers' Compensation.

Other Benefits

Annual Party or Outing

Home of New Vision sponsors at least one annual get-together. Watch the bulletin board for details. If you are scheduled to work the day of the event, during the time of the event, HNV will pay for the hours you are at the event.

Education/Training (Attending Seminars/Training Sessions)

From time to time, Home of New Vision may arrange to have both formal and informal training programs to enable you to progress in your technical knowledge or our business. Several times a year, employees are selected to attend conferences, workshops or training programs. If you are selected, you will receive a normal paycheck while attending these or any training program requested by Home of New Vision. All or a portion of the expenses for off-premises training will be paid for by Home of New Vision depending on the nature of the course. Check with your supervisor for details.

From time to time, Home of New Vision may be able to assist with paying for conferences, workshops, training programs or certifications/licenses. Funding is not always available and is not guaranteed. Funding is provided at the sole discretion of Home of New Vision. It must be approved in advance by your supervisor and only such conferences, workshops, training programs or certifications/licenses as are expected to be of benefit to your work at Home of New Vision will be considered.

Also, during any slow periods of work you should use the time to learn more about Home of New Vision and its services. You may progress as you become more knowledgeable about your job and the jobs of the people around you. You are encouraged to ask questions about any aspect of Home of New Vision that is of interest or unclear.

If you become aware of a particular seminar that you believe is appropriate for enhancing your skills (and/or those of other employees), please bring it to the attention of your supervisor. Since these seminars are usually offered only at specified times in a geographical area, please be sure to notify your manager as far in advance as possible. This way, he or she can attempt to schedule workloads to accommodate your (and/or other employees') desire to attend the seminar.

It is the expectation that employees will maintain the professional certifications, licensure and continuing education requirements needed to perform their job duties. Home of New Vision is not responsible for compensating employees for these required certifications, licenses and educational requirements and the cost associated with obtaining them is the sole responsibility of the employee. Failure to maintain required certifications, licenses and educational requirements may result in termination from employment.

4. Other Policies

Bonuses
Borrowing Tools and Equipment
Communications
Company Meetings
Computer Software (Unauthorized Copying)
Department Meetings
Dress Code/Personal Appearance
Entering and Leaving the Premises
Exit Interviews
Expense Reimbursement
Fire Drills
First Aid
Grievances
Housekeeping
Inspection of Packages
Labor Unions
Layoff & Recall
Life-Threatening Illnesses
Open Door Policy & Counseling
Outside Activities
Payroll Advances
Personal Phone Calls & Mail
Personal Use of Company Property
Promotion Policy
References
Reinstatement
Resignation
Safety Rules
Security
Seniority
Smoking
Solicitations & Distributions
Substance Abuse
Suggestions
Supervisors
Theft
Use of Company Vehicle
Violations of Policies

Communications

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Home of New Vision methods of communication, including this Employee Manual, bulletin boards, email, discussions with your supervisor, memoranda, staff meetings, newsletters, training sessions, etc.

Company Meetings

On occasion, we may request that you attend a company sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If it is held during your non-working hours and you decide to attend, you will be paid for the time you spent at the meeting, but only if you are one of our “non-exempt” employees. (If you are qualified for overtime pay by virtue of working more than forty (40) hours that same work week, then you will receive your overtime rate.)

If you are a “non-exempt” employee, you are under no obligation to attend a company meeting which is held outside of regular working hours. No one in administration is permitted to exert any degree of pressure on you to attend.

Computer Software (Unauthorized Copying)

Home of New Vision does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the users’ right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines of as much as \$250,000 and jail terms of up to five (5) years.

Even the users of unlawful copies suffer from their own illegal actions. They receive no documentation, no customer support and no information about product updates.

1. Home of New Vision licenses the use of computer software from a variety of outside companies. Home of New Vision does not own this software or its related

documentation and, unless authorized by the software manufacturer, does not have the right to reproduce it.

2. With regard to use on local area networks or on multiple machines, Home of New Vision employees shall use the software only in accordance with the license agreement.
3. Home of New Vision employees learning of any misuse of software or related documentation within the company shall notify the department supervisor or the Home of New Vision legal counsel.
4. According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. Home of New Vision employees who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances. Such discipline may include dismissal.

Department Meetings

From time to time, your supervisor will schedule department meetings before, during or after work. It's to your advantage to be at these meetings. They give you and your fellow workers a chance to receive information on Home of New Vision events, to review problems and possible solutions, and to make suggestions about your department or job.

Note: See "Company Meetings" earlier in this section for further information.

Dress Code/Personal Appearance

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with outside agencies or visitors in person. Each supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform.

A neat, tasteful appearance contributes to the positive impression you make on our customers. You are expected to be suitably attired and groomed during working hours or when representing Home of New Vision. A good clean appearance bolsters your own poise and self-confidence and greatly enhances our company image.

Personal appearance should be a matter of concern for each employee. If your supervisor feels your attire is out of place, you may be asked to leave your workplace until you are properly attired. You will not be paid for the time you are off the job for this purpose. Your supervisor has the sole authorization to determine an appropriate dress code, and anyone who violates this standard will be subject to appropriate disciplinary action.

Due to the nature of our work and the population we serve, clothing that promotes legal or illegal substances are not permitted.

Exit Interviews

In instances where an employee voluntarily leaves our employ, the Home of New Vision executive team would like to discuss your reasons for leaving and any other impressions that you may have about the Home of New Vision. If you decide to leave, you may be asked to grant us the privilege of an exit interview. During the exit interview, you can express yourself freely. It is hoped that this exit interview will help us to part as friends, as well as provide insights into possible improvements we can make. All information will be kept strictly confidential and will in no way affect any reference information that the Home of New Vision management will provide another employer about you.

Expense Reimbursement

You must have your supervisor's written authorization (requisition/purchase order/etc.) prior to incurring an expense on behalf of the Home of New Vision. To be reimbursed for all authorized expenses, you must submit a "Cash Reimbursement Request" approved by your supervisor. Please submit your "Cash Reimbursement Request" with a receipt of the items authorized within 2 weeks of the purchase, to the accounting department. There are exceptions to this policy, please talk with your supervisor if there is a problem waiting for reimbursement.

If you are asked to conduct company business using your personal vehicle, you will be reimbursed at the current rate set by Home of New Vision per mile. This reimbursement may vary from year to year. Please submit this expense on a mileage form, which must be signed by your supervisor prior to submitting it to accounting. All mileage reimbursement forms must be submitted by the 2nd day of the month following the month in which the expense occurred.

Evacuation Drills

We schedule drills throughout the year for employee safety. Your supervisor can answer any questions you may have about what to do. You are required to fully participate in evacuation drills. You may not refuse to participate in a drill and failure to do so will result in disciplinary action. It is important for your safety and the safety of our clients that you know what to do in the event of an emergency.

First Aid

Federal Laws (OSHA) requires that we keep records of all illnesses and accidents which occur during the workday. The Michigan Workers' Compensation Act also requires that you report any illness or injury on the job, no matter how slight. If you hurt yourself or become ill, please contact your supervisor for assistance. Accident report forms must be filled out and turned into your supervisor. Should an Emergency Room visit be necessary, due to an on the job accident, a toxicology screen may be conducted to assist with treatment. Home of New Vision may require that you be seen at an approved facility in cases where a worker compensation claim will be made or where worker compensation will be paying for the treatment, in accordance with all applicable state and federal laws.

If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards which might be present on the job. Should you have any questions or concerns, contact the Human Resource Director for more information.

At any location of Home of New Vision services there is a specified location for first aid equipment, please talk with your supervisor and be aware of the location the first aid kit.

Home of New Vision expects that employees will conduct themselves in a manner that reduces the chances of a work related accident. In all cases, Home of New Vision's primary concern is the health and safety of all of our employees.

Grievances

Our goal is to maintain a comfortable working environment for everybody. We do this several ways:

- By treating each of you as an individual and encouraging your maximum development.
- By recognizing that each of you is essential to the success and growth of the Home of New Vision.
- By maintaining direct communications with all of our employees and ensuring that each and every one of you can speak directly and openly with our management team.

We believe that this type of communication, without interference from any outside party, is best for all concerned. Therefore, when you wish to express your problems, opinions or suggestions, you will always find an open door and an attentive ear.

As time goes by and Home of New Vision grows, we will continue to listen and respond to your questions and comments.

Resolving Problems

An efficient, successful operation and satisfied employees goes hand in hand. If you ever have a problem or if there is something bothering you, we encourage you to talk it over with your direct supervisor.

If the issue that concerns you involves the application of a company policy, or the administration of discipline, or some other formal complaint, you may present your complaint or grievance to the Human Resource Director.*

The Human Resource Director provides for a simple and straightforward series of steps for resolving day-to-day workplace problems, complaints and grievances. The Human Resource Director will present your concern at the Executive Meeting to seek a resolution. You may then be asked to meet with one of the following: Director of Operations, CEO and or the Clinical Director (s). This will provide for an innovative final step if initial problem solving efforts are unsuccessful.

Home of New Vision is fully committed to the need to prevent and detect fraud, fiscal mismanagement and misappropriation of funds and therefore to the development of a formal corporate compliance program to ensure ongoing monitoring and conformance with all legal and regulatory requirements. Home of New Vision has a Corporate Compliance Officer* to whom employees may report instances where mismanagement may have occurred and can do so without consequences.

Housekeeping

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times – it is a required safety precaution.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. There is no smoking in the buildings at any Home of New Vision location. There are however, designated smoking areas in which you can utilize. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to your supervisor immediately.

Inspection of Packages

The Home of New Vision reserves the right to inspect all packages or closed containers brought into or taken out of the work area.

Labor Unions

Our employees are not represented by a labor union.

Layoff & Recall

In the unlikely event of a reduction in workforce, employees will be laid off based on skills and abilities as well as seniority. Please understand that if the skills and abilities of two employees are equal, seniority will be the determining factor in the layoff decision.

Laid off employees must keep the Home of New Vision informed of any change in mailing address or telephone number. If you leave the area, plan to leave the area or you are unreachable for a period of time, please feel free to contact your supervisor or the Human Resource Director to let us know you are interested in returning to work.

Life-Threatening Illnesses

The Home of New Vision recognizes that employees with a life-threatening illness, including but not limited to, cancer, heart disease and AIDS, may wish to continue to engage in as many of their normal pursuits as their condition allows, including work. These employees must be able to meet acceptable performance standards. Performing normal job functions must not exacerbate their condition. Medical evidence must indicate that their condition is not a threat to other workers.

Supervisors need to be sensitive to the employee's condition and ensure that the employee is treated consistently with other employees. The Home of New Vision seeks to provide a safe work environment for all employees and customers. Therefore, precautions should be taken to ensure that any employee's condition does not present a health and/or safety threat to other employees or customers.

When dealing with situations involving employees with life-threatening illnesses, supervisors should:

- Remember that an employee's health condition is personal and confidential, and reasonable precautions should be taken to protect information regarding an employee's health condition
- Contact the Operations Director if you believe that you or other employees need information about terminal illness, or a specific life-threatening illness, possible contagion or if you need further guidance in managing a situation that involves an employee with a life-threatening illness.
- Contact the Operations Director to determine if a statement should be obtained from the employee's attending physician stating that continued presence at work will pose no threat to the employee, co-workers or customers. The Home of New Vision reserves the right to require an examination by a medical doctor appointed by the company.

- Make reasonable accommodations for employees with a life-threatening illness provided that any accommodations made do not require significant difficulty or expenses.
- Make a reasonable attempt to transfer employees with a life-threatening illness who request a transfer and are experiencing undue emotional stress.
- Be sensitive and responsive to co-workers' concerns.
- Do not give special consideration beyond normal transfer requests for employees who feel threatened by a co-worker's life threatening illness.
- Be sensitive to the fact that continued employment for an employee with a life threatening illness may sometimes be therapeutically important in the remission or recovery process, or may help to prolong that employee's life.

Open Door Policy & Counseling

Normally, you will be expected to use the Grievance Procedure outlined earlier in this Manual to resolve a problem. However, if the problem or complaint is of personal nature or a very delicate matter, you may meet first with any member of administration, including the CEO, Director of Operations or Clinical Director (s) to discuss it. He or she will decide if you should first discuss the problem with your immediate supervisor. If so, you will be directed to use the Grievance Procedure. If the complaint, suggestion or question is of such a nature that resolution would be hampered by the Grievance Procedure, the executive staff member you contact will take the appropriate action.

Outside Activities

No employee may take an outside job, either for pay or as a donation of his or her personal time, with a competitor of the Home of New Vision; nor may they do work on their own if it competes in any way with the services we provide our customers. If your financial situation requires you to hold a second job, part-time or full-time, or if you intend to engage in a business enterprise of your own, we would like to know about it. Before accepting any outside employment it would be a good idea to discuss the matter with your supervisor.

Payroll Advances

The Home of New Vision does not make payroll advances or loans.

Personal Phone Calls & Mail

Please keep personal phone calls to a minimum—they must not interfere with your work. You are permitted to make limited local area calls on company telephones for essential personal business during lunch or “break” periods only. Please do not abuse this privilege. Emergency calls regarding illness or injury to family members, changed family plans or calls for similar reasons may be made at any time. Incoming urgent calls will be directed to you.

Please don't use the Home of New Vision as a personal mailing address and do not put personal mail in the stacks that are to be run through the postage meter. Although the amount may seem small, it is still considered theft.

Personal Property

Home of New Vision is not, under any circumstances, responsible for the theft, loss or damage to your personal belongings while on company premises. It is recommended that you keep personal articles to a minimum and that you take precautions to secure your

belongings. Excessive amounts of money, valuables and the like should not be brought into the workplace.

Personal Use of Company Vehicles

As a Home of New Vision Employee you may be required to use one of the agencies vehicles for work related activities. Home of New Vision Vehicles are not to be used for personal use. If you take out one of Home of New Vision Vehicles during your off hours without permission from your supervisor may be cause for termination.

Any vehicle used must be signed out. Vehicle sign out sheets may be found at each Home of New Vision location. All employees are expected to follow the rules about signing out and documenting use of company vehicles and transporting clients. Staff must present Home of New Vision with a valid driver license prior to use of a company vehicle. All staff are expected to follow all traffic laws. Any citations or parking tickets are the sole responsibility of the employee who receives them. All traffic violations and parking tickets received in company vehicles must be reported to your supervisor and promptly paid. Home of New Vision will not pay traffic violations or parking tickets received by employees when using the company vehicles.

Employees should promptly report any accident, damage or mechanical failure to vehicles. It is important that vehicles are kept in safe working order. Failure to report instances of accident, damage or mechanical failure can result in unsafe vehicles and exposes Home of New Vision, its employees and clients to unnecessary risk.

Failure to report and pay tickets, or failure to report accident, damage or mechanical failure can result in disciplinary action up to and including termination of employment.

If you are authorized to use a Home of New Vision vehicle for company business, you must adhere to the following rules:

1. You must be a licensed driver.
2. You must maintain weekly mileage reports.
3. You are responsible for paying any moving violation tickets. Also, please park appropriately -- parking violations will not be paid by the Home of New Vision.
4. You must keep the vehicle clean at all times, and washed and vacuumed as often as necessary. You will be reimbursed for your reasonable expense of keeping the vehicle clean. Please ask your supervisor for approval and retain receipt for reimbursement.
5. You must not allow persons not authorized or employed by the Home of New Vision to operate or ride in a company vehicle.

Promotion Policy

It is our policy to advise all employees about advancement opportunities by means of bulletin boards, newsletters or other suitable methods. Please submit your request for consideration for a specific position to the Human Resource Director.

Whenever a position becomes available, every effort will be made to fill it by promoting a qualified employee. Jobs will be awarded based on individual ability and past job performance, as well as length of service if two (2) people have similar qualifications. By utilizing all opportunities for education and performing your job excellently, you may become qualified to fill a position of greater skill, responsibility and value at the Home of New Vision. The Home of New Vision will always continue to look outside the company for potential employees as well.

References

The Home of New Vision does not respond to oral requests for references. All requests must be in writing and on company letterhead. In the event you leave the employ of the Home of New Vision, we may be able to provide employment information to potential employers. However, you must first sign a “reference release” waiver with the potential new employer, allowing us to release reference information. Home of New Vision does not provide these waivers for former employees seeking references. Home of New Vision only provides dates of employment and job title.

As an employee, do not under any circumstance respond to any requests for information regarding another employee unless it is part of your assigned job responsibilities. If it is not, and you receive a request for a reference, you should forward the request to the Human Resource Director for a response. If you choose to provide a personal reference for someone you knew from Home of New Vision, please be clear that the reference is a personal one and do not use company letterhead or otherwise give the impression that you represent Home of New Vision as an entity.

Resignation

Employees shall notify their supervisors as soon as possible of any intent to resign. At least two weeks prior notice is expected from clerical and program assistant and peer employees; at least a three-week notice is expected from licensed professional staff; and at least a four-week notice is expected from supervisory/management personnel.

Safety Rules

It is the policy of Home of New Vision to comply with all applicable federal, state, and local health and safety regulations and to provide a work environment as free as practicable from

recognized hazards. Employees are expected to comply with all safety and health requirements whether established by Home of New Vision or by federal, state, or local law.

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all of the Home of New Vision activities. We want to protect you against industrial injury and illness, as well as minimize the potential loss of production.

Please report all injuries (no matter how slight) to your supervisor immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules. You may post other safety procedures in your department or work area:

- Avoid overloading electrical outlets with too many appliances.
- Use flammable items, such as cleaning fluids, with caution.
- Walk – don't run.
- Use stairs one at a time.
- Report to your supervisor if you or a co-worker becomes ill or is injured.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Smoke only in designated smoking areas.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Sit firmly and squarely in chairs that roll or tilt.
- Watch out for the safety of fellow employees.

Remember, failure to adhere to these rules will be considered serious infractions of safety rules and will result in disciplinary actions.

In the event of accidents or illnesses requiring major medical attention occurring on the premises of Home of New Vision and/or other Home of New Vision worksites and requiring immediate medical attention, emergency medical services shall be called (911). If a client becomes sick and requires non-emergency medical attention and the client is mobile, an available staff person shall arrange for referral and shall transport the client to the emergency room of the nearest hospital.

The staff of Home of New Vision are or will be trained and certified in CPR/1st aid and shall be able to handle such cases requiring CPR/1st aid service. Cases requiring minor emergency care shall be attended to by a staff person who will administer first aid or provide appropriate first aid supplies to the clients for self-administration.

Professional staff members will be authorized to provide necessary emergency evaluations and to arrange for referral to transfer to other facilities when necessary. Staff shall immediately notify the family and/or doctor of a client who has encountered an emergency situation and shall explain arrangements, which have been made for referral or transfer to another facility. All emergency incidents shall be recorded in the client records.

Security

Maintaining the security of the Home of New Vision buildings and vehicles is every employee's responsibility. Develop habits that ensure security as a matter of course. For example:

- Know the location of all alarms and fire extinguishers, first aid kits and familiarize yourself with the proper procedure for using them should the need arise.
- When you leave the Home of New Vision's premises make sure that all entrances are properly locked and secured.

Seniority

Many of your benefits, like PTOs, are determined by seniority. Also, seniority is one of the factors recognized when making promotions. Therefore, seniority is very important to you as an employee.

You must complete an Introductory Period when you are hired. During this period, you carry no seniority rights. If you are retained after the Introductory Period, you will be credited with seniority. Your seniority will reflect your length of employment beginning on the date on which you began work (anniversary date).

Substance Abuse

Congress passed the Drug-Free Workplace Act of 1988, requiring the certification of a drug free workplace by federal grantees. Consistent with the policy, the Home of New Vision is committed to providing its employees with a safe workplace and an atmosphere which allows them to protect inventory and other assets placed in their care. The Home of New Vision employees should not be subject to any safety threats from fellow workers. You are expected to be in suitable mental and physical condition while at work, allowing you to perform your job effectively and safely.

The Home of New Vision has a vital interest in maintaining safe, healthy and efficient working conditions for its employees. Being under the influence of a drug or alcohol on the job may pose serious safety and health risks not only to the user, but to all those who work with the user, as well as our customers.

The Home of New Vision also recognizes that its own health and future are dependent upon the physical and psychological health of its employees. Accordingly, the Home of New Vision has established the following guidelines with regard to use, possession or sale of alcohol or drugs:

- The Home of New Vision conducts pre-employment screening, designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for impaired or unsafe job performance. Additionally, any individuals responsible for driving clients are subject to random drug screening.
- The manufacture, possession, use, distribution, sale, purchase, or transfer of, or being under the influence of, alcohol or illegal drugs is strictly prohibited while on the Home of New Vision premises or while performing agency business.
- Employees will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear to be unfit for duty may be subject to a medical evaluation which may include drug or alcohol screening. Refusal to comply with a fitness-for-duty evaluation may result in disciplinary action up to and including discharge.
- Off-the-job illegal drug use which could adversely affect an employee's job performance or which could jeopardize the safety of other employees, the public or agency facilities, or where such usage could jeopardize the security of agency finances or business records, or where such usage adversely affects consumer's or the public's trust in the ability of the agency to carry out its responsibilities, will not be tolerated. Employees who are involved in or suspected of involvement in off-the-job drug activity will be considered in violation of this policy.
- Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this treatment to their supervisor through their personal physician.

The Home of New Vision recognizes that alcoholism/drug abuse is a form of illness that is treatable in nature. The agency shall not discriminate against employees based on the nature of their illness. We do reserve the right to do drug testing and recommend the best plan of action for the individual. Home of New Vision supports recovery; therefore, no employees shall have their job security threatened by their seeking of assistance for a substance abuse problem. The same consideration for referral and treatment that is afforded to other employees having non-drug/alcohol related illnesses shall extend to them.

The Home of New Vision recognizes that substance use disorder is a form of illness that is treatable in nature. Home of New Vision supports recovery but must assure that the facilities

and staff are drug free and unimpaired. Staff whose job responsibilities depend on being a person in recovery, professional employees or others, may be placed on unpaid administrative leave if they experience a relapse or it becomes apparent that their substance use impairs or impedes their ability to perform their assigned work, creates a potential for unsafe working conditions, creates a potential for impaired judgement or an unsafe or unhealthy environment or example for clients. If an employee with a substance use disorder is placed on unpaid administrative leave, Home of New Vision will offer help in seeking treatment and creating a return to work plan. Employees will be required to adhere to the plan which will include provisions for attendance at evaluation and following the evaluation recommendations, urine drug screening, discontinuance of use, regular check in's with the employee's supervisor or designee and other appropriate measures on a case by case basis. Unpaid administrative leave can last up to one year at which time a determination of the employees fitness to return to work will be made by Home of New Vision. No guarantee of a return to work is made and any administrative leave for this purpose will be no longer than one year in length. Home of New Vision will not hold open any position for this return to work and does not guarantee that a the employees previous position, or any position, will be available when the employee is ready to return to work. If, at the close of the one year administrative leave, no position is available, the employee will be terminated. Home of New Vision reserves the right to refuse to return to work and terminate any employee that, in the sole judgement of the CEO, is not a good match to return to work at Home of New Vision. Home of New Vision is an "at will" employer and reserves the right to terminate any employee at any time.

Nothing in this policy is construed to prohibit the agency from its responsibility to maintain a safe and secure work environment for its employees or from invoking such disciplinary action as may be deemed appropriate for actions of misconduct by virtue of their having arisen out of the use of alcohol or drugs or both.

Suggestions

We encourage all employees to bring forward their suggestions and good ideas about how our agency can be made a better place to work. When you see an opportunity for improvement, please talk it over with your immediate supervisor. He or she can help you bring your idea to the attention of people in the agency who will be responsible for possibly implementing it.

All suggestions are valued and listened to. When a suggestion from an employee has particular merit, we provide for special recognition of the individual(s) who had the idea.

Supervisors

Your immediate supervisor is the person on the administration team who is closest to you and your work. Your day-to-day contact with your supervisor gives you a chance to receive

guidance and counsel regarding your assignments and the progress you make on your job. Your supervisor can show you how your work fits into the overall picture, teach you how to do things, explain the “how’s” and “why’s” and encourage you when things look a little tough.

Your supervisor is in complete charge of the department. He or she is responsible for the efficient operation of the department. Your supervisor has authority to hire and dismiss, to assign work, recommend pay increases, transfers or promotions, and to maintain order and discipline.

Remember, your supervisor knows most of the answers, and, if not, knows where to get them. Your supervisor probably started in a job much like yours and can guide and help you. Your supervisor wants you to succeed. Please get to know your supervisor, and when you need help or have questions, complaints, problems or suggestions, contact your supervisor first. He or she is interested in your success, the success of every member of your department and the overall success of the Home of New Vision.

Your supervisor is human, has many responsibilities and needs your cooperation, assistance and loyalty. He or she wants to help you - that’s their job – so please ask, and please be willing to meet your supervisor half way. If he or she cannot help you or answer your questions, your questions will be referred to someone who can. You can expect to be treated fairly and with respect. Like the Home of New Vision, your supervisor has a direct interest in you. He or she wants you to consider him or her as your advisor, friend and mentor. Go to your supervisor for information about your job, your pay or other matters of company policy.

Please don’t overburden your supervisor with questions that can be answered by reading this manual or by checking bulletin boards. All employees are assigned and expected to read their emails at least once per work day. Important information is shared via email and you might miss something important. Do feel free to ask for clarification of regulations or responsibilities. Any problem that hinders the efficient completion of your responsibilities should be taken up with your supervisor.

Theft

Internal theft is considered a serious infraction at Home of New Vision. Although taking small items of the Home of New Vision property may seem inconsequential, the cumulative effect can be very large. Stealing from the company is like stealing from yourself. Losses from theft immediately affect our ability to increase salaries and can jeopardize the profitability of the agency.

Property theft of any type will not be tolerated by the Home of New Vision. We consider property theft to be the unauthorized use of company services, vehicles, facilities or the taking of any company property for personal use.

Penalty Clause

Unauthorized possession or removal of agency property is a very serious offense. Employees violating this policy will be subjected to discipline up to and including possible dismissal and prosecution. The Home of New Vision will consider the dollar value of the item(s) taken, the employee's seniority and the employee's past work record in setting penalties. Referrals to criminal authorities will be made on a case-by-case basis.

Violations of Policies

You are expected to abide by the policies in this Manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual's personnel file.

A partial list of causes for possible disciplinary action (Unacceptable Activities) is presented under "Standards of Conduct" in the "Employment" section of this Manual. This list is not to be considered all-inclusive.

*The Operations Director functions as the Human Resources Director when that position is unfilled. The Operations Director is also the Corporate Compliance Officer.