

Items Highlighted are changes from the previous version.

SENIOR SERVICES, INC.

Human Resources Policies and Procedures (Formerly called the Personnel Policy)

Approved on February 17, 2005

This publication is intended to help the Senior Services, Inc. employee understand about working for the organization. It is not any form of contract of employment or any evidence of such, nor is it intended to give employees any contractual rights. Senior Services, Inc. may change, replace or institute any employment policy or plan at any time without notice and without obligation to update this manual. While Senior Services, Inc. strives to foster open communication with its employees, it does not intend to relinquish any legal rights as an employer by the publication of this handbook or its policy statements.

This manual contains the Employee Relations Policies and Practices adopted for the employees of Senior Services, Inc. It is an attempt to define and institute fair policies and procedures governing the employment of staff. The policies and procedures in this manual were compiled with input and information from the staff, management and Board of Directors of Senior Services, Inc.

PHILOSOPHY

Senior Services, Inc. is a community service organization for the greater Kalamazoo area with a legacy of concern and care for senior citizens and others with like problems. It develops a community awareness of their potentialities and problems, and provides services to improve their health, ability to live independently, and lead active lives in the community.

In addition to that legacy, it has a further commitment as a good community citizen with a reputation for honesty, integrity and fairness in its relationship with its employees.

It is an equal opportunity employer and seeks to be known as a good employer by producing steady employment and satisfactory income and benefits for those who perform satisfactorily. It understands the value of policies and procedures that are clearly defined and communicated. It strives to maintain a positive employee relations atmosphere indicative of its confidence in our employees.

Our Mission, Vision and Values

Our Mission at Senior Services, Inc. is to enhance and promote the independence and well-being of elders, the disabled, and those that care for them.

Our Vision is to be the leader in providing innovative and quality services to elders and the disabled in Southwestern Michigan.

Our Values are that we are caring professionals, sensitive to the needs of the most vulnerable, listen to the people we serve, treat the persons we serve with respect and dignity, value the contribution that volunteers bring to our mission and are good stewards of resources.

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Annual Review Process: This Human Resources Policy and attached Code of Ethics was reviewed with Administrative staff in January of 2005, reviewed by the Human Resource Committee on February 9, 2005, reviewed by and adopted by the Executive Committee of the Senior Services Board of Directors on February 17, 2005.

1.0 STATEMENT OF PURPOSE

1.1 POLICY MANUAL

This policy manual will help you learn more about your working relationship with Senior Services, Inc. The success of this relationship enables all of us to meet the many challenges that are part of our business. We hope that the concern we have for every employee is reflected in the way each of you deals with co-workers and the people we serve. Meeting the needs of the people we serve is the foundation of our entire mission.

This policy manual outlines the main features of our employment policies, procedures, benefits, and certain other information. Everyone should understand that it is impossible to anticipate every situation that may arise.

As you read through this manual, you may have additional questions about our policies. We encourage you to discuss any questions with your supervisor. The President of Senior Services, Inc., who is the Chief Executive Officer of the organization, (hereafter referred to as the President) welcomes your comments and suggestions regarding this manual.

1.2 EMPLOYEE RELATIONS

Senior Services, Inc. believes every employee, regardless of position, is important to the success of our organization. We believe each employee is entitled to fair treatment and respect. We have pledged ourselves to a high standard of employee relations applying to all of our employees.

It is important to understand that we have a special responsibility as a non-profit service agency. We are committed to the clientele that we serve and to our employees to provide that service.

1.3 COMMUNICATIONS

In the interest of good communication, to cultivate and achieve understanding, trust, and cooperation and to develop responsible employee relations and participation, the employees at Senior Services, Inc. shall meet at timely intervals. The topics to be discussed involve exchange of ideas and information, review of accomplishments, discussion of safety issues, operational matters, and adherence to policy in other areas, situations, and subjects of interest. Between these meetings, the employees are encouraged to raise such topics and issues with their supervisors in a timely, productive manner.

1.4 DEFINITIONS (of terms found in this document)

“Immediate Family Member” - Is defined as a “Spouse, Child, Sibling or parent”.

2.0 ADOPTION AND ADMINISTRATION OF HUMAN RESOURCES POLICIES

2.1 ADOPTION

The adoption of Human Resources Policies for the agency, including amendments thereto, shall be by action of the Board of Directors, which delegates the responsibility for annual

review to its Human Resources Committee. All agency employees shall receive a copy of the Human Resources Policies of the agency including duly adopted amendments and are encouraged to give their input to the President for consideration.

2.2 RESPONSIBILITY

The President of Senior Services, Inc. has final responsibility for administering and communicating written Human Resources Policies, which has been approved by the Board of Directors.

2.3 HUMAN RESOURCES /APPLICATION

Senior Services, Inc. recognizes the importance of providing benefits for its employees and the value of benefits described in this Policy Manual. However, the policies and benefits described are not conditions of employment. In addition, in a situation where insurance or other benefit plans are concerned, the terms of the policy or plan supersede any statements contained in this manual. Senior Services, Inc. believes strongly in the plans, policies, and procedures described in this manual, but reserves the right to alter, modify, amend, or terminate these policies and benefits in the manner which we believe to be in Senior Services' best interest. No individual supervisor or other management employee is authorized to modify or amend these policies. No changes or modifications may be made to the human resources policies and procedures manual unless made in writing and properly published to all employees.

Because continuous employment is advantageous to both employees and Senior Services, Inc., it is Senior Services, Inc. policy to provide a workplace in which employees are encouraged to perform at their best and for which they are fairly rewarded for their performance. To achieve this, employees are responsible for cooperating with and assisting Senior Services, Inc. in this ongoing endeavor.

Employment with Senior Services, Inc. is EMPLOYMENT-AT-WILL. Either Senior Services, Inc. or the employee may terminate employment at any time for any reason, or for no reason. If Senior Services, Inc. chooses to terminate an employee's employment for a reason, such reason may include, but not be limited to, unsatisfactory job performance, excessive absences or tardiness, violation of Senior Services, Inc. policies, breach of integrity, or lack of good judgment affecting Senior Services, Inc. and/or its reputation. Senior Services is not required to follow a progressive corrective action process prior to termination. There may also be circumstances which require that Senior Services, Inc. restructure, reorganize or reduce its work force. Whenever possible, Senior Services, Inc. intends to provide the employee with notice in advance of the termination of employment and to discuss transition with the employee.

Whenever employment is terminated, a discussion should be held with the employee's Division Director or President to determine the status of the employee's vacation and insurance plans and any other matters for an orderly transition.

3.0 EMPLOYMENT PRACTICES

3.1 EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Senior Services, Inc. to provide equal employment opportunities to all qualified persons regardless of race, religion, color, national origin, citizenship, age, sex, sexual orientation, gender identity, marital status, parental status, disability, membership in any labor organization, political affiliation, height, weight, and record of arrest without conviction.

It is the policy of Senior Services, Inc. to prohibit discrimination in all matters of recruitment, training, promotion, wages, salary or termination.

3.3 FITNESS TO WORK

If deemed necessary by Senior Services (President), evidence shall be provided by the prospective applicant that, in the judgment of a physician at the time of employment, the staff member is free of physical and/or behavioral health conditions which would adversely affect the health and well-being of persons served and staff. This section does not supersede any part of the A.D.A. requirements.

3.4 QUALIFICATIONS

The qualifications which staff bring to their respective positions are fundamental in determining the effectiveness and efficiency of Senior Services' operations.

All employees shall meet the legal requirements of their positions. Additional reasonable requirements may be added to assist Senior Services, Inc. to meet its mission.

When standards of qualification have not been established by an organization or group, the facility shall establish reasonable qualifications in the position description so as to provide an objective basis for evaluating applicants for the position.

All job positions will be defined by position descriptions.

3.5 CREDENTIAL AND REFERENCE VERIFICATION

The appropriate supervisor or manager will check credentials and references that verify the prospective employee's qualifications for the position. In order to check credentials, appropriate releases must be obtained from the applicant. Willingness to provide the necessary authorizations to verify credentials IS REQUIRED AS A CONDITION OF EMPLOYMENT. Verification may include, but is not limited to, educational transcripts, licenses, certification, and confirmation of previous employment/work experience, driver licenses, etc., and must be obtained from the primary sources. All documents or copies of documents will be placed in the employee's human resources file.

When professional licensing, certification, or accreditation is a requirement for a staff position, the individual is responsible for keeping his or her license, certification, or accreditation current in the state of Michigan. The employee is required to submit a photocopy of his or her renewal certificate to their supervisor prior to the expiration date; the photocopy is to be maintained in the human resources file. The Agency will also obtain written verification of credentials from primary sources. When a driver license or a driver license with any CDL (Commercial Driver License) endorsement is a qualification

requirement for a staff position, the individual is responsible for keeping his or her license renewed. All license, certification and accreditation fees are the responsibility of the employee.

3.55 USE OF MOTOR VEHICLES BY EMPLOYEES:

Employees of Senior Services shall not operate a motor vehicle in the performance of their employment duties unless they have a current and valid driver license. Senior Services shall do a Motor Vehicle Records search on all employees who use a motor vehicle during the course of their work. An employee who is considered to use a motor vehicle during the course of their workday is considered to be an employee who "transports other staff, clients, volunteers, themselves or any other person(s) in their personal vehicles." Results of this search can result in staff restrictions on the use of motor vehicles related to their employment with the organization.

Any employee using a motor vehicle, as described in section 3.55 must:

- a. Supply Senior Services with current and valid proof of insurance that meets or exceeds Michigan's minimum if such insurance coverage is altered or eliminated.
- b. Notify Senior Services that they currently meet their motor vehicle insurance requirements. This proof of insurance must be supplied before an employee uses a motor vehicle, as described in section 3.55, and upon each renewal of their policy, and the employee must immediately notify the Senior Services immediately of revocation or suspension of their driver license and/or privileges, and,
- c. Must notify Senior Services of any motor vehicle accidents in which they were involved and deemed "preventable" by any law enforcement organization or court of law.

3.6 BACKGROUND INVESTIGATION/CHECKS

Senior Services, Inc. conducts criminal background checks on all employees and persons applying for employment at Senior Services, Inc.

4.0 HIRING PROCEDURES

4.1 PROCEDURES FOR EMPLOYMENT

1. When a new position is created or a job vacancy occurs, the Division Director will notify the President. The President will decide whether to authorize filling the position and will direct the posting of employment notices accordingly.
2. An employment notice will be posted on the Staff Lounge Bulletin Board and the bulletin board in the Pauline Allen Nutrition Center when a vacancy occurs. The employment notice will specify the job title, qualifications, job duties, deadline for applications, and supervisor receiving applications.
3. Positions available may be advertised to appropriate recruitment sources such as local newspaper(s), to ensure equal opportunity employment.

4. An interview shall be conducted with each qualified Senior Services, Inc. employee applicant, and with selected qualified outside applicants by the Division Director and/or other administrative personnel. One or more references will be checked for final candidates.
5. As a drug free workplace, and in keeping with section 9.3 "SUBSTANCE ABUSE POLICY AND PROGRAM, all applicants for employment will be required to take and pass a drug test. Failure to take or pass the drug test will automatically disqualify candidates from consideration of employment with Senior Services.
6. Division Directors will determine which candidate shall be offered the position and at what salary. The final decision on the selection of all personnel shall rest with the President.
7. A letter of employment shall be sent to the accepted candidate. Such letters shall be sent within ten days of the candidate's acceptance.
8. The new employee will not begin work until relevant paperwork is completed and the letter of employment is signed.

5.0 DEFINITIONS OF EMPLOYEE STATUS

5.1 EXEMPT STATUS

1. Exempt employees

Exempt employees are those who are not covered by the overtime requirements of the Fair Labor Standards Act and do not receive overtime pay. Exempt employees are those for whom a majority of a person's work is executive, administrative, or professional in nature, requiring regular exercise of discretion and independent judgment.

2. Non-exempt employees

Non-exempt employees are those who do work other than executive, administrative, or professional as defined by the Fair Labor Standards Act and must receive extra pay for overtime work as legally required. Overtime will be paid at the rate of one and one-half times based on regular rate of pay for hours worked in excess of forty (40) hours per week. All overtime must be approved by the Division Director and the employee's supervisor prior to its occurrence.

5.2 EMPLOYEE CLASSIFICATIONS

Persons working for Senior Services, Inc. will be employed in one of the following classifications:

Full-time Exempt - These are employees hired with no scheduled termination date and are scheduled on a base pay period of thirty-seven and a half (37.5) hours per week. Their position description responsibilities exempt them overtime payments and they are paid on a bi-weekly salary basis. They are eligible for all the benefits outlined in this manual.

Full-time Non-exempt - These are employees hired with no scheduled termination date who are scheduled to work no less than thirty-seven and one-half (37.5) hours per week. Their position description responsibilities fall under the labor classification that require overtime payment and they are paid on an hourly basis.

Regular Part-time Non-exempt - These are employees hired with no scheduled termination date and who are scheduled to work twenty (20) or more hours per week but less than thirty-seven and one-half (37.5) hours per week. They are paid on an hourly basis.

Part-time Exempt - These are employees hired with no scheduled termination date and qualify as exempt employees.

Part-time Non-exempt (Less than 20 hours) - These are employees hired with no scheduled termination date and are scheduled to work less than twenty (20) hours per week. They are paid on an hourly basis.

Regular Part-time Paid Time Off (PTO) Non-exempt – These are employees working **Home Care, Food Service and Janitorial** positions hired with no scheduled termination date and who are scheduled to work thirty (30) or more hours per week but less than thirty-seven and one-half (37.5) hours per week. They are paid on an hourly basis.

Part-time Paid Time Off (PTPTO) Non-exempt – These are employees working **Home Care, Food Service and Janitorial** positions hired with no scheduled termination date and who are scheduled to work less than thirty (30) hours per week. They are paid on an hourly basis.

Limited term Employees - These are employees who are hired to fill positions that are limited term projects and shall serve under the terms of the funding source.

An employee's status may change based on the staffing needs and/or financial resources of the organization. Employees will be notified in writing of changes in employee status.

5.3 NOTIFICATION OF STATUS

All employees will receive notice of their employment classification, pay rate, benefits, supervisor, position description, status under the Fair Labor Standards Act, and a copy of the human resources policies and procedures prior to employment.

5.5 PERFORMANCE REVIEW

Senior Services, Inc. believes that the development of each employee is important and that development is a continuing process. We therefore provide an annual performance review for each employee including a discussion of the review with each employee by the employee's supervisor.

The annual performance review discussion not only provides employees with an opportunity to review their job performance with their supervisors, but also it is an opportunity to plan for improved performance and development.

5.6 PROCEDURES FOR PERFORMANCE REVIEW

Staff performance review should be an ongoing process with frequent and regular verbal communication about the employee's performance between the supervisor and the employee.

1. Frequency

Each new employee or promoted employee will be reviewed in writing by his or her supervisor at 6 months from their hire date and then annually thereafter utilizing Senior Services, Inc. Performance Review form. Additional reviews may be held upon request of either the supervisor or the employee.

2. Evaluation Contents and Results

Supervisors should consider the entire length of the period under review.

The employee's position description shall be reviewed as a part of the Performance Review.

Performance Review reports shall be discussed with each employee and signed. A copy of the report will be given to each employee and one copy will be placed in his/her human resources file.

The Performance Review will include a process of goal setting to allow the employee to plan for his/her job performance for the next period. The goal statements will be determined jointly by the supervisor and the employee.

6.0 HOURS OF WORK

6.1 HOURS OF WORK AND TIME RECORDS

Senior Services, Inc. is normally open from 8:30 a.m. to 5:00 p.m. Monday through Friday, except on designated holidays. Each full-time non-exempt employee is expected to work seven and a half (7.5) hours a day and thirty-seven and a half (37.5) hours per week. There is one hour unpaid break for the noon meal, and this is normally 12:00 noon to 1:00 p.m., unless otherwise agreed upon by the employee and their Division Director or President. Exempt employees are expected to schedule lunch breaks in consultation with their supervisor and generally schedule their work to coincide with the agency's office hours.

6.2 OVERTIME

Senior Services follows the Fair Labor Standards Act of 1938 (FLSA), as amended. Included in this federal law are regulations covering jobs where an employee must receive overtime compensation after working 40 hours in a work week.

1. Definitions

Exempt employees are paid an agreed amount for the whole job, regardless of the amount of time or effort required to complete the work. While this section of Federal Law does not require that exempt employees document their work time, it also does not prohibit Senior Services from requiring its employees to document such time.

Since Senior Services' funders often require such documentation, it is the agency policy that all employees, regardless of classification record the hours they actually work each week.

Non-exempt employees are paid for each hour worked and record each hour worked on their time record. If the employee works more than 40 hours in one workweek, the employee is paid a premium of "time and one-half", which is also referred to as overtime compensation.

Senior Services utilizes position descriptions for all staff within the organization and is responsible for assigning the Fair Labor Standards Act exemption status for these job titles.

2. Approval of Overtime

Supervisors are responsible for authorizing and scheduling overtime in advance; therefore, a non-exempt employee shall not work overtime unless authorized in advance by his/her supervisor. Employees are expected to work overtime when requested to do so. Overtime will be used only after all other alternatives have been explored, such as rescheduling priorities, reassigning work, re-balancing workloads, offsetting excess hours in one day with reduced hours in another day in the same workweek, and revising the work schedule so that weekend work can be performed as a regular part of the affected workweek.

3. Overtime Payment

When a non-exempt employee works more than 40 hours in a workweek, the employee must be compensated at time and one-half of the employee's regular rate of pay for each hour worked over 40.

7.0 WAGE AND SALARY ADMINISTRATION

The objective of Senior Services, Inc. is to compensate staff at levels that will attract, retain, motivate, and reward high caliber personnel commensurate with Senior Services, Inc. needs, goals and ability to pay. All employees are compensated in accordance with a plan approved by the Senior Services, Inc. Board of Directors.

7.1 PAY PERIOD

Senior Services, Inc. employees are paid every other week on Friday. Each payment covers the two (2) week period ending on the Friday before payday. All employees must submit time sheets or project report forms to their supervisor on the Friday preceding the Friday pay day. All supervisors are to review, approve and forward these time sheets/project report forms to the accounting department no later than the following Monday by 5 p.m.

7.3 SALARY AND HOURLY PAY INCREASES

Annually, the Board will determine the organization's ability to grant pay increases for those employees who have been with the organization for at least 6 months.

7.4 ATTENDANCE AND NOTIFICATION

Attendance and punctuality are important factors in overall performance of all staff. They enhance the value of every employee's service and contribute to the smooth operation of our organization.

Notification Procedure

1. Vacation Time - Employees who intend to use vacation time must work with their immediate supervisor to schedule such time as far in advance of their planned vacation(s) as is practical.
2. Unplanned/Unscheduled Absences –
 - a. All employees are expected to notify their supervisor, as soon as practicable, of any unscheduled absences (i.e. illness, transportation problems, etc.). In cases of unscheduled absences, employees must notify their immediate supervisor regarding the reason for their absence as soon as the situation allows.
 - b. Employees must make voice contact with their supervisor when informing them of unscheduled absences. If the employee's immediate supervisor is unavailable, the Division Director or President must be contacted.
 - c. Indirect notification by an employee such as voice mails and/or written communications are not acceptable means of communicating such information with an employee's supervisor.
 - d. Any employee who does not follow this notification procedure on 2 consecutive days and does not call their supervisor as noted above shall be considered as having supplied the agency with their resignation and their employment shall be considered terminated by their resignation.

7.5 CHANGE OF ADDRESS OR DEPENDENCY STATUS

In order that human resources records and insurance records may be kept up-to-date, an employee shall provide change of address or telephone number, or in the event the individual does not have a telephone number, information on how to reach a contact person that they designate, to our accounting department as soon as possible after the change occurs.

Any change in marital status or dependents shall be reported.

Reporting of a change of address or dependency status as described in this section is the responsibility of the employee.

7.6 POSITION DESCRIPTION

Position descriptions will be considered incorporated by reference in this Human Resources Policies. These position descriptions are intended to be in compliance with all federal, state and local government guidelines. Each employee will have a written position description accurately describing their job. Position descriptions cover the purpose of the position, the individual's accountabilities, major or unusual problems, decision making authority, the quantitative data, and knowledge and experience requirements.

Position descriptions are vital to the salary administration program but also have important uses in employment, training, development, organizational and performance reviews.

Position descriptions should be reviewed annually during performance reviews, or at the time of any major changes in accountabilities.

Recognizing that jobs change and evolve in response to events and circumstances, position descriptions may need to be revised.

All position descriptions and changes to these descriptions must be approved by the President.

7.7 PAY PROVISION

All employees are paid every other Friday **by Direct Deposit**. Senior Services, Inc. will make the required and voluntary deductions from each employee's gross pay.

8.0 EMPLOYEE BENEFITS

For purposes of calculating employee benefits, an employee's hire date is used to determine status in our benefit plans.

8.1 HOLIDAY LEAVE

Public and Personal **Preference** Holidays

1. The office will be closed on the following public holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday following Thanksgiving Day
- Christmas Day

When Senior Services, Inc. is closed on one of the holidays listed, all employees, regardless of classification, will receive paid time equivalent to the usual time worked on that day.

If the employee agrees and is authorized to work on these holidays when the agency is closed, they will receive double time pay and will not receive any other compensation or time off.

2. Two additional holidays on which the office will be open are:
 - a. The day preceding New Year's day or the day following New Year's day.
 - b. The day preceding Christmas Day or the day following Christmas day.

On days "a" and "b" above, the office will be open, unless the date falls on a weekend. The office will operate with less than a full staff. These holidays do not apply to part-

time non-exempt less than 20 hour employees or part-time PTO less than 30 hour employees.

3. In addition, all employees (except part-time non-exempt less than 20 hour employees and part-time PTO less than 30 hour employees) are allowed to take two (2) paid Personal Preference Holidays per calendar year.

Those employees who qualify for time off as listed above will be paid an equivalent number of hours to what they would have been routinely scheduled to work on those days.

Whenever a paid holiday falls on a Saturday, eligible employees will be allowed time off with pay on the preceding Friday; and whenever a paid holiday falls on a Sunday, eligible employees will be allowed time off with pay on the subsequent Monday. If the preceding Friday or the subsequent Monday are also paid holidays, then the eligible employees will be allowed time off with pay on the preceding Thursday or the following Tuesday respectively.

The scheduling of work hours and paid holidays for employees shall be the responsibility of Division Directors. Their decisions shall be subject to the approval of the President.

Eligible employees must work both their last scheduled day preceding and their first scheduled day following their paid holiday to be paid for that holiday.

8.2 VACATION LEAVE

1. All full-time exempt, full-time non-exempt, and regular part-time exempt and regular part-time non-exempt employees will earn paid vacation hours according to the following schedule:

Time Employed at Senior Services, Inc.	Annual Vacation Time Earned as a percent (%) of hours paid per pay period
0 through 36 months	5.8
37 through 72 months	7.7
73 months or more	9.7

2. Part-time non-exempt less than 20 hour employees and part-time Home Care, Kitchen and Janitorial staff do not earn paid vacation hours.
3. Employees may not use their earned vacation hours until they have completed 12 weeks of employment with Senior Services, Inc.
4. In an effort to grant all employees vacation time and assure a smooth flow of operations, all staff are requested to submit their request for vacation at least four weeks prior to the beginning of their vacation.

The following principles will be utilized by the employee's supervisor in approving vacation time:

- a. Requests must be made in writing and submitted to the Division Director through the employee's supervisor. Employees are required to keep a copy of an approved request once returned by the supervisor.
 - b. While the agency will make every effort to schedule requested vacation(s) it does reserve the right to refuse vacation requests. Employees are responsible for monitoring the amount of remaining vacation time on their pay stubs and plan accordingly to avoid losing vacation time at the end of the year.
 - c. When there is a conflict in scheduling time off between two or more employees, seniority on the job will be a priority.
 - d. Leave can only be used AFTER it is accrued.
 - e. Vacation and work hours claimed during a 24 hour period cannot exceed the number of hours regularly scheduled for that day.
 - f. All employees are expected to use vacation time in the fiscal year it is accrued. The number of hours accrued cannot exceed the number of hours worked in an AVERAGE two-week period and no employee, regardless of classification may carry over more than 75 hours of vacation time into the next fiscal year. In rare instances the President can allow exceptions to this policy.
 - g. While exceptions can be made by the Division Director, it is a general rule that vacation time off should not be taken in blocks that are less than ½ a normal work day for that employee.
5. Up to 75 hours of earned vacation time will be paid to the employee upon termination of employment with Senior Services, Inc.

8.3 MEDICAL LEAVE

1. All full-time exempt, full-time non-exempt, part-time exempt and regular part-time non-exempt employees accumulate medical leave at the rate of 4.7% of their hours paid.
2. This section in no way is meant to supersede the Family and Medical Leave Act section.
3. Medical leave outside the Family and Medical Leave Act may be used, upon approval from the Division Director for injury, illness or medical appointments of the employee or their spouse, child, sibling or parent. Up to 3 days of medical leave may be used for the death of an immediate family member.

Medical leave used for medical appointments is intended to allow the employee enough time to get to and from the appointment as well as the medical appointment itself. Senior Services, Inc. expects employees to work the remainder of their normal schedule on days when they have routine medical appointments, unless directed by their physician or health care professional not to do so. Medical leave is intended for purposes described in this section and is not interchangeable by an employee with, or to be used as, vacation time or any other type of leave.

4. At the end of the calendar year, all full-time exempt or non-exempt employees with accumulated medical leave in excess of 150 hours, part-time exempt or part-time non-exempt employees with accumulated medical leave in excess of 75 hours, will have that unused medical leave time converted into vacation time at the rate of one

hour of vacation time given for each 5 hours of unused medical leave accrued but not used. Upon termination or resignation of the employee, medical leave hours will be lost and no financial reimbursement will be made to the employee.

5. When using medical leave, employees of the organization must follow the agency's notification process (See section 7.4, "ATTENDANCE AND NOTIFICATION")
6. Employees who use 3 successive days of medical leave are required to provide Senior Services with a document from their health care provider verifying their need for medical leave.
7. Senior Services reserves the right to require documentation from a qualified health care professional regarding any employee's ability to return to work after the use of medical leave.

8.35 PAID TIME OFF (PTO)

1. All regular part-time PTO employees receive 60 hours of PTO credited to them the first day of each fiscal year and can use any or all of this PTO upon approval from their supervisor.
2. At the end of each fiscal year, any PTO not used by a regular part-time PTO employee is lost and the employee will begin with a new 60 hours of PTO on the first day of the next fiscal year.
3. Regular part-time PTO employees can use their PTO for any reason, pending supervisory approval.
4. Upon termination of employment with Senior Services, Inc., regular part-time PTO employees will be paid for unused PTO hours at their regular hourly rate of pay.

8.4 LEAVE DUE TO WEATHER OR OTHER CONDITIONS

1. The President, or his/her Designee, may choose to close the offices and/or cancel any and all programs and/or services of the agency due to weather or other conditions. If such occurs, any staff who had been scheduled to work during these times shall be paid for that amount of time. On some occasions the agency will remain open but meal sites are closed due to weather. Should sites be closed the staff at those locations shall be paid for the time they had been scheduled to work on that day.
2. When the office is open and an employee feels they do not wish to attempt to get to their work location, they must use vacation or unpaid time off and must follow the notification procedure described in Section 7.4, "ATTENDANCE AND NOTIFICATION".

8.5 RETIREMENT CONTRIBUTION

1. The agency will make a retirement contribution for all Exempt and Non-Exempt employees who have worked for the agency for at least one year and who qualify for

at least a minimum qualifying I.R.S. contribution. The Board of Directors shall authorize the amount of the contribution on an annual basis.

2. The agency's retirement contribution will be supported by contributions from the Agency. The Agency's contribution shall be based upon the employee's prior years gross wage.
3. Eligibility for retirement benefits from the Agency retirement contribution shall be determined by the rules of that plan.

TAX SHELTERED ANNUITY

Senior Services, Inc. maintains a tax sheltered annuity program to assist employees with setting aside funds for retirement. All employees are eligible.

8.6 LEAVES FOR OTHER PURPOSES

1. Jury and Witness Duty - employees who are summoned for jury or witness duty will be granted leave of absence with pay for the duration of such duty. The employee shall remit to the agency any stipend obtained from such duty, except payment for mileage, immediately upon receiving such stipend.

To receive compensation for jury duty leave, an employee must:

- a. Promptly provide a copy of the jury duty summons to his/her supervisor;
- b. Notify the supervisor of the jury duty schedule on a daily basis at or before the beginning of the employee's scheduled work day;
- c. Certify in writing each period of time he/she actually served as a juror for which administrative leave is requested.

An employee requested or subpoenaed to appear before a court as a witness is entitled to administrative leave (time off with full pay) provided that the employee certifies in writing the period of time of such appearance for which administrative leave is requested, and provides a court document to verify that they have been subpoenaed to appear.

2. Military Duty/Leaves of Absence
 - a. Temporary Duty (Reserves/National Guard, etc.)
 - I. Temporary military leave will be granted when the affected employee submits military orders, or other appropriate documentation, to the President.
 - II. Leave required for National Guard, reserve unit duty, or other short-term military duty will be granted without pay and without loss of benefits or length of services credits. The employee at his or her option may use vacation pay for time so spent.
 - b. Long-Term Leave (Enlistments or National Emergency "Call Up")
 - I. Long-term leave will be granted when the affected employee submits military orders, or other appropriate documentation, to the President.

- II. Long-term leave will be granted without pay or benefits and without loss of length of service credits.
 - III. All military leaves and reinstatements, as well as benefits, pay, length or service credits, and other employment rights, shall be administered in a manner consistent with state and federal law.
3. Leave for other purposes.
- a. If for some reason an employee cannot use vacation or other leave time, the President may grant paid administrative leave time to any employee for personal emergency purposes. Such leave shall not exceed three (3) days per calendar year and will be considered upon the written recommendation of the Division Director.

8.7 FAMILY AND MEDICAL LEAVE

1. Employees who have been employed by Senior Services, Inc. (the "Agency") for at least one (1) year and who have worked for at least 1,250 hours during the preceding twelve (12) months are eligible for family and medical leave in the following circumstances:
- a. When the employee is needed to care for his or her child after birth, adoption or foster care placement;
 - b. When the employee is needed to care for his or her spouse, child, or parent who has a serious health condition; or
 - c. In the event of the employee's own serious health condition which makes the employee unable to perform the functions of his or her job.

Upon return from leave, employees taking family or medical leave will be returned to their original position or to a position of equivalent pay, benefits, and other terms and conditions of employment. Exceptions to this job-restoration provision may be made with respect to certain key employees when reinstatement to the same or equivalent position will cause substantial and grievous economic injury to the Agency.

Family or medical leave will consist of appropriate accrued paid leave and unpaid leave equaling a total of 12 weeks. If leave is requested for an employee's own serious health condition, the employee must use all of his or her accrued paid vacation leave, sick leave, or personal leave. If leave is requested for any of the other reasons listed above, an employee must use all of his or her accrued paid vacation. The remainder of the leave period will then consist of unpaid leave granted, up to 12 weeks.

When spouses are both employed by the Agency and both meet the qualifications for eligibility, they are jointly entitled to a combined total of twelve (12) weeks of family leave for the birth or adoption/foster care placement of a child or to care for a parent with a serious health condition. If leave is requested for either spouse's own serious health condition or to care for their child with a serious health condition, this limitation does not apply.

2. Time for Taking Leave

All employees who meet the applicable time of service requirements may be granted family or medical leave consisting of appropriate accrued paid leave and unpaid leave, for a period of twelve (12) weeks during any twelve (12) month period.

Leave for the birth or adoption/foster care placement of a child must conclude within twelve (12) months from the date of the birth or adoption/foster care placement.

3. Intermittent and Reduced Schedule Leave

When medically necessary to care for a seriously ill family member or because the employee is seriously ill and unable to work, leave under this policy may be taken intermittently or by reducing the employee's normal weekly or daily work schedule.

Intermittent or reduced leave for the birth or adoption/foster care placement of a child will be granted only upon written approval of the Agency. The Agency reserves the right to deny intermittent or reduced schedule leave when it determines, in its sole discretion, that same would unduly interfere with the operations of the Agency.

4. Procedure for Requesting Leave

Any employee requesting leave must complete the "Application for Family and Medical Leave" and return it to the Agency President. The completed Application must state the reason for the leave, the duration of the leave, and the starting and ending dates of the leave. A copy of the Application for Leave can be obtained from the Accounting Department.

5. Advanced Notice

An employee intending to take family or medical leave because of a birth or child placement, or because of a planned medical treatment, must submit an Application for Leave at least thirty (30) days before the leave is to begin. Although advanced written notice will not be required in the case of a medical emergency, if leave is to begin within thirty (30) days, the employee must give notice to the Agency President within forty eight (48) hours after the necessity for the leave arises.

6. Medical Certification

An Application for Leave based on the serious health condition of the employee or the employee's spouse, child, or parent must be accompanied by a "Medical Certification Statement" completed by the relevant acting health care provider. The certification must state the date on which the health condition commenced, the probable duration of the condition, and the appropriate medical facts regarding the condition.

If the employee is needed to care for a spouse, child or parent, the certification must so state and must also include an estimate of the amount of time the employee will be needed. If the leave is sought for the employee's own serious health condition, the certification must state that the employee is unable to perform the functions of his or her job or is unable to perform work of any kind.

If intermittent or reduced scheduled leave is sought for an employee or to care for a covered family member with a serious health condition, the Medical Certification must verify that this type of leave is medically necessary, explain the medical necessity, state the expected duration and specify the desired schedule for the intermittent or reduced schedule leave.

Copies of the Medical Certification Statement forms for the employee's own illness (MCS-1) and for the illness of a family member (MCS-2) are available in our Accounting Department.

7. Additional Health Care Provider Opinions and Periodic Re-certification

During the course of an employee's family or medical leave, the Agency may require medical Re-certification by the relevant acting health care provider. With respect to medical certifications or recertifications, the Agency may, in its sole discretion and at its own expense, require a second opinion from an independent health care provider of its choice. In the event the first and second opinions conflict, the Agency may, in its sole discretion and at its own expense, require an opinion from a third independent health care provider.

The opinion of the third independent health care provider shall be final and binding.

8. Fitness for Duty Certification

An employee on medical leave for his or her own serious medical condition is required to provide the Agency with a Medical Certification of Fitness for Work before returning to work.

9. Benefits Coverage During Leave and Following Leave

During his or her family or medical leave, the employee's health plan benefits will be maintained to the same extent and under the same conditions that coverage would have been provided if the employee had not taken leave. To continue health coverage, the employee must continue to make any contributions that he or she made to the health coverage plan before taking leave. It is the employee's responsibility to make arrangements with the Personnel Office for timely payment of the relevant contributions.

If the employee fails to return to work after the expiration of his or her leave, the Employee will be required to reimburse the Agency for the health insurance premiums it made on behalf of the employee during the employee's family or medical leave. An exception to this provision will be made only in cases in which the reason the employee fails to return to work is due to the continuation, recurrence or onset of a serious health condition which prevents the employee from performing his or her job or due to other circumstances beyond the employee's control.

While on family or medical leave, an employee will not forfeit any seniority or employment benefits that accrued before the date leave began. However, while on leave, the employee is not entitled to accrue additional seniority or vacation, personal, or sick leave benefits and will not be eligible to receive holiday pay.

10. Restoration to Employment

Upon return from leave, an employee eligible for family and medical leave will be restored to the position he or she occupied prior to leave OR to a position with equivalent pay, benefits and other terms and conditions of employment.

Exceptions to this provision may be made with respect to certain "key" employees who are among the highest paid ten (10) percent of the Agency's employees within seventy five (75) miles of the requesting employee's worksite. With respect to those employees and under circumstances in which restoration of such an employee to his or her position would cause the Agency substantial and grievous economic injury, the Agency reserves the right to deny job restoration at the close of the employee's family or medical leave. In such cases, the Agency will take the following steps:

- a. Notify the employee of his/her status as a "key" employee within ten (10) days of receipt of the employee's Application for Leave;
- b. Within fifteen (15) days of receipt of the employee's Application, notify the employee of the Agency's decision to deny job restoration (where applicable) and explain the reasons for the decision;
- c. Offer the employee a reasonable opportunity to return to work after the employee is informed of the decision to deny job restoration;
- d. In cases where the key employee proceeds to take leave and requests job restoration, the Agency will consider that request and make its final determination as to whether job restoration will be denied at the end of the employee's leave period.

*(The word "key" is taken directly from the Family and Medical Leave Act.)

11. Return from Leave

Before he or she can return to work, an Employee on family or medical leave must complete a "Notice of Intention to Return from Family or Medical Leave." If an Employee wishes to return to work prior to the expiration of his or her requested family or medical leave of absence, written notification must be given to the Employee's supervisor at least five (5) working days prior to the Employee's planned return to work.

12. Failure to Return from Leave

An Employee who fails to return from an approved family or medical leave or who fails to report to work at the time scheduled for his or her return will be considered to have voluntarily terminated his or her employment with the Agency, effective at 5:00 p.m. on the day of the unscheduled absence. Any Employee who does not return to work following a leave of absence under this policy will be required to reimburse the Agency for that portion of the Employee's health insurance premiums and costs paid by the Agency during the leave.

8.8 PERSONAL LEAVE OF ABSENCE WITHOUT PAY

Leave of absence without pay may be granted for up to twelve weeks, subject to supervisor and President approval, for personal reasons other than those covered by the Family and Medical Leave Policy. Employees who are granted a leave of absence may not accrue benefits during the time they are absent. Employees may continue benefits during the time they are absent. Employees may continue health benefits during this period by paying the monthly premiums, if allowed by the insurance company and plan administrator.

Personal leaves are to be considered a privilege granted by Senior Services, Inc. and therefore leaves of absence may be authorized only for those employees who present an acceptable reason for absence and have demonstrated an acceptable work and attendance record. Leave job absence requests must be in writing, stating a proposed start date and anticipated return. Failure to return by the anticipated (written) date assumes the employee has resigned from their employment with Senior Services, Inc. Leave granted under this provision does not qualify for a guaranteed return to the employee's previous position, or any position with the agency.

On return, efforts will be made to place the employee in the same position or one of like status and pay for which he or she is qualified. If no position is available, the employee may be offered an open position of lesser or greater classification for which he/she is qualified. If no such open position is available, the employee will receive normal termination benefits.

8.9 HEALTH INSURANCE

Senior Services, Inc. offers full-time employees the opportunity for participation in health insurance plans. These coverages are elective to the employee. Eligibility for this benefit will be in accordance with the terms of the health insurance carrier. A detailed booklet regarding the benefits as provided by the insurance carrier will be made available to employees, through our accounting department. Employees can elect to cover their spouse and dependents. Employees working a minimum of 30 hours per week can elect to purchase health insurance for themselves and their dependents.

Full-time employees who are eligible for health Insurance coverage supplied by Senior Services, Inc., but who are covered by another policy, may elect to waive their coverage and receive a contribution to their agency TDA (Tax Deferred Annuity) plan. The amount of this TDA contribution shall be determined yearly by Senior Services, Inc., and the yearly amount will be available (verbally) in the office of the Controller.

Employees wishing to waive their health care insurance coverage must:

- a. Sign an acknowledgment stating that they wish to waive health Insurance Coverage provided by Senior Services, Inc.
- b. Acknowledge that they are currently covered elsewhere by another plan that has benefits equal to or greater than those offered by Senior Services, Inc.
- c. Acknowledge that they have been given all information relevant to the plan offered by Senior Services, Inc., and have studied it and had the opportunity to ask questions about it.
- d. Acknowledge that if they at any time cease to be covered by such outside coverage that it is their obligation to notify Senior Services, Inc. within 2 business days of the loss of coverage and of their desire to have coverage provided by Senior Service, Inc.

- e. Acknowledge that they understand that health Insurance coverage is always governed by the agency insurance provider and,
- f. Acknowledge that a copy of their waiver agreement will be placed in their employee human resources file.

Insurance benefits will commence on the first enrollment day after the employee has worked for the agency for 30 days. Insurance coverage terminates:

- a. On the date employment is terminated.
- b. Following a family/medical leave if the employee does not return to work or during such a leave if the employee does not maintain his/her contribution to health insurance, or
- c. If at the event of a personal leave of absence the employee does not return to work or if the employee does not maintain payment of the entire monthly premium the following may occur:

Federal law, COBRA (Consolidated Omnibus Budget Reconciliation Act 1985), requires that Senior Services, Inc. offer continued health care coverage under certain circumstances where coverage would otherwise end. Senior Services, Inc. will provide you proper notice and information when circumstances require.

In addition, Senior Services' group insurance plans provides certain conversion privileges. Senior Services, Inc. regularly provides summary plan descriptions of various benefit coverages. Please direct any questions you have regarding coverage to the Controller.

Senior Services, Inc. reserves the right to modify, amend, or terminate the group insurance benefits at any time subject to federal law and regulations governing the plan.

8.10 LIFE INSURANCE AND ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE

Senior Services, Inc. will provide all full-time employees a term life insurance policy equal to one year of their salary. The agency will pay the entire premium for such coverage. This benefit, for all eligible employees who have been with the agency for 30 days or more, begins at the next eligible enrollment date.

8.11 EMPLOYEE TRAVEL

The following regulations govern the reimbursement for travel and other out-of-pocket expenses when employees are conducting authorized business activities for Senior Services, Inc. (Exceptions to the following policies may be made by the President for special situations.)

- 1. Employees other than home care aides using their personal cars for official authorized business will be reimbursed at the approved rate. Any employee desiring to know the current approved rate may contact the Controller.
- 2. For any business trips that exceed 500 miles each way, prior authorization is required from the President. Senior Services, Inc. will reimburse employees for either mileage

or airfare, whichever form is most cost effective. The President or his/her Designee will then authorize which means of transportation is to be used by the employee. On pre-authorized business trips the President may also authorize parking fees, rental car, and/or private transportation expenses related directly to the business trip.

3. Other related expenses for out-of-county or out-of- state on business trips. Prior approval must be obtained from the President or his/her Designee for reimbursement of expenses while out-of-county/state on official agency business. Only expenses that are incurred by the employee that are directly related to the business trip shall be reimbursed. Allowable costs include transportation, parking, lodging and meals. Employees will not be reimbursed for alcoholic beverages, entertainment or other expenses that are not necessary to accomplish the purposes of the business trip. If family members accompany an employee on business trips, no expenses incurred by the family member(s) shall be reimbursed by Senior Services, Inc.

8.12 EMPLOYEE MEETINGS AND MEALS (LOCAL)

The following regulations govern the reimbursement for out-of-pocket expenses when employees are conducting authorized business activities for Senior Services, Inc. for local and area meetings and luncheons.

1. Senior Services will reimburse employees who must pay the cost of attending local luncheons that are directly related to their position as an employee of Senior Services. Attendance at such meetings must be authorized in advance of the meeting by the employee's supervisor. Reimbursement shall be limited to the cost of the meal and a reasonable tip for service. Employees will not be reimbursed for alcoholic beverages, entertainment or other expenses that are not necessary to accomplish the purposes of the business meeting.

8.13 FLEXIBLE SPENDING MEDICAL AND DEPENDENT CARE ACCOUNTS

Senior Services, Inc. offers employees the opportunity to have Flexible Medical Spending Account for pre-tax payment medical expenses not covered by insurance as well as Dependent Care Flexible Spending Account for pre-tax payments of childcare expenses. All employees are eligible.

8.14 SUPPLEMENTAL INSURANCE

Senior Services, Inc. provides all employees the opportunity to purchase fully contributory plans for life, hospitalization, cancer, accident, dental and short-term disability insurances. This benefit, for all eligible employees who have been with the agency for 30 days or more, begins at the next eligible enrollment date.

9.0 DISCIPLINE

While Senior Services, Inc. is an At-Will employer it does reserve the right to maintain acceptable performance and may choose to exercise a disciplinary policy through its management and supervisory personnel. Discipline may take many forms and may include a verbal warning, a written warning, suspension, special disciplinary probation, or termination.

In certain situations because of the gravity of circumstances or conduct, it may be necessary to discharge employees immediately after a thorough investigation, but without notice. In other less serious situations, Senior Services, Inc. reserves the right to discipline employees for other conduct such as, but not limited to, improper work performance, violation of the substance abuse policy, excessive absenteeism and tardiness, insubordination of a minor nature, and other actions that jeopardize the reputation and work of Senior Services, Inc.

A absenteeism or tardiness is "unplanned time off that has not been pre-approved by a supervisor". It includes:

1. an employee taking time off without advance permission of their supervisor, or
2. absences or tardiness that results in the employee not fulfilling essential duties or negatively affecting the effectiveness of the unit or Senior Services, Inc. as a whole.

Excessive absenteeism does not include any time taken pursuant to the Family and Medical Leave policy.

Senior Services Inc. is an At-Will employer, as stated earlier in this policy.

The fact that conduct or action has not been specifically covered by a policy or rule, nor that progressive discipline has or has not been applied, shall not affect the Senior Services, Inc. ability to immediately discharge an employee.

9.2 GROSS MISCONDUCT

Senior Services, Inc. reserves the right to immediately discharge an employee without notice, but after thorough investigation, for gross misconduct which includes, but is not limited to, such things as theft, insubordination, dishonesty, negligent job performance, divulging confidential client or business information without proper authority, inappropriate use, possession, or sale of alcohol or drugs while on duty or on Senior Services, Inc. premises, abusive behavior such as fighting or harassment, intentional destruction of Senior Services, Inc. property or another employee's property, client abuse or neglect, or other behavior that adversely affects the operation of Senior Services, Inc.

In cases of suspected gross misconduct, an employee may be suspended while facts and circumstances surrounding a given matter are reviewed by Senior Services, Inc. The suspension may be with or without pay, depending on the outcome of the investigation. Termination of employment due to gross misconduct does not require notice (Read 9.2 for definition of Gross Misconduct).

9.3 SUBSTANCE ABUSE POLICY

The purpose of the Senior Services, Inc. (the "agency") Substance Abuse Policy (the "policy") is to maintain a safe, healthful and efficient working environment and to protect clients, employees, volunteers, visitors, property, equipment and operations from the effects of alcohol, illegal drugs or drugs taken for non-medical purposes.

The use and effects of illegal drugs and alcohol pose a very serious problem. This is particularly true in our industry. The use and/or abuse of drugs or alcohol jeopardize the health, safety and well-being of the individual user, and it puts at risk all of our employees, volunteers, clients and visitors. In view of these concerns, the agency hereby states clearly its

policy so that current employees as well as all future employees clearly understand the commitment of the agency to a drug and alcohol free work environment.

All Division Directors and Program Directors will be responsible for the application and enforcement of this policy within their respective departments. The agency President will be responsible for organization-wide uniformity of application and enforcement.

1. This policy applies to all the agency employees.
2. The policy shall apply to employees when they are on agency time, regardless of their location or job assignment. The Policy also prohibits the use of "prohibited substances" while off duty if such use in any way affects the employee's ability to safely and competently perform his/her job.
3. Prohibited Substances. This Policy prohibits the possession, use, sale, attempted sale, conveyance, distribution, manufacture, purchase, attempted purchase, cultivation and/or transfer on the agency "time or premises" of "prohibited substances," defined as:
 - a. Illegal drugs, controlled substances (including trace amounts);
 - b. Alcoholic beverages;
 - c. Prescription or non-prescription medicines that are known to or may impair a person's work performance - except as provided for in Article 4.
 - d. Any other substance that inhibits the employee's ability to competently or safely perform his/her job
4. Employees using prescription drugs or using over-the-counter medicine that are known to or may cause impairment or alter their behavior or physical or mental ability are responsible for being aware of any potential effects such drugs or medicine may have on their judgment or ability to perform their duties and for reporting such use to their manager prior to beginning work. Violations of this notice requirement will be treated the same as other violations of this Policy.

The agency at all times reserves the right to work with a physician of its choice to look for alternatives to address health issues of its employees, while also assuring a safe work environment.

5. The following procedures will be employed to assure compliance with the policy:

Types of testing done by the agency:

- a. Pre Employment - All applicants for employment will be required to submit to testing which may include, but not limited to, urinalysis, saliva, blood, plasma, breath, hair follicle or other "state of the art testing" procedures prior to being hired as an employee of the agency. Failure to submit to testing or findings that indicate the applicant is using one or more of the substances prohibited in this policy shall immediately disqualify the applicant from employment with the agency.
- b. Reasonable Suspicion - Employees will be required to submit to immediate testing as described in item "a", above;

- I. If the agency has reasonable suspicion to believe that use of prohibited substances has impaired the employee's ability to competently or safely perform work or this policy has otherwise been violated.
- II. If the employee has been found to be in possession of any prohibited substances;
- III. Where physical examinations are required by state or federal regulation; Requests by Division Directors for employee testing shall be authorized by the President of the agency.

Reasonable suspicion can be based on observation or information that may include, but is not limited to;

- I. Observed physical or behavioral symptoms or manifestations of being under the influence of drugs or alcohol while at work or on duty
 - II. Direct observation of what appears to be drug or alcohol use while at work or on duty
 - III. A credible report of drug or Alcohol use in violation of this policy.
- c. Following a serious accident - Employees may be required to submit to testing as described in item "a", above, following an accident or incident in which safety precautions were violated or careless acts were performed.

Refusal to Submit to Tests or Searches

No employee search or substance test will be conducted without the employee's consent. However, an employee who refuses to submit to a search or to substance testing as authorized by this Policy will be subject to disciplinary action up to and including discharge.

Records and Confidentiality of Test Results

Substance screening results shall be strictly confidential and will not be disclosed for any reason (without the subject's written authorization), except as required by proper administrative or court order, and/or in response to defend any charge or claim by the employee in which the results are relevant.

Searches

Employees, while on the agency "premises," shall be required as a condition of continued employment to submit to searches of their persons, vehicles, personal effects, desks, electronic files, or similar repositories, etc. when the agency has reasonable suspicion to believe that an employee has used, possesses or is concealing, transporting, promoting, manufacturing or selling prohibited substances as defined in this Policy. Such searches will be conducted in a private area, when possible, with a witness of the employee's choice. A written inventory will be taken, including the date, time, persons involved, items identified and signatures of all parties involved.

Employee Privacy

Testing and searches will be conducted with due regard for the personal privacy of each employee.

Substance Abuse Problems and the Employee Assistance Program

The agency recognizes that an employee's job performance may be adversely affected due to a variety of reasons, including personal problems, emotional illness, substance abuse, etc. The agency further recognizes that such problems are treatable and supports employees who actively seek help for their problems. Employee support is provided within the organization through the Employee Assistance Program (See section 13.1 EMPLOYEE ASSISTANCE PROGRAM). Specific details of this program are found in the agency Employee Assistance Program Policy.

It is the responsibility of each employee to seek assistance before substance abuse problems lead to disciplinary action. Employees who voluntarily request assistance in dealing with a substance abuse problem may participate in the Employee Assistance Program as follows: Employees who voluntarily disclose their involvement with prohibited substances prior to being involved in an accident, altercation or other incident giving the agency reasonable suspicion to believe that use of prohibited substances has rendered the employee unable to competently or safely perform his/her job, may participate without jeopardizing continued employment with the agency employees who voluntarily disclose their involvement with prohibited substances after being involved in an accident, altercation or other incident may participate in the Employee Assistance Program. However, volunteering to participate will not prevent appropriate disciplinary action for violation this policy or any other employer policy.

Consequences for violation of the policy. Violations of the agency's Substance Abuse Policy may result in disciplinary action up to and including discharge. Senior Services, Inc. is an At-Will employer. Compliance with this Policy is a condition of employment. Failure or refusal of an employee to cooperate fully, sign any required related document, submit to any inspection or drug test as provided and defined in this policy, will be grounds for disciplinary action up to and including discharge.

A conviction for a drug or alcohol related offense while employed by the Agency will be considered a violation of this Policy. This Policy will be implemented in a manner that complies with all relevant federal, state, and local laws.

9.4 WEAPONS

The use or possession of firearms or other dangerous weapons by Senior Services, Inc. employees or their guests is prohibited on Senior Services, Inc. premises or while performing duties for Senior Services, Inc. at any other location. This section does not apply to law enforcement personnel.

9.5 HARASSMENT

Senior Services, Inc. expects all of its employees to conduct themselves with dignity and with respect for fellow employees and others. Harassment of others will not be tolerated.

SEXUAL HARASSMENT

Sexual harassment of employees in any form is unacceptable conduct which will not be tolerated. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature. No management representative, supervisor, or other employee shall threaten or insinuate, either explicitly or implicitly that another employee's refusal to submit to sexual advances will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment. Similarly, no employee shall promise, imply or grant any preferential treatment in connection with another employee or applicant engaging in sexual conduct. Sexual harassment also includes unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching of an individual, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, a display in the work place of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

Any employee who feels that he or she is a victim of sexual harassment, including but not limited to any of the conduct listed above, by any supervisor, management official, other employee, customer, client, vendor, visitor, or any other person in connection with employment at Senior Services, Inc., is encouraged to first inform the harasser that his/her conduct is inappropriate and unwelcome. However, if the initial incident is serious, or if you are uncomfortable telling your harasser that his/her behavior is inappropriate, or if your harasser persists after being informed his/her conduct is inappropriate, then you should bring the matter to the immediate attention of your supervisor or manager. An employee who is uncomfortable for any reason in bringing such matter to the attention of his/her supervisor or manager, or who is not satisfied after bringing the matter to the attention of his/her supervisor or manager, should report the matter to the President. Any questions about this policy or potential sexual harassment should also be brought to the attention of the same persons.

An employee who believes he/she is being harassed by the President, or who is not satisfied after bringing the matter to the President's attention, should report the matter to the Chair of the Board of Directors.

Senior Services, Inc., will not retaliate against any employee merely because the employee has filed a good faith complaint alleging sexual harassment in as confidential a manner as possible and will take the appropriate corrective action which is warranted.

Any employee who is determined, after an appropriate investigation, to have engaged in sexual harassment in violation of this policy will be subject to appropriate disciplinary action up to and including termination pursuant to the "at-will" relationship.

OTHER HARASSMENT

Senior Services, Inc., does not condone or allow harassment, and Senior Services, Inc., expects all of its employees to conduct themselves with dignity and with respect for their co-workers and others.

Therefore, any employee who feels that he or she is a victim of harassment (based on the employee's inclusion within any protected classification – race, color, religion, national origin, age, sex, height, weight, handicap/disability, marital status, veteran status, citizenship,

sexual orientation, etc.) by any supervisor, management official, other employee, customer, client, visitor, vendor, or any other person in connection with their employment at Senior Services, Inc., should complain to the same persons, and according to the same procedures, as is provided in the Agency's Sexual Harassment Policy. The Agency will promptly investigate all allegations of improper harassment and will take the appropriate corrective action which is warranted.

The following steps will be followed in the event an employee believes harassment is occurring:

1. Depending on the nature of the harassment, the individual who believes he or she is being harassed is expected to inform the alleged harasser of his or her response to the behavior in question. Senior Services understand that in certain circumstances, the individual who believes he or she is being harassed may not feel that they can directly inform the alleged harasser of his or her response to the behavior in question. In such cases, they must immediately inform their supervisor who, in-turn, shall immediately inform the President.
2. The individual who believes he or she is being harassed should report it immediately to their supervisor, and provide any requested written documentation within 24 hours of the verbal report. The employee's supervisor will notify the President within 24 hours. This documentation will be placed in a confidential case file located in a secure location designated by the President. This file shall not be placed in the employee's human resources file. In the event that an employee feels that their supervisor is in violation of this section of this policy, they are allowed to report their concern directly to the President.
3. The President or Designee will initiate an investigate of the allegation within 72 hours and complete the investigation within 14 days of the verbal report.
4. Results of the investigation will be documented in writing and provided to the complainant and President.
5. The President or Designee will take appropriate disciplinary action if the allegations are substantiated.

All reports of harassment and subsequent investigation will be handled discreetly to avoid embarrassment of all persons involved.

9.6 WORKPLACE VIOLENCE

Senior Services is concerned for and committed to our employees' safety and health. We refuse to tolerate violence in the workplace and will make every effort to prevent violent incidents from occurring.

Workplace violence is described as "violence or the threat of violence against workers", and "can range from threats and verbal abuse to physical assaults and homicide".

Senior Services requires that all employees promptly and accurately report all violent incidents, whether or not physical injury has occurred. Senior Services will not discriminate against victims of workplace violence.

Senior Service policy is meant to ensure that all employees, including supervisors and managers, adhere to work practices that are designed to make the workplace more secure, and do not engage in verbal threats or physical actions which create a security hazard for others in the workplace.

Any employee who initiates violence in any way described in this section against anyone else in the course of their employment shall face punishment up to and including termination of their employment with our organization.

10.0 TERMINATION OF EMPLOYMENT

The following categories describe the situations when leaving employment with Senior Services, Inc. The type of termination will be recorded in the employee's human resources file. The termination notice will be in writing. The final decision on the termination of all personnel shall rest with the President, and only the President may terminate an employee or authorize another staff to terminate an employee.

10.1 RESIGNATION

A voluntary termination may be freely made by the employee for any reason he/she chooses. An exempt employee is requested to give a minimum of one month's notice; a non-exempt employee is requested to give a minimum of two weeks notice. The resignation shall be in writing.

10.2 UNSATISFACTORY PERFORMANCE

An employee may be terminated at any time if the person's performance, skills or conduct are not suitable for ongoing employment. (Read Section 9 for definitions of unsatisfactory performance.)

10.3 FINANCIAL EXIGENCIES

Individuals may be involuntarily terminated because of Senior Services, Inc. financial circumstances or programmatic restructuring that requires a reduction in employees.

10.4 GROSS MISCONDUCT

Termination of employment due to gross misconduct does not require notice (Read 9.2 for definition of Gross Misconduct).

10.5 NOTICE/SEVERANCE

Regular employees who are involuntarily terminated for unsatisfactory performance, financial necessity, or programmatic restructuring may receive two weeks severance pay in lieu of notice, if approved by the President. This provision does not apply to individuals terminated for gross misconduct.

10.6 EXIT INTERVIEW

An exit interview may be conducted between the terminating employee and the Division Director or his/her Designee before the last day of employment. The exit interview is to identify the reason the person is leaving, what she/he liked and disliked about his/her job at Senior Services, Inc. and what suggestions he/she might have for improving the operation of the organization.

11.0 GRIEVANCE AND APPEAL PROCEDURES

11.1 GENERAL PROVISIONS

The purpose of the resolution procedures is to provide a method for dissatisfaction and feelings of injustice to be brought to the attention of management in an orderly and timely manner. Employees are free to use the procedure without interference or reprisal. As an At-Will employer, Senior Services, Inc. is not required to follow these procedures prior to a termination.

11.2 PROCEDURE

If it is the desire of an employee to submit a formal grievance expressing dissatisfaction over employment conditions, demotions, discipline, suspension, dismissal, or any alleged violation or misinterpretation of procedures, rules, or regulations, the following procedure must be followed:

Step 1: Immediate Supervisor

An employee having a grievance shall attempt to resolve it orally with his/her immediate supervisor within ten working days after the occurrence. If unable to settle the grievance orally, the employee shall submit the grievance in writing on the agency "grievance form" (copies are available by request to the Controller) to the immediate supervisor within three working days. The immediate supervisor shall provide a written answer within five working days after the receipt of the grievance.

Step 2: Management Staff

If the employee feels the grievance is unresolved, he/she should proceed with the complaint to the relevant manager in the organizational structure within five working days after receipt of written answer from the immediate supervisor. If unable to settle the grievance orally, the employee shall submit the grievance in writing. Within five working days, this manager should provide a written answer to the employee, following receipt of the grievance.

Step 3: President

If the employee is dissatisfied with the reply of the manager, he/she shall submit in writing the grievance to the President within five working days of the manager's reply. The President, after holding a conference with the employee within 5 working days of filing the grievance, shall render a written decision within five working days from the date of conference. The President shall review with the Human Resources Committee of the Board of Directors the complaint and his/her decision in the matter on all complaints reaching Step 3, prior to issuing his or her response to the employee.

To assure fairness and consistency with this section, employees having a grievance are to follow the policy exactly as outlined, without skipping steps (i.e. taking a grievance directly to the President or a member of the Board).

This grievance procedure is a guideline and does not affect employment status as defined in this manual generally and specifically in Section 2.3 "Human Resources Policies/ Application".

When this time period is not possible to meet, the President or Designee may grant an extension, and all parties will be notified of this extension.

12.0 GENERAL HUMAN RESOURCES PRACTICES

12.1 HUMAN RESOURCES POLICIES AND PROCEDURES

A copy of the Human Resources Policies and procedures shall be made available to each new regular employee within two weeks of hiring. The employee shall sign a statement indicating the policies were received. It is the responsibility of each employee to review and become familiar with these policies and procedures. Additional copies of the Human Resources Policies shall be readily available to all employees through our Accounting Department.

12.2 HUMAN RESOURCES FILES

For all employees, the following records shall be maintained in the Administrative Offices (if applicable):

1. Application for employment and/or Resume
2. Letter of Employment
3. Credentials, including current license or certification, and verification
4. State and Federal W-4 forms and Employment Eligibility Verification I-9 form
5. State of Michigan New Hire Reporting Form
6. Criminal Background Check/Release Form
7. Drug Test Results/Release Form
8. Authorized Deduction forms
9. Employee Status Change forms
10. Driver license, Motor Vehicle Report, Proof of insurance
11. Security clearance, if applicable
12. Request for leave/application for Family and Medical Leave forms
13. Employee Performance Evaluations
14. Staff Development record, including staff name, date, nature and location of training attended
15. Medical Benefits information including:
 - a. Medical insurance Application
 - b. Life insurance application and certificate schedule
 - c. Medical Insurance Waiver, if applicable
 - d. Initial notification of COBRA coverage
16. Memos regarding disciplinary action taken, if applicable
17. Employee letter of resignation
18. Miscellaneous information/form
19. New Employee Agency Orientation Audit Form
20. Employee Job Description

21. Key Registration and Identification/Security and Equipment Checklist
22. Any additional information which should become necessary by law or agency policy
23. Confidentiality Statement

12.3 HUMAN RESOURCES RECORDS

Senior Services, Inc. maintains human resources records for each employee to comply with governmental regulations, insurance requirements, and Senior Services, Inc. needs. Among the reasons to maintain accurate records are to advise Senior Services, Inc. of any changes that may affect various insurance coverages. It is the employee's obligation to notify Senior Services, Inc. when the following changes occur:

Name, Dependents, Address, Marital Status, Telephone Number(s), Beneficiaries,
Person to notify in case of an emergency

12.4 EMPLOYEE ACCESS TO HUMAN RESOURCES RECORDS

All employees have access to the materials in their human resources records through their supervisor. The Controller or a person designated by the President shall be present when an employee reviews his/her records. Current or past employees may request copies of items contained in their human resources file, which will be made by the Controller. Employees must pay a nominal copying fee of ten cents per page for these copies.

12.5 RELEASE OF EMPLOYMENT INFORMATION TO OTHERS

Senior Services, Inc. restricts information about your employment from others unless you provide written authorization. The only information that will be released is dates of employment, position held, and work location. Information necessary for mortgage verification, no fault insurance claims, welfare statements, miscellaneous credit references, and legal agencies such as social security, Friend of the Court, etc., will be provided when requested in writing and authorized by a signed release from the employee or other legal authorization. Court orders for release of this information supersede the employee's rights to a signed release.

12.6 DUAL EMPLOYMENT

If an employee wishes to seek outside employment and this potential employment could occur during times the employee is scheduled to work or might potentially be scheduled to work for Senior Services, Inc., the employee must have approval from their Division Director and written approval from the President prior to starting such employment.

The President shall give such approval only if the following items are understood and agreed to by the employee:

1. There is no conflict of interest.
2. The proposed work will not interfere with the employee's regular work schedule.
3. The proposed work will not interfere with the quality or quantity of the employee's regular Senior Services, Inc. work.

The employee should understand that after approval has been granted, if the preceding conditions are not met, the employee will be asked to resign either from the outside work or from Senior Services, Inc.

12.7 EMPLOYMENT OF FAMILY MEMBERS

Family members can be hired to work in various positions within Senior Services, Inc. Immediate family members cannot supervise other members of their immediate family.

12.9 SOLICITATION

In order to minimize interruptions, Senior Services, Inc. has established certain rules regarding non-business related sales, solicitation, and distribution on Senior Services, Inc. premises.

1. Visitors, guests, customers, and other non-employees are prohibited from soliciting, selling, or distributing items, literature, or services of any nature whatsoever that are unrelated to our business.
2. Only employees, customers, invited guests, and other individuals with legitimate business with Senior Services, Inc. shall be allowed on Senior Services, Inc. premises.
3. Employees shall not distribute, sell, purchase for personal use, or solicit for any purpose during work time or in working areas.
4. This section in no way shall preclude Senior Services, Inc. Fund Development program or its practices from accomplishing approved Fund Development programs, etc.

12.10 SAFETY AND SECURITY

Safety and security involves individual responsibility on the part of every employee. Senior Services, Inc. expects all employees to be constantly aware of any action or condition which is or might be unsafe, unhealthy, or careless and to act and work in a safe manner. Employees must report unsafe conditions of any type, immediately to their supervisor and supervisors must immediately notify administration of the unsafe condition.

All employees shall observe and abide by safety rules and regulations as outlined in the employee handbook.

1. **Employee Identification** - All employees of Senior Services, Inc. shall be issued an identification badge by the agency. Identification badges must be worn by employees whenever they are working for the agency, including when they are working off premises. These badges shall be the property of Senior Services, Inc. and shall not be loaned to anyone and must be turned in upon the employee's termination of employment with Senior Services, Inc. Anyone losing an identification badge must report the lost/stolen badge immediately to the President of the organization or to his/her appointed representative. Anyone failing to report a lost/stolen card within one regular business day shall be subject to disciplinary action, up to and including

termination from employment. Likewise, any employee found to have loaned or given their identification badge to anyone is also subject to disciplinary action up to and including termination of employment.

2. **Building Access** - All Senior Services, Inc. buildings shall be locked during non-business hours. All non-staff entering the building shall be met by the receptionist/ ambassador and escorted to their destination by appropriate departmental staff. All non-employees must sign in and out of the building on an approved agency visitors log located at the main public entrance and assigned an ID badge. Employees are asked not to bring visitors, guests, friends, children or other family members into work areas for non-work related visits. Pets should never be brought into or onto the Senior Services, Inc. premises or property. (This does not apply to guide dogs or animals trained to assist disabled individuals.)
3. **Keys** - Employees needing access to the building before or after regular business hours shall be issued a key to the buildings electronic security system. Any employee who gives, loans or allows access to keys or door lock combinations to anyone who is not an employee of Senior Services, Inc. is subject to disciplinary action up to and including immediate termination of employment from Senior Services, Inc.

All employees issued keys to the building must sign the key registration form and must turn them in immediately upon termination of employment.

Lost keys must be reported on the next regular business day to the President. Any employee who fails to report lost or stolen keys in this manner is subject to immediate disciplinary action, up to and including termination of employment from Senior Services, Inc.

Certain areas of the Senior Services, Inc. buildings are restricted and are accessible with a special code locking system. These codes shall be considered the same as keys as outlined in this section.

4. **Personal Security** - It is requested that employee automobiles be locked while parked on Senior Services, Inc. property or while on business for the agency at any time. Employees are encouraged to maintain purses and personal items in a secure area. The Agency is not responsible for the theft of personal items from the building. Senior Services, Inc. accepts no responsibility for loss or damage to automobiles or their contents or personal items or money brought into our building or clients homes, autos, etc.

12.11 CONFIDENTIAL INFORMATION

Information regarding Senior Services, Inc. clients is confidential and in some cases privileged. Confidential/privileged client information may only be discussed with authorized staff, or with the client/guardian's expressed written release. Confidentiality of client information is defined and regulated by the Michigan Mental Health Code, Federal Confidentiality Regulations, and HIPAA and the Older Americans Act. Employees must familiarize themselves with the provisions of the code on confidentiality and observe and abide by rules and regulations as a condition of employment.

12.12 POLITICAL ACTIVITY

Employees whose principal employment is financed in whole or in part by funds from the federal government may be subject to the restrictions of specified federal regulations. This may affect the ability of employees to be candidates for public office in a partisan election. Any employee wishing to do so should seek clarification from the President before running for office.

12.13 INCIDENT/ACCIDENT REPORTING

If a Senior Services, Inc. employee, visitor, client or volunteer is involved in an accident, whether or not medical attention seems necessary, an Incident/Accident Report form must be completed by the employee injured or responsible for the visitor, client, volunteer or program involved, and submitted to the Controller, Chair of the Health and Safety Committee and the Administrator responsible for the respective program area within 24 hours after the occurrence of the injury. In the case where it is an employee who is injured and unable to complete the form, it will be the responsibility of the immediate supervisor or manager to do so. This report must contain a complete and fully detailed narrative of the incident/accident and all necessary related information.

Per our injury/illness standard operating procedure, employees needing medical attention shall be referred by their supervisor for treatment by a physician. In the case of a medical emergency, employees should seek immediate medical attention and report the injury to their supervisor as soon thereafter as practical.

13.0 DRUG FREE WORK PLACE and Employee Assistance Policy (EAP)

The use, distribution, dispensation and/or manufacturing of controlled substances, as defined by state and federal law, by Agency employees on Agency grounds, in Agency building and/or in connection with any Agency activity, is prohibited. Nurses of the agency may distribute client medication, under the direction of a physician or licensed health care professional.

Any Agency employee who violates the above policy may be subject to disciplinary action, up to and including termination of employment. In addition, the employee may be required to satisfactorily participate in a drug assistance or rehabilitation program approved by the Board.

Any Agency employee who has been found guilty of violating a criminal drug statute in the workplace shall notify the President immediately upon conviction relating to the drug offense.

The President shall notify the appropriate federal agency within ten days after receiving notice of a workplace related drug conviction on the part of the employee.-

Agency employees who request assistance for drug counseling and/or rehabilitation shall direct their request to the President.

The President shall include in the Agency's employee in-service programs a drug-free awareness program which shall include the following information:

- a. The dangers of drug abuse in the workplace;
- b. The employer's policy of maintaining a drug-free workplace;
- c. Available drug counseling, rehabilitation and employee assistance programs;
- d. The penalties the agency may inflict upon employees for drug abuse violations.

In developing the in-service program, the President may utilize the services and assistance of the Agency's insurance carrier, local or county health departments, local or regional medical health center, or other substance abuse agencies in the immediate area.

13.1 EMPLOYEE ASSISTANCE PROGRAM (E.A.P.)

As a caring organization that recognizes that staff may need assistance in dealing with issues of substance abuse and personal issues, Senior Services, Inc. offers all of its employees an Employee Assistance Program (EAP). Any staff may request assistance through this program by contacting the President of Senior Services. This service is offered through a professional outside contractor trained to deal with personal and substance abuse issues in a respectful, dignified and confidential manner.

Employees who have notified Senior Services that they have a substance abuse issue, or those who Senior Services has mandated seek treatment after the agency discovered a substance abuse issue are hereby notified that Senior Services can make decisions about their continued employment with Senior Services based on their participation in treatment through the E.A.P. Any employee who refuses to participate in treatment for a substance abuse issue, or who does not actively participate in treatment, is subject to disciplinary action, up to and including termination of employment with Senior Services, Inc.

14.0 CONFLICT OF INTEREST

1. Employees shall not solicit or accept directly or indirectly a gift, payment, subscription, advance, rendering or deposit of money, gratuity, favor, entertainment, loan or anything of value from a person, business or organization with whom he/she has or has had official relationships, whether or not proffered for or because of any action or decision of the service provider, such as from a person, business, or organization that:
 - a. has, or is seeking to obtain, contractual or other business relations with his/her agency; or
 - b. conducts operations or activities that are regulated by his/her agency.

This does not preclude normal business practices which enable service providers to maintain ongoing services, i.e., bank loans to meet current obligations.

2. Employees shall not distribute, or cause to be distributed, any advertisement or materials with samples aimed at soliciting older persons on behalf of profit-making businesses or organizations unless the materials are beneficial and provide a service to older persons (i.e., Senior Discount Program information), and have been approved, in advance, by the President.

3. Employees may not accept, anything of value for assistance provided by travel or tour guide agencies in developing or arranging travel tours for individual or organizations in the service provider network.
4. Employees of Senior Services, Inc. are required to maintain high standards of dedication to Senior Services, Inc. Employees have a duty to make full disclosure of any situation in which their private interests create conflict or potential conflict with those of Senior Services, Inc. Situations that could be considered conflict include, but are not limited to, situations in which there is a proposed expenditure of Senior Services, Inc. funds where an employee, family member, or business associate has the potential of financial, personal or professional gain. It also includes the use of contacts made at Senior Services, Inc. to pursue the employee's own business interests.

In any situations involving possible conflicts of interest, the employee will consult with the President. Senior Services, Inc. employees may not knowingly enter into a contract or other transaction in a conflict of interest without the written approval of the President specifying the employee's relationship or interest in the contract or transaction.

Senior Services, Inc. resources are to be used to support Senior Services' business and are not to be used for employee's personal business without authorization by the President.

15.0 MANAGEMENT INFORMATION SYSTEMS

In order to protect the information that is maintained by Senior Services, Inc. in our management information systems the following policy has been developed.

15.1 SYSTEM SECURITY AND GUIDELINES

The following policies and procedures apply to all electronic media and services that are:

Accessed on or from the premises of Senior Services, Inc.;
Accessed using computer equipment of Senior Services, Inc.; or
Used in a manner that identifies the individual with Senior Services, Inc.

1. Prohibited Communications

Employees are strictly prohibited from using the e-mail or Internet system or other electronic communications systems in connection with any of the following activities:

- a. Engaging in illegal, fraudulent, or malicious activities;
- b. Engaging in activities on behalf of organizations with no professional or business affiliation with the Senior Services, Inc.;
- c. Sending or storing offensive, obscene, or defamatory material;
- d. Annoying or harassing other individuals (i.e. unsolicited non-business communications);
- e. Using another individual's account or identity without explicit authorization;
- f. Attempting to test, circumvent, or defeat security or auditing systems; or
- g. Permitting any unauthorized individual to access the electronic media and services of Senior Services, Inc.

- h. Uploading or downloading, posting, publishing, transmitting, reproducing or distributing in any way, information, software or other material which is protected by copyright or other proprietary right.
- i. Downloading of games, demonstration applications, shareware, freeware, screen savers, wallpaper or any other software not specifically approved by the MIS Director and the President of Senior Services, Inc.
- j. Attaching files to e-mail messages sent from Senior Services, Inc. or opening attached files on incoming e-mail.

2. Personal Use

Senior Services, Inc. provides electronic media and services for our employees' business use. Using e-mail to participate in any news-group, mailing list, bulletin board, or other type of discussion forum that is not job-related is strictly prohibited.

Personal work should not be performed during departmental work hours, and in no event should employees perform personal work on the systems of Senior Services, Inc. for personal profit.

3. Access to Employee Communication

Senior Services, Inc. reserves the right, at its discretion, to review any employee's electronic files and messages. Such a review may become necessary to ensure that electronic media and services are being used in compliance with the law, this policy, and other rules and policies of Senior Services, Inc.

E-mail messages and files and Internet activity files, like other types of correspondence and documents of Senior Services, Inc., are the property of Senior Services, Inc. and can be accessed and read by authorized employees. Authorized access to employee e-mail or Internet files by other employees include, but is not limited to, the following:

- a. Access by Information Systems staff during the course of system maintenance or administration;
- b. Access approved by the employee, the employee's supervisor, Director or designee when there is an urgent business reason to access the employee's mailbox or workstation. For example, if an employee is absent from the office and the supervisor has reason to believe that information relevant to the day's business is located on an employee's workstation;
- c. Access approved by the employee's supervisor when there is reason to believe the employee is using electronic media or services in violation of the policy of Senior Services, Inc.

4. Security/Appropriate Use

Employees should respect the confidentiality of other individuals' electronic communications. There may be exceptions in which explicit authorization has been granted by the management of Senior Services, Inc., however, employees are prohibited from engaging in, or attempting to engage in:

Monitoring or intercepting the files or electronic communications of other employees or third parties;

- a. Obtaining access to systems, applications, or accounts they are not authorized to use;
- b. Using other employee's logins and passwords; and
- c. Breaching, testing, or monitoring computer or network security measures.

No e-mail or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.

Electronic media and services should not be used in a manner that is likely to cause unnecessary network congestion or significantly hinder the ability of other employees to access and use the network (i.e. storing unnecessary files or e-mail).

5. Department PC Network Use

No hardware or software of any kind may be introduced, installed or copied onto the equipment or network of Senior Services, Inc. without the prior approval of the Management Information Systems Director (MIS) or Senior Services, Inc. Chief Executive Officer. Unauthorized hardware, software, or other documents installed or copied onto the equipment or network of Senior Services, Inc. is subject to removal without notice.

No equipment of Senior Service may be taken off of the premises without the prior approval of the employee's supervisor and the MIS Director.

No computer or communications equipment or devices may be installed, removed, wired, connected, configured or modified by any employee without the permission of the MIS Director or the president.

All computer disks and CDs must be scanned by the MIS Director for viruses prior to being used on the computer systems of Senior Services, Inc.

Employees are responsible for logging in and out of the network as instructed by the MIS Director.

Failure to log out properly may result in incomplete backups and the inability to restore important files. Improper logging out also causes corruption of applications, files and critical system components when applications and files are open and an employee turns the power off without closing applications or files, and shutting down properly. Passwords should be used and changed periodically for security purposes. Passwords shall not be disclosed to other employees or outside parties except at the direction of the employee's supervisor or the MIS Director.

Failure to follow network use procedures may result in the loss of computer privileges and/or disciplinary action, up to and including termination of employment.

6. Internet Use

Employees may be authorized to have Internet access and/or Internet e-mail at the discretion of the president. Requests for Internet access or e-mail access should be submitted in writing or via e-mail to the MIS Director by a member of the Senior Services, Inc. administrative staff. The Senior Services, Inc. Internet Access Policy shall be used to determine which employees may have such access privileges.

Inappropriate use of Internet or e-mail privileges (i.e. personal use or other inappropriate use as described above) may result in the loss of computer privileges or disciplinary action, up to and including termination of employment.

7. Policy Violations

Employees who abuse the privilege of facilitated access to electronic media and/or services are subject to corrective action risk having the privilege removed, and disciplinary action up to and including termination of employment with Senior Services, Inc.

Abuse of the network, e-mail, or Internet systems through personal use, or use in violation of the law or policies of Senior Services, Inc., will result in disciplinary action up to and including termination of employment with Senior Services, Inc.

All software purchased by Senior Services, Inc. and files generated from such software, is the sole property of Senior Services, Inc. Unauthorized copying of any information contained in the systems of Senior Services, Inc. is strictly prohibited and grounds for disciplinary action up to and including termination of employment with Senior Services, Inc.

15.2 ELECTRONIC COMMUNICATIONS POLICY

Employees of Senior Services, Inc. have access to a variety of forms of electronic media and services, including computers, networks, electronic mail, telephones, fax machines, printers and the Internet. These services are made available to employees in order to help them perform their jobs as efficiently and effectively as possible, and Senior Services, Inc. encourages their use for these purposes.

All employees should remember that electronic media and services provided by Senior Services, Inc. are the property of Senior Services, Inc. and their purpose is to facilitate and support the business of Senior Services, Inc. No explicit right of privacy exists in favor of any employee of Senior Services, Inc. with respect to information placed on the electronic media systems by such employees. All electronic media systems, including but not limited to desktop Personal Computers (PCs), laptop PCs, networks, electronic mail, telephone and fax records, printed documents, Internet activity, computer disks and CDs at Senior Services, Inc. are subject to review by Senior Services, Inc.

Senior Services, Inc. has the right to review, audit, interrupt, access and disclose messages created, received, or sent over the electronic media system of Senior Services, Inc. All information contained in these systems is subject to review at any time by Senior Services, Inc. Chief Executive Officer, or by the Director of Management Information Systems as authorized by the Chief Executive Officer and can be retrieved from backup, even if previously deleted or archived.

Notwithstanding, Senior Services, Inc. reserves the right to retrieve any electronic mail message or document, employees should treat messages and documents as confidential to be accessed only by the intended recipient.

16.0 RESPONDING TO LEGAL ACTIONS

In the event that staff are required to respond to subpoenas, search warrants, investigation and other actions, staff are required to immediately notify the President of Senior Services. The President shall assist staff in these matters and is the only person to speak on behalf of the organization. The President will notify the Corporate Compliance Officer of the actions that may be related to Corporate Compliance. The President and staff shall assure that any documentation that is required will be preserved until such time as the action is concluded or so ordered by a court of law.

Annual Review Process: This Human Resources Policy and attached Code of Ethics was reviewed with Administrative staff in January of 2005, reviewed by the Human Resource Committee on February 9, 2005, reviewed by and adopted by the Executive Committee of the Senior Services Board of Directors on February 17, 2005.

The Senior Services Code of Ethics follows on the next page.

CODE OF ETHICS

Addendum to the Human Resources Policies of Senior Services, Inc.

The Senior Services, Inc. Code of Ethics

Adapted from the NASW Code of Ethics

1. The Senior Services Employee's Conduct and Comportment as an employee of this organization.
 - a. Propriety - The Senior Services employee should maintain high standards of personal conduct in the capacity or identity as an employee of Senior Services.
 - I. The private conduct of the Senior Services employee is a personal matter to the same degree as is any other person's, except when such conduct compromises the fulfillment of professional responsibilities.
 - II. The Senior Services employee should not participate in, condone, or be associated with dishonesty, fraud, deceit, or misrepresentation.
 - III. The Senior Services employee should distinguish clearly between statements and actions made as a private individual and as a representative of the organization.
 - b. Competence and Professional Development - The Senior Services employee should strive to become and remain proficient in professional practice and the performance of professional functions.
 - I. The Senior Services employee should accept responsibility or employment only on the basis of existing competence or the intention to acquire the necessary competence.
 - II. The Senior Services employee should not misrepresent professional qualifications, education, experience, or affiliations.
 - III. The Senior Services employee should not allow his or her own personal problems, psycho social distress, substance abuse, or mental health difficulties to interfere with professional judgment and performance or jeopardize the best interests of those for whom the Senior Services employee has a professional responsibility.
 - IV. The Senior Services employee whose personal problems, psycho social distress, substance abuse, or mental health difficulties interfere with professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others.
 - c. Service - The Senior Services employee should regard as primary the service obligation of the profession.

- I. The Senior Services employee should retain ultimate responsibility for the quality and extent of the service that individual assumes, assigns, or performs.
 - II. The Senior Services employee should act to prevent practices that are inhumane or discriminatory against any person or group of persons.
- d. Integrity - The Senior Services employee should act in accordance with the highest standards of professional integrity and impartiality.
- I. The Senior Services employee should be alert to and resist the influences and pressures that interfere with the exercise of professional discretion and impartial judgment required for the performance of professional functions.
 - II. The Senior Services employee should not exploit professional relationships for personal gain.
- e. Scholarship and Research - The Senior Services employee engaged in study and research should be guided by the conventions of scholarly inquiry.
- I. The Senior Services employee engaged in research should consider carefully its possible consequences for human beings.
 - II. The Senior Services employee engaged in research should ascertain that the consent of participants in the research is voluntary and informed, without any implied deprivation or penalty for refusal to participate, and with due regard for participants' privacy and dignity.
 - III. The Senior Services employee engaged in research should protect participants from unwarranted discomfort, distress, harm, danger, or deprivation.
 - IV. The Senior Services employee who engages in the evaluation of services or cases should discuss them only for the professional purposes and only with persons directly and professionally concerned with them.
 - V. Information obtained about participants in research should be treated as confidential.
 - VI. The Senior Services employee should take credit only for work actually done in connection with scholarly and research endeavors and credit contributions made by others.
2. The Senior Services Employee's Ethical Responsibility to Clients
- a. Primacy of Clients' Interests - The Senior Services employee's primary responsibility is to clients.
 - I. The Senior Services employee should serve clients with devotion, loyalty, determination, and the maximum application of professional skill and competence.

- II. The Senior Services employee should not exploit relationships with clients for personal advantage.
 - III. The Senior Services employee should not practice, condone, facilitate or collaborate with any form of discrimination on the basis of race, color, sex, age, religion, national origin, marital status, political belief, mental or physical handicap, or any other preference or personal characteristic, condition or status.
 - IV. The Senior Services employee should not condone or engage in any dual or multiple relationships with clients or former clients in which there is a risk of exploitation of or potential harm to the client. The Senior Services employee is responsible for setting clear, appropriate, and culturally sensitive boundaries.
 - V. The Senior Services employee should under no circumstance engage in sexual activities with clients.
 - VI. The Senior Services employee should provide clients with accurate and complete information regarding the extent and nature of the services available to them.
 - VII. The Senior Services employee should apprise clients of their risks, rights, opportunities, and obligations associated with social service to them.
 - VIII. The Senior Services employee should seek advice and counsel of colleagues and supervisors whenever such consultation is in the best interest of clients.
 - IX. The Senior Services employee should terminate service to clients, and professional relationships with them when such service and relationships are no longer required or no longer serve the clients' needs or interests.
 - X. The Senior Services employee should withdraw services precipitously only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects.
 - XI. The Senior Services employee who anticipates the termination or interruption of service to clients should notify clients promptly and seek the transfer, referral, or continuation of service in relation to the clients' needs and preferences.
- b. Rights and Prerogatives of Clients - The Senior Services employee should make every effort to foster maximum self determination on the part of clients.
- I. When the Senior Services employee must act on behalf of a client who has been adjudged legally incompetent, the Senior Services employee should safeguard the interests and rights of that client.
 - II. When another individual has been legally authorized to act in behalf of a client, the Senior Services employee should deal with that person always with the client's best interest in mind.

- III. The Senior Services employee should not engage in any action that violates or diminishes the civil or legal rights of clients.
- c. Confidentiality and Privacy - The Senior Services employee should respect the privacy of clients and hold in confidence all information obtained in the course of professional service.
 - I. The Senior Services employee should share with others confidences revealed by clients, without their consent, only for compelling professional reasons.
 - II. The Senior Services employee should inform clients fully about the limits of confidentiality in a given situation, the purposes for which information is obtained, and how it may be used.
 - III. The Senior Services employee should afford clients reasonable access to any official social work records concerning them.
 - IV. When providing clients with access to records, the Senior Services employee should take due care to protect the confidences of others contained in those records.
 - V. The Senior Services employee should obtain informed consent of clients before taping, recording, or permitting third party observation of their activities.
- d. Fees - When setting fees, the Senior Services employee should ensure that they are fair, reasonable, considerate, and commensurate with the service performed and with due regard for the clients' ability to pay.
 - I. The Senior Services employee should not accept anything of value for making a referral.

3. The Senior Services Employee's Ethical Responsibility to Colleagues

- a. Respect, Fairness, and Courtesy - The Senior Services employee should treat colleagues with respect, courtesy, fairness, and good faith.
 - I. The Senior Services employee should cooperate with colleagues to promote professional interests and concerns.
 - II. The Senior Services employee should respect confidences shared by colleagues in the course of their professional relationships and transactions.
 - III. The Senior Services employee should create and maintain conditions of practice that facilitate ethical and competent professional performance by colleagues.

- IV. The Senior Services employee should treat with respect, and represent accurately and fairly, the qualifications, views, and findings of colleagues and use appropriate channels to express judgment on these matters.
 - V. The Senior Services employee who replaces or is replaced by a colleague in professional practice should act with consideration for the interests, character, and reputation of that colleague.
 - VI. The Senior Services employee should not exploit a dispute between a colleague and employers to obtain a position or otherwise advance the Senior Services employee's interests.
 - VII. The Senior Services employee should seek arbitration or mediation with conflicts with colleagues require resolution for compelling professional reasons.
 - VIII. The Senior Services employee should extend to colleagues of other professions the same respect and cooperation that is extended to its own colleagues.
 - IX. The Senior Services employee who serves as an employer, supervisor, or mentor to colleagues should make orderly and explicit arrangements regarding the conditions of their continuing professional relationship.
 - X. The Senior Services employee who has the responsibility for employing and evaluating the performance of other staff members, should fulfill such responsibility in a fair, considerate, and equitable manner, on the basis of clearly enunciated criteria.
 - XI. The Senior Services employee who has the responsibility for evaluating the performance of employees, supervisees, or students should share evaluations with them.
 - XII. The Senior Services employee should not use a professional position vested with power, such as that of employer, supervisor, teacher, or consultant, to his or her advantage or to exploit others.
 - XIII. The Senior Services employee who has direct knowledge of a colleague's impairment due to personal problems, psycho social distress, substance abuse, or mental health difficulties should consult with that colleague and assist the colleague in taking remedial action.
- b. Dealing with Colleagues' Clients - The Senior Services employee has the responsibility to relate to the clients of colleagues with full professional consideration.
- I. The Senior Services employee should not assume professional responsibility for the clients of another agency or a colleague without appropriate communication with that agency or colleague.

- I. The Senior Services employee should make every effort to assure that marketing practices of the organization are not in conflict with any part of the Senior Services, Inc. Code of Ethics.
- II. The Senior Services employee should assure that marketing efforts are in adherence to all applicable laws and regulations and must seek to provide accurate information while being honest in serving our consumers, clients, employees, volunteers and the public.
- III. The Senior Services employee involved in marketing activities should be aware of how their behavior may influence or impact the behavior of others in organizational relationships as well as those we serve.
- IV. The Senior Services employee shall not demand, encourage or apply coercion when engaged in marketing practices on behalf of the organization.