



Making experiences of homelessness
rare short-lived and nonrecurring
in our community

Heading Home

Employee Handbook



HEADING
HOME

December 26, 2022



ABOUT THIS HANDBOOK/DISCLAIMER

We prepared this handbook to help employees find the answers to many questions that they may have regarding their employment with Heading Home. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Supervisors and Human Resources also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. Heading Home adheres to the policy of employment at will, which permits Heading Home or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

No Heading Home representative other than the CEO may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Heading Home documents. These Heading Home documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Heading Home guidelines. Heading Home may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the employee and the CEO.

This handbook supersedes all prior handbooks.

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Section 1 - GOVERNING PRINCIPLES OF EMPLOYMENT

1-1. INTRODUCTION

For employees who are commencing employment with Heading Home, on behalf of Heading Home, let me extend a warm and sincere welcome.

For employees who have been with us, thanks for your past and continued service.

I extend my personal best wishes for success and happiness here at Heading Home. We understand that it is our employees who provide the services that our clients and guests rely upon, and who will enable us to create new opportunities in the years to come. I have a firm belief that by planning how we serve, how we behave, how we work together creatively, and how we think about the individuals we serve will allow us to thrive as employees and as an organization.

The work we do is important. The work we do is difficult sometimes. The work we do brings dignity and joy to people we call our friends and neighbors. Thank you for serving.



Steve Decker, CEO

1-2. HEADING HOME CORE VALUES

We are committed to the belief that following our Core Values on a daily basis in every aspect of our business will distinguish us from other service providers. Our Core Values are:

- **DELIBERATE CARE & KINDNESS**
 - We purposely create an environment of respect and compassion
 - We serve everyone with dignity and respect
 - We go the extra mile
 - We practice active listening
 - We engage with patience
 - We create safe environments

- **UNWAVERING INTEGRITY**

- We are honest in all actions
- We bring the best version of ourselves everyday
- We earn trust by delivering on our commitments
- We hold ourselves and others accountable for attitudes and actions
- We own our mistakes and learn from them

• **PERSON CENTERED**

- We value people as unique individuals
- We meet people where they are
- We foster open and honest communications
- We strive to exceed expectations
- We improve lives

• **INCLUSIVE**

- We embrace all people
- We honor all voices
- We encourage everyone to be part of the solution
- We celebrate the diversity of others
- We remove barriers to success

• **AGILITY**

- We meet challenges with creative solutions
- We are dynamic
- We seek collaborative outcomes
- We respond to needs in real-time

1-3. CODE OF ETHICS

Heading Home is a professional organization that has a Code of Ethics (COE). Everyone associated with Heading Home is required to abide by the Heading Home COE and will read and sign the Heading Home COE document.

The COE describes how everyone associated with Heading Home represents the organization, how everyone is treated, how they treat each other and how everyone completes their duties, roles and responsibilities. The COE is based on eight guiding principles:

1.0 Respect and Dignity

1.1 Heading Home employees adhere to all federal, state and local laws and regulations regarding Equal Employment Opportunity (EEO)

1.2 Heading Home employees are tactful, helpful, courteous and friendly in dealing with coworkers, residents, volunteers, vendors and all others.

2.0 Quality of Services

2.1 Heading Home employees are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past residents by providing the best possible services. This includes listening actively to residents, understanding their needs and taking appropriate actions. Heading Home employees commit to consistent services for all residents.

3.0 Open Communication

3.1 Heading Home understands that communication is a two-way street.

3.2 Heading Home employees must communicate and address shift concerns in a timely manner. This includes employees communicating with supervisors; supervisors with program directors; program directors with the Chief Operating Officer and vice versa.

3.3 Heading Home will utilize multiple modes of communication: shift board; log notes; one-one meetings; group meetings; memos; e-mails.

4.0 Initiative

4.1 Heading Home employees will accept responsibility for their actions and willingly accept all assignments, even unpopular or complex ones.

4.2 Heading Home employees will be self-starters, seeking out responsibility and acting independently without specific instruction.

5.0 Job Performance

5.1 Heading Home employees will adhere to their job duties as per their job descriptions.

5.2 Heading Home employees will utilize tracking instruments, checklists and other approved tools that will assist them to perform their duties at the highest caliber of quality as is possible.

6.0 Accountability

6.1 Heading Home employees will follow through on all assignments, duties and responsibilities ("walk the talk").

6.2 Each year Heading Home employees and their Manager/Supervisor will establish annual goals as part of the Employee Evaluation.

6.3 Heading Home Managers/Supervisors will use the established annual goals to measure each employee's level of accountability.

7.0 Teamwork and Collaboration

7.1 Heading Home employees will seek opportunities to collaborate with other providers as appropriate and as related to assigned duties.

7.2 Heading Home employees will participate effectively in a team environment.

7.3 Heading Home employees will put personal differences aside in order to work together to provide the best possible services for the people we serve.

8.0 Staff Development

8.1 Heading Home Administration will provide various types of training for staff and volunteers pertinent to

their duties and responsibilities.

8.2 Each year Heading Home employees, with input from their Managers/Supervisors, will create annual professional development plans and will complete an annual Staff Development Survey.

Accountability for adhering to the COE will be accomplished on a daily basis through observations and interactions of staff, volunteers and guests as well as through the formal annual Staff Evaluation Process. Each of the eight guiding principles is reflected in the various sub-sections of the annual Staff Evaluation Form.

1-4. EQUAL EMPLOYMENT OPPORTUNITY

Heading Home is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, income status, housing status, or any other characteristic protected by applicable federal, state or local laws and ordinances. Heading Home's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.

Heading Home will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's: physical or mental disability; sincerely held religious beliefs and practices; and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon Heading Home's business operations.

Any applicant or employee who needs an accommodation in order to perform the essential functions of the job should contact Human Resources to request such an accommodation. The individual should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation, to the extent permitted and in accordance with applicable law. Heading Home then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made. Heading Home will evaluate requested accommodations, and as appropriate, identify other possible accommodations, if any. The individual will be notified of Heading Home's decision regarding the request within a reasonable period. Heading Home treats all medical information submitted as part of the accommodation process in a confidential manner.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources. Heading Home will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If employees feel they have been subjected to any such retaliation, they should contact Human Resources. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All employees must cooperate with all investigations conducted pursuant to this policy.

1-5. AT WILL EMPLOYMENT

All employees of Heading Home are employed "at-will." This policy of at-will employment means that your employment with Heading Home is voluntarily entered into, and you are free to resign at any time, with or without cause or notice. This policy also means that Heading Home is free to end the employment relationship

at any time, with or without cause or notice. In addition, Heading Home may make decisions regarding other terms of employment, including but not limited to demotion, promotion, transfer, compensation, benefits, duties, and location of work, at any time, with or without reason and with or without cause.

Nothing in this or any other policy is intended to, or should be interpreted to, modify this employment relationship. No one has the authority to make any representation that is inconsistent with this policy. This policy supersedes all written and oral representations that are in any way inconsistent with it.

1-6. EMPLOYEE PRIVACY POLICY

Heading Home takes your privacy very seriously. The privacy and security of your personal data (the "Personal Information") which we collect from you is important to us. It is equally important that you understand how we handle this data.

Only authorized employees (Executive Team members) have access to Personal Information and must request/receive approval from Human Resources to view personnel files

We may disclose your Personal Information when such disclosure is reasonably necessary (i) to reach emergency contacts; (ii) to comply with any applicable statute, law, rule or regulation; or (iii) to comply with a court order.

We employ reasonable security measures and technologies, such as password protection, encryption, physical locks, etc., to protect the confidentiality of your Personal Information

1-7. NON-HARASSMENT

It is Heading Home's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state or local laws (referred to as "protected characteristics"). Such conduct will not be tolerated by Heading Home.

The purpose of this policy is not to regulate our employees' personal morality, but to ensure that no one harasses another individual in the workplace, including while on Heading Home premises, while on Heading Home business (whether or not on Heading Home premises) or while representing Heading Home. In addition to being a violation of this policy, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws are unlawful.

Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an

intimidating, hostile or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state or local laws. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.

Sexual Harassment Defined

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual or physical conduct of a sexual nature when:

- submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- the conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of conduct that violate this policy include:

1. unwelcome flirtations, leering, whistling, touching, pinching, assault, blocking normal movement;
2. requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
3. obscene or vulgar gestures, posters or comments;
4. sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
5. propositions or suggestive or insulting comments of a sexual nature;
6. derogatory cartoons, posters and drawings;
7. sexually-explicit e-mails, text messages or voicemails;
8. uninvited touching of a sexual nature;
9. unwelcome sexually-related comments;
10. conversation about one's own or someone else's sex life;
11. conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
12. teasing or other conduct directed toward a person because of the person's gender.

Reporting Procedures

Employees are encouraged to report complaints under this policy to Human Resources, or the Chief Operating Officer or, where it is not appropriate to report the matter to the Chief Operating Officer, to the Chief Executive Officer. Where it is not appropriate to report the matter to the Chief Executive Officer, employees should report to the Chair of the Heading Home Board of Directors.

Heading Home's policy is to cooperate with all government investigations of possible unlawful conduct. If a criminal violation has occurred, Heading Home will take appropriate steps to stop the illegal conduct and to prevent it from recurring.

Investigation Procedures

Every report of perceived harassment will be fully investigated, and corrective action will be taken where

appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. All employees must cooperate with all investigations conducted pursuant to this policy.

Retaliation Prohibited

In addition, Heading Home will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

1-8. FEDERAL CONTRACTORS: PAY TRANSPARENCY

Heading Home will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is: 1) in response to a formal complaint or charge; 2) in furtherance of an investigation, proceeding, hearing or action, including an investigation conducted by the employer; or 3) consistent with Heading Home's legal duty to furnish information.

Section 2 - OPERATIONAL POLICIES

2-1. DRUG-FREE AND ALCOHOL-FREE WORKPLACE

Heading Home intends to provide a safe and drug-free work environment for our clients and our employees.

With this goal in mind, the following policy is established for existing and future employees of Heading Home.

Heading Home explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Heading Home premises or while performing an assignment.
- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription away from Heading Home premises, if such adversely affects the employee's work performance, the safety of the employee or of others, or puts Heading Home's reputation at risk.
- The presence of prohibited substances in the employee's system while at work, while on Heading Home premises, or while on company business. "Prohibited substances" include illegal drugs, prescription drugs not taken in accordance with a prescription given to the employee, or excessive blood-alcohol content.

Medical Marijuana

- The law does not protect employees who use or are impaired by medical marijuana while working or when on Heading Home premises. Heading Home may still take adverse action against employees for use of, or being impaired by, marijuana on Heading Home premises or while performing an assignment, even if the employee has a prescription for medical marijuana.

Heading Home will conduct drug and/or alcohol testing under any of the following circumstances:

- **RANDOM TESTING:** Employees may be selected at random for drug and/or alcohol testing at any interval determined by Heading Home.
- **FOR-CAUSE TESTING:** Heading Home may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol at work, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns.
- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.

If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an employee refuses a request to submit to testing under this

policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from employment.

** In compliance with U.S. Federal Drug Free Workplace Act of 1988.*

2-2. EMPLOYEE CLASSIFICATIONS

For purposes of this handbook, all Heading Home employees fall within one of the classifications below.

2.1 EMPLOYEE STATUS - REGULAR FULL-TIME

An employee normally scheduled to work at least 30 hours per week is a regular full-time employee. Regular full-time employees are currently eligible for all Heading Home benefits.

2.2 EMPLOYEE STATUS - REGULAR PART-TIME

An employee normally scheduled to work at least 20 hours or less than a 30-hour workweek is a regular part-time employee. Regular part-time employees are currently eligible for some Heading Home benefits. Please see benefits section for additional information.

2.3 EMPLOYEE STATUS - TEMPORARY

An employee who is hired in a job established for a temporary period of six months or less is a temporary employee.

2.4 EMPLOYEE STATUS - PRESENCE REQUIRED AS NEEDED (PRN)

An employee who works as needed for an indefinite period of time is a PRN.

2.5 EMPLOYEE STATUS - EXEMPT

An employee who meets the requirements of the Fair Labor Standards Act (FLSA) for "professional" or "administrative" employee is classified as an Exempt employee and is not subject to the overtime compensation or minimum wage requirements of the FLSA.

2.6 EMPLOYEE STATUS - NON-EXEMPT

A non-exempt employee is an hourly employee who is eligible for paid overtime at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours per workweek.

2.7 EMPLOYEE STATUS - CHANGES

Changes in an employee's FTE status will be recorded only when the changes in hours worked also result in a change of category status as detailed in this section. Unless a permanent, official change requiring a Personnel Action Form is being made, quarterly reviews of an employee's average weekly hours will determine if any status change is required.

2.8 CONSULTANTS/CONTRACTORS

Consultants are contracted for a specific scope of work and/or time and are not employees of Heading Home. A consultant/contractor is not eligible for Heading Home benefits.

2-3. TRIAL PERIOD

The first 90 days of employees' employment is an introductory period. This is an opportunity for Heading Home to evaluate the employee's performance. It also is an opportunity for employees to decide whether they are happy being employed by Heading Home. Heading Home may extend the introductory period if it desires. Completion of the introductory period does not alter the employee's at-will status.

2-4. YOUR EMPLOYMENT RECORDS

In order to obtain their position, employees have provided personal information, such as address and telephone number. This information is contained in their personnel file.

Employees should keep their personnel file up to date by informing Human Resources of any changes. Employees also should inform Human Resources of any specialized training or skills they acquire, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem.

2-5. WORKING HOURS AND SCHEDULE

Heading Home shelters operate 24/7 365 days per year

Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of the business, at some point Heading Home may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. Your supervisor will provide further details.

2-6. TIMEKEEPING PROCEDURES

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Time clocks are available at certain Heading Home locations for employees to record their time. At all other locations, employees are able to clock in and out via PC or on an app installed on your cell phone.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are required to record their daily work attendance and report full days of absence from

work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not start work until their scheduled starting time.

It is the employee's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a supervisor, who will attempt to correct legitimate errors.

2-7. OVERTIME

Like most successful companies, Heading Home experiences periods of extremely high activity. During these busy periods, additional work is required from all of us. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) their normal hourly wage for all time worked in excess of 40 hours each week, unless otherwise required by law.

Employees may work overtime only with prior management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 12 a.m. on Saturday and ends at midnight on the following Friday

2-8. SAFE HARBOR POLICY FOR EXEMPT EMPLOYEES

It is Heading Home's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Those classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours they may work for Heading Home. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing wage replacement benefits for such absences (deductions also may be made for the exempt employee's full-day absences due to sickness or disability before the employee has qualified for the plan, policy or practice or after the employee has exhausted the leave allowance under the plan);
- full-day disciplinary suspensions for infractions of our written policies and procedures;
- Family and Medical Leave Act absences (either full- or partial-day absences);
- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
- the first or last week of employment in the event the employee works less than a full week; and

- any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because Heading Home has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to a supervisor. If the supervisor is unavailable or if the employee believes it would be inappropriate to contact that person (or if the employee has not received a prompt and fully acceptable reply), they should immediately contact Human Resources or any other supervisor in Heading Home with whom the employee feels comfortable.

2-9. YOUR PAYCHECK

Employees will be paid bi-weekly for all the time worked during the past pay period. Typically, pay checks are distributed on the Friday following the end of a pay period. During events such as banking holidays, disasters or other events out of Heading Home's control, the pay date may be subject to change. Employees will be notified if there are changes or delays with as much notice as possible.

Payroll stubs itemize deductions made from gross earnings. By law, Heading Home is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in any employee's pay, the employee should bring the matter to the attention of your Supervisor immediately so Heading Home can resolve the matter quickly and amicably.

Paychecks will be given only to the employee, unless the employee requests that they be mailed or authorizes in writing that another person may accept the check.

2-10. DIRECT DEPOSIT

Heading Home strongly encourages employees to use direct deposit. Authorization forms are available from your Supervisor.

To encourage the use of direct deposit, Heading Home may authorize direct deposit funds to be available prior to the normal pay date.

2-11. SALARY ADVANCES

Heading Home does not permit advances on paychecks or against accrued paid time off.

2-12. PERFORMANCE REVIEW

Depending on the employee's position and classification, Heading Home endeavors to review performance annually. However, a positive performance evaluation does not guarantee an increase in salary, a promotion or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, Heading Home encourages employees and supervisors to discuss job performance on a frequent and ongoing basis.

2-13. JOB POSTINGS

Heading Home is dedicated to assisting employees in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the on-line job posting program which is in place for all employees. To be eligible to apply for an open position, employees must meet the following requirements:

- be a current, regular, full-time or part-time employee;
- have been in current position for at least six (6) months;
- maintain a performance rating of satisfactory or above;
- not be on conduct/performance-related probation or warning;
- meet the job qualifications listed on the job posting; and
- provide their current manager with notice prior to applying for the position.

If employees find a position of interest on the job posting website and they meet the eligibility requirements, an on-line job posting application must be completed in order to be considered for the position. Not all positions are guaranteed to be posted. Heading Home reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously.

Employees with less than six months of employment who meet the qualifications for a specific job and who have a satisfactory employment record with Heading Home as outlined above, may be allowed to apply for an internally posted position with approval from Human Resources.

For more specific information about the program, please contact the Human Resources Department.

2-14. NEPOTISM POLICY

The employment of relatives can cause various problems, including but not limited to charges of favoritism, conflicts of interest, family discord and scheduling conflicts that may work to the disadvantage of both Heading Home and its employees.

For the purposes of this policy, the term "relative" shall include the following relationships: relationships established by blood, marriage or legal action. Examples include the employee's: spouse, mother, father, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepparent, stepchild, aunt, uncle, nephew, niece, grandparent, grandson or cousin. The term also includes domestic partners (a person with whom the employee's life is interdependent and who shares a common residence) and, a daughter or son of an employee's domestic partner.

It is the goal of Heading Home to avoid creating or maintaining circumstances in which the appearance or possibility of favoritism, conflicts or management disruptions exist. Heading Home may allow existing personal relationships to be maintained or employ individuals with personal relationships to current employees under the following circumstances:

- Individuals may not work under the supervision of the same manager;
- They may not create a supervisor/subordinate relationship with a family member;
- They may not supervise or evaluate a family member;
- The relationship will not create an adverse impact on work productivity or performance;
- The relationship may not create an actual or perceived conflict-of-interest;
- They may not audit or review the individual's work in any way.
- They may not be employed if a member of the employee's immediate family (spouse, children, parents, grandparents, brothers, sisters, step family members, in-law family members) serves on the agency's Board or any Committee or Council which has authority to review or order personnel actions or wage and salary adjustments which could affect his/her job.

No personal employee relationship covered by this policy will be allowed to be maintained, regardless of the positions involved, if it creates a disruption or potential disruption in the work environment, creates an actual or perceived conflict of interest or is prohibited by any legal or regulatory mandate.

This policy must be considered when hiring, promoting or transferring any employee.

Should relationships addressed within this policy be identified with either candidates for employment or current employees, the matter should be immediately reported to Human Resources and the following policies and procedures will be followed:

A determination will be made whether the relationship is subject to Heading Home's Nepotism policy based on the conditions described above.

If the relationship is determined to fall within one or more of the conditions described in this policy, Human Resources in consultation with the affected employees and the CEO will attempt to resolve the situation through the transfer of one employee to a new position or identifying some other action (e.g., Supervisory reassignment) which will correct the conflict or issue identified. If accommodations are not feasible, then, with affected employee suggestions, Human Resources in consultation with the CEO shall determine which employee must resign in order to resolve the situation.

Heading Home reserves the right to exercise appropriate managerial judgment to take such actions as may be necessary to achieve the intent of this policy. Heading Home reserves the right to vary from the guidelines outlined in this policy to address unusual circumstances on a case by case basis.

It is the responsibility of every employee to identify to Human Resources, any potential or existing personal relationship which falls under the definitions provided in this policy. Employees who fail to disclose personal relationships covered by this policy will be subject to disciplinary action up to and including the termination of employment.

2-15. LICENSURE AND INSURANCE

All employees in a position requiring licensure shall comply with all licensure requirements, maintain licensure in good standing and provide documentation of licensure to Heading Home. All employees shall meet the requirements of the position and have the ability to perform the duties set forth in the job descriptions for each position. Proof of licensure and adequate insurance shall be provided to Heading Home no less than annually. Failure to maintain a current and clean license which is a requirement of the job, may result in transfer to a different position or termination of employment.

2-16. WHISTLEBLOWER POLICY

Heading Home is committed to operating in an ethical manner and maintaining compliance with all applicable laws and regulations, accounting standards, internal controls, and audit practices. Heading Home is also committed to ensuring employees have a confidential mechanism to report any good faith complaints regarding the organization's operations and financial management to the Chief Operating Officer or Chief Executive Officer, without fear of dismissal or retaliation of any kind.

In order to be considered a whistleblower, the employee must:

- A. Report, internally or to a governmental agency, conduct on the part of Heading Home or any of its officers or employees which he or she has reason to believe is (1) a violation of any law, rule, or regulation, (2) gross mismanagement, (3) a gross waste of funds, (4) abuse of authority, or (5) the creation of a substantial or specific danger to public health or safety;
- B. Participate in the investigation of wrongdoing meeting these criteria;
- C. Refuse to participate in such wrongdoing; or
- D. Commence or testify in a legal proceeding regarding such wrongdoing

Purpose: To provide a confidential retaliation-free way to report activities that violate applicable laws and regulations, accounting standards, internal controls, audit practices, and other operations of Heading Home.

Scope:

All employee complaints or allegations of wrongdoing that meet the above criteria must be thoroughly investigated.

Procedure for Reporting Complaints

Employees are encouraged to report complaints under this policy to the Human Resources Director, or the Chief Operating Officer or, where it is not appropriate to report the matter to the Chief Operating Officer, to the Chief Executive Officer. Where it is not appropriate to report the matter to the Chief Executive Officer, employees should report to the Chair of the Heading Home Board of Directors.

Heading Home's policy is to cooperate with all government investigations of possible unlawful conduct. If a criminal violation has occurred, Heading Home will take appropriate steps to stop the illegal conduct and to prevent it from recurring.

Procedure for Treatment of Complaints

- Upon receipt of a complaint, the Human Resources Director, Chief Operating Officer and/or Chief Executive Officer will determine the particulars of the concern and, when possible, acknowledge receipt of the concern to the sender.
- Each concern will be reviewed by the Human Resources Director, Chief Operating officer and/or Chief Executive Officer and such other persons as they determine are appropriate under the circumstances.
- If the Human Resources Director, Chief Operating Officer and/or Chief Executive Officer need additional professional resources in their investigation, they will discuss with the Executive Committee of the Board of Directors to receive approval of the board for the expenditure to conduct the investigation.
- Confidentiality will be maintained to the fullest extent possible, consistent with the need to conduct an adequate review and investigation.
- Following investigation of the complaint, the information gathered from such investigation will be presented to the Executive Committee of the Heading Home Board of Directors.
- Prompt and appropriate corrective action will be taken when and as warranted in the judgment of the Chief Operating Officer and/or Chief Executive Officer, or Heading Home's Board of Directors.
- Heading Home will not discharge, demote, suspend, threaten, harass, or in any manner discriminate against an employee in the terms and conditions of his or her employment, for making a complaint in good faith, bringing or testifying in legal proceedings, refusing to participate in wrongdoing, or participating in an investigation of wrongdoing under this policy.
- If an employee believes s/he has been retaliated against for making a complaint according to this policy, that employee must report such retaliation in writing to the Human Resources Director, Chief Operating Officer and/or Chief Executive Officer, or if it is not appropriate to report to either of these individuals, to the Chair of the Heading Home Board of Directors.

Reporting and Retention of Complaints and Investigations

- The Chief Operating Officer will maintain a log of all complaints, tracking them receipt, investigation, and resolution.
- Copies of the logs will be maintained in accordance with Heading Home documents retention rules.
- The Chief Operating Officer will provide periodic summary reports to the Chief Executive Officer no less than yearly, even if there are none

2-17. REMOTE WORK/TELECOMMUTING

Heading Home may allow employees to work remotely if their job duties and work performance are determined to be eligible for remote work. Eligibility will be decided on a case-by-case basis by Heading Home. Employees also may be required to work remotely during periods of public health emergencies if government orders and mandates recommend such work.

This policy provides general information regarding remote work/telecommuting. Employees who are approved to work remotely should consult their individual agreement for specific details of their remote work/telecommuting arrangement, such as expected work hours, equipment provided, and other important information.

Any remote work/telecommuting arrangement may be discontinued by Heading Home at any time and at the discretion of Heading Home. Employees also may discontinue the arrangement but may not be guaranteed office space at Heading Home's location.

At-Will Employment

This policy and any individual agreement addressing this work arrangement do not create a contract of employment and are not intended to be considered or construed as a promise of continued employment. Employment is at will and may be discontinued at any time by Heading Home or employee without notice, cause, or liability.

Hours of Work

Employees may work full time from home. Scheduled hours of work will be set by the employees' manager or supervisor. Employees should maintain regular contact with their supervisors and managers.

Nonexempt employees must accurately record all hours worked pursuant to Heading Home's timekeeping system and take rest and meal breaks as if in Heading Home's workplace and as required by law. Nonexempt employees may not work beyond scheduled working hours (including working more than 40 hours in a workweek) without prior, written authorization from their manager or supervisor.

Location

Employees will provide, at their expense, a secure, dedicated work area. Employees are responsible for maintaining the work area in a safe, secure, and nonhazardous condition at all times. Employees will maintain security devices and procedures necessary to prevent use by unauthorized persons, including by preventing the connection of any Heading Home-furnished computer system, network, or database to any computer, network, or database other than a computer, network, or database to which connections are provided or authorized by Heading Home.

Duties

Employees are expected to follow all existing Heading Home policies and procedures. The duties, obligations, responsibilities, and conditions of employment with Heading Home remain unchanged. Employees must stay engaged with work throughout the workday and be fully available during normal business hours. If employees do not successfully perform their job duties remotely, this arrangement will be revoked. Employees are expected to follow existing Heading Home policies with respect to scheduled and unscheduled time off, including the obligation to speak with their manager or supervisor before the scheduled start time in the event of an unscheduled absence, tardy, or early departure.

Accidents and Injuries

Employees agree to maintain safe conditions in the remote work space and to practice the same safety habits and rules applied on Heading Home premises. If employees incur an injury arising out of the course and scope of the assigned job duties while working in the remote work space, the workers' compensation provisions in place for the state in which the employees are working will apply. Employees must notify their supervisor or manager immediately and complete all necessary and/or requested documents regarding the reported injury. Heading Home assumes no responsibility for injuries occurring in the remote work space outside normal working hours or for injuries that occur as a result of a reasonably recognizable unsafe remote work space.

Equipment

Employees agree to use electronic equipment that has been encrypted and meets all of Heading Home's security requirements. If Heading Home provides equipment for home use, employees agree to provide a secure location for Heading Home-owned equipment and will not use, or allow others to use, such equipment for purposes other than Heading Home business. Employees have no expectation of ownership in such

equipment, linkages, property, or other items installed or provided by Heading Home. Heading Home will bear the expense of removal of any such equipment, linkages, and installations provided by Heading Home upon the termination of the remote work/telecommuting arrangement but not modification of or repairs to the work location. Employees hereby release Heading Home from any damage or liability incurred in the installing or removal of the equipment provided by Heading Home.

Return of Heading Home Property

All equipment, records, and materials provided by Heading Home will remain Heading Home property. Employees agree to return Heading Home equipment, records, and materials upon request. All Heading Home equipment will be returned by employees for inspection, repair, or replacement as needed or requested or immediately upon termination of the remote work/telecommuting arrangement. All equipment must be returned within five (5) business days of written notice to the employees.

Expenses

Upon presentment of receipts and in accordance with the Business Expense Reimbursement policy, Heading Home will reimburse employees for certain preapproved expenses.

Regular household utility charges, such as electricity, water, phone, Internet service, auto, homeowners' insurance, etc., are not reimbursable unless state law requires reimbursement.

Confidentiality

Employees agree that they are subject to Heading Home's policies prohibiting the nonbusiness use or dissemination of Heading Home's confidential business information. Employees will take all appropriate steps to safeguard Heading Home's confidential business information, including segregating it from personal papers and documents, not allowing nonemployees to access such information, and keeping such information in locked drawers or file cabinets when not in use. Employees will maintain confidential information, including, but not limited to, information regarding Heading Home's products or services, processing, marketing and sales, client lists, client e-mail addresses and mailing addresses, client data, orders, memoranda, notes, records, technical data, sketches, designs, plans, drawings, trade secrets, research and development data, experimental work, proposals, new product and/or service developments, project reports, sources of supply and material, operating and cost data, and corporate financial information.

Contact

If employees have any questions concerning this policy or would like to apply to work remotely, they should contact Human Resources.

Section 3 - BENEFITS

3-1. BENEFITS OVERVIEW

In addition to good working conditions and competitive pay, it is Heading Home's policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as vacations and holidays, and insurance and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs Heading Home provides employees and their families. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon request from Human Resources. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

Further, Heading Home (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility and entitlement.

While Heading Home intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If employees have any questions regarding benefits, they should contact Human Resources.

The following descriptions are merely summaries describing benefits. Refer to the specific policies, if applicable.

Benefits that employees are eligible for are:

Regular full-time employees (Exempt and Non-Exempt):

- Health insurance
- Dental insurance
- Vision insurance
- Life insurance
- Retirement Plan / 401k Plan
- Employee Assistance Program (EAP)
- Cafeteria Plan
- Paid Vacation
- Paid Sick Leave

- Catastrophic leave
- Paid bereavement/funeral leave
- FMLA Medical leave

Regular part-time employees:

- Retirement Plan / 401k Plan
- Employee Assistance Program (EAP)
- Paid Vacation
- Paid Sick Leave
- Catastrophic leave
- Paid bereavement/funeral leave

Temporary employees:

- Paid Sick Leave

PRN employees

- Paid Sick Leave

Employees will be eligible for Insurance Benefits on the first day of the month following 60 days of continuous employment.

Employees will be eligible for Vacation and Sick leave after completing 90 days of continuous employment.

3-2. PAID VACATION

ELIGIBILITY

Regular Full-Time, and Regular Part-Time employees accrue Vacation. .

Exempt employees are eligible for and receive Vacation based on the number of days worked; non-exempt employees are eligible for and receive Vacation on a pro-rated basis based on actual hours worked.

APPROVAL

Time off must be approved by an employee's supervisor at least **seven (7) working days** in advance of taking time off by completing a time off request in ADP.

Vacation used over major holidays should be scheduled as early as possible and is not granted automatic approval. Holidays that fall during an approved Vacation will be paid as Holiday pay and will not affect Vacation balances for that day

ACCRUAL

Accrual of Vacation begins upon the date of hire and may be used *after a 90-day introductory work period is*

completed. If two weeks' notice of termination is given by the employee and employee has passed the 90-day probationary period, employees will be compensated upon termination of employment up to a maximum allowed based on years of service. All other accrued Vacation will be forfeited.

Employees will accrue Vacation on a proportional basis according to hours worked per workweek with a total not to exceed 40 hours per workweek. No Vacation is accrued for overtime worked. Time off authorized more than what an employee has accrued must be taken as Leave Without Pay and must be authorized in writing by the Chief Operating Officer.

ACCRUAL RATES

All non-exempt employees who qualify for Vacation do so on a pro-rated basis calculated by the number of actual hours worked. The following structure is used to calculate the amount of PTO.

Years of Employment	Rate of Accrual Per Hour	Maximum Annual Accrual	Annual Carryover Maximum	Paid Out at Termination
0 - 2 Years	1 hr per 26 hours worked	80 Hours	60 Hours	Max 40 Hours
2 - 4 Years	1 hr per 17.334 hours worked	120 Hours	80 Hours	Max 100 Hours
5+ Years	1 hr per 13 hours worked	160 Hours	100 Hours	Max 160 Hours

RESIGNATIONS and TERMINATIONS

If an employee has given at least a two-week notice and provided that no Vacation or Sick Leave is used during the notice period, the full Vacation bank will be paid out, up to the Maximum Hours allowed based on years of service, on the employee's final check. Heading Home reserves the right to accept resignations effective immediately; this does not void the previous statement regarding payout of Vacation hours. If an employee is terminated for cause by Heading Home, or the employee quits without notice the unused Vacation bank will not be paid out at termination.

NOTE: Vacation time is not counted as hours worked in the computation of overtime.

3-3. PAID SICK DAYS

It is recognized that, occasionally, you will be unable to work due to personal illness or injury.

It is important to understand that the Heading Home's granting of Sick Pay does not limit, in any way, its sole right to consider paid sick days as part of a record of excessive absenteeism for disciplinary action.

You are also required to advise your supervisor in advance of any such anticipated absence, and in case of any unforeseen absence, you must report the reason for your absence as soon as circumstances permit. Additionally, you must contact your supervisor for each anticipated day of absence.

If you are absent due to illness or injury for 3 or more consecutive work days, you may be required to provide Heading Home, upon request and/or prior to your return to work with a licensed health care professional's verification of your incapacity, its expected duration and/or a release to return to work. The company reserves the right to request verification for any absence from work.

The following policy is effective for all Heading Home employees.

Regular Full-Time, Part-Time, Temporary Employees, and PRN employees are eligible for Earned Sick Leave

Sick pay will be granted as follows:

Earned sick leave (ESL) will accrue at a rate of one hour for every 30 hours worked. Employees may use up to 64 hours of ESL per 12-month period. ESL will be paid at the employee's regular hourly rate. Employees may carry over any accrued, unused ESL; however, employees are only permitted to use 64 hours in a 12-month period.

Waiting period. There is no waiting period for accrual or use of ESL. Accrual begins on the first day of employment. Employees may use ESL as it accrues.

Use increments. Employees may use ESL in hourly increments of 2, 4, 6, or 8 hours .

Qualifying reasons for leave. Employees may use ESL, upon oral or written request, for absences due to:

- The employee's own "(a) mental or physical illness, injury or health condition; (b) medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; or (c) preventive medical care."
- The employee's need to care for a family member's "(a) mental or physical illness, injury or health condition; (b) medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; or (c) preventive medical care."
- "Meetings at the employee's child's school or place of care related to the child's health or disability."
- "Domestic abuse, sexual assault or stalking suffered by the employee or a family member of the employee" so long as the leave is required for the employee to: "(a) obtain medical or psychological treatment or other counseling; (b) relocate; (c) prepare for or participate in legal proceedings; or (d) obtain services or assist a family member of the employee with any of the activities set forth in . (a) through (c) of this [bullet point]."

Heading Home defines "family member" broadly to include, among others, grandparents, grandchildren, siblings, domestic partners, family members of an employee's spouse or domestic partner, and "individual[s] whose close association with the employee or the employee's spouse or domestic partner is the equivalent of a family relationship."

Employee notice and documentation. If ESL is foreseeable, employees must "make a reasonable effort to provide oral or written notice of the need for such sick leave . in advance and to schedule the use of [ESL] in a manner that does not unduly disrupt the operations of Heading Home. If ESL is unforeseeable, employees must notify their immediate supervisor employer orally as soon as practicable. For ESL absences of two or more consecutive work days, Heading Home may require employees to provide reasonable documentation showing that the ESL was used for one of the qualifying reasons described above.

- Sick pay may not be cashed out, is not paid upon termination, and may only be approved for time lost due to the employee's non-job related incapacity except were otherwise required by state law.
- The approval of sick pay may be conditioned upon medical verification.
- The approval of sick pay does not excuse an absence.

NOTE: Paid Sick Leave time is not counted as hours worked in the computation of overtime.

3-4. PAID HOLIDAYS

All, Full-time, Part-time employees will be paid for the following holidays:

New Year's Day
Martin Luther King, Jr. Day
President's Day
Memorial Day
Juneteenth National Independence Day
Independence Day
Labor Day
Indigenous People's Day
Veterans' Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

Eligibility

All Regular Full Time and Part Time employees are eligible to receive Holiday Pay.

The eligibility to receive Holiday Pay begins on your first day of employment. There is no waiting period.

Holiday pay is calculated at the employee's hourly rate of pay.

Non-exempt ("hourly") employees who work on any of the holidays listed will be compensated at 1.5 times their regular rate of pay for the actual hours worked. Holidays do not affect required attendance for assigned shifts.

Full Time and Part Time employees who work, who are on pre- approved vacation, or who are pre-approved for Sick Pay, on their scheduled workdays immediately preceding and following a designated holiday will receive Holiday Pay.

Failure to work on your regularly scheduled shift the day before and the day after the holiday, unless on approved time off, will result in the forfeiture of Holiday Pay.

Full Time employees will be paid 8 hours of Holiday Pay and Part-Time employees will receive 4 hours of Holiday Pay

If a holiday falls on a Saturday, the preceding Friday will be treated as a holiday for pay and leave purposes. If a holiday falls on a Sunday, the following Monday will be treated as a holiday for pay and leave purposes.

NOTE: Holiday time is not counted as hours worked in the computation of overtime.

3-5. LACTATION BREAKS

Heading Home will provide a reasonable amount of break time to accommodate employees desiring to express breast milk for their infant child, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided. If the break time cannot run concurrently with rest and meal periods already provided, the break time will be unpaid, subject to applicable law.

Heading Home will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall to express milk in private. This location may be the employee's private office, if applicable. Heading Home may not be able to provide additional break time if doing so would seriously disrupt Heading Home's operations, subject to applicable law. Please consult Human Resources with questions regarding this policy.

Employees should advise management if they need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

3-6. WORKERS' COMPENSATION

On-the-job injuries are covered by Heading Home's Workers' Compensation Insurance Policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their supervisor. Failure to follow Heading Home procedures may affect the ability of employees to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

3-7. INSURANCE PROGRAMS

Full-time employees may participate in Heading Home's insurance programs. Under these plans, eligible employees will receive comprehensive health and other insurance coverage for themselves and their families, as well as other benefits.

Upon becoming eligible to participate in these plans, employees will receive summary plan descriptions (SPDs) describing the benefits in greater detail. Please refer to the SPDs for detailed plan information. Of course, feel free to contact Human Resources with any further questions.

3-8. EMPLOYEE ASSISTANCE PROGRAM

Heading Home provides the Employee Assistance Program, which offers qualified counselors to help employees cope with personal problems they may be facing. Further details can be obtained through Human Resources.

3-9. RETIREMENT PLAN

Eligible employees are able to participate in Heading Home's retirement plan. Plan participants may make pre-tax contributions to a retirement account.

Heading Home offers a 401k Plan. Heading Home will match up to 3% of your contributions into the 401k Plan

Upon becoming eligible to participate in this plan, on the first of the month following 60 days of employment, employees will receive an SPD describing the plan in greater detail. Please refer to the SPD for detailed plan information. Of course, feel free to speak to Human Resources if there are any further questions.

3-10. PAID SICK LEAVE FOR COVERED FEDERAL CONTRACTORS AND SUBCONTRACTORS

Eligibility

Heading Home provides paid sick leave to eligible employees engaged in performing work on or in connection with a contract covered by Executive Order (EO) 13706. For employees covered under this policy who are also eligible for sick time under the general sick days/paid sick time policy, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general sick days/paid sick time policy.

Accrual

Eligible employees begin to accrue paid sick leave pursuant to this policy at the start of employment or upon commencement of work on or in connection with a covered contract. Employees accrue paid sick leave at a rate of one (1) hour for every 30 hours worked on or in connection with a covered contract. Exempt employees do not accrue paid sick leave for hours worked on or in connection with a covered contract beyond a 40-hour workweek, but if the employee regularly works fewer than 40 hours per workweek on or in connection with a covered contract, accrual is based on the employee's typical number of hours worked on or in connection with covered contracts per workweek. Employees may accrue up to a maximum of 56 hours per year (maximum annual accrual), but may not have more than 56 hours of paid sick leave accrued at any point (overall accrual cap). If the employee reaches the overall accrual cap in a given year before reaching the maximum annual accrual, accrual will stop until some paid sick leave is used, and then resume (up to the maximum annual accrual). For purposes of this policy, the year is the 12-month period from January 1 through December 31.

Usage

Employees may use paid sick leave for absences from work during the time they would have been performing work on or in connection with a covered contract for the following covered reasons:

1. a physical or mental illness, injury or medical condition affecting the employee or the employee's child, parent, spouse, domestic partner or any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship ("family member");
2. obtaining diagnosis, care or preventive care from a health care provider by the employee or for the employee's family member; or
3. domestic violence, sexual assault or stalking affecting the employee or the employee's family member, if the time absent from work relates to #1 or #2 above or is to obtain additional counseling, seek

relocation, seek assistance from a victim services organization or take related legal action, including preparation for or participation in any related civil or criminal legal proceeding.

Paid sick leave must be used in one (1) hour increments.

Notice and Documentation

Employees are encouraged to make a reasonable effort to schedule preventive care or other foreseeable needs to use paid sick leave so as to not disrupt unduly Heading Home's operations. However, use of paid sick leave is not contingent on the employee finding a replacement worker to cover any work time to be missed. Employees who need to use paid sick leave must request time off by notifying the Employee's Supervisor orally or in writing (including electronically), providing enough information to inform Heading Home that they will need to be absent for a covered reason. If possible, employees must indicate the anticipated duration of the absence when providing notice. If the need is foreseeable, employees must make their request for time off at least seven (7) calendar days in advance. Employees who either are unable to make the request at least seven (7) calendar days in advance or who become aware of the need to use paid sick leave less than seven (7) calendar days in advance must request time off as soon as practicable, which is typically either the day the employee becomes aware of the need to use paid sick leave or the following business day.

Heading Home will respond to requests as soon as is practicable. If the employee's request to take sick paid leave is denied, Heading Home will communicate an explanation for the denial in writing. Requests for paid sick leave may be denied if, for example:

- the employee does not provide sufficient information about the need for paid sick leave;
- the employee's reason for needing to take paid sick leave is not a covered reason;
- the employee fails to notify Heading Home of when the need for time off will arise;
- the employee has not accrued (and will not have accrued, by the start date of the time off requested) a sufficient amount of paid sick leave to cover the amount of paid sick leave requested; or
- the request to use paid sick leave is during a time when the employee is scheduled to perform non-covered work.

Heading Home requires certification by a health care provider (for reasons #1 and #2 above) or an appropriate individual or organization (for reason #3 above) verifying the need for paid sick leave for absences of three (3) or more consecutive full workdays. Additionally, if paid sick leave is used to care for a family member, Heading Home may require the employee to provide reasonable documentation or a statement of the family or family-like relationship. This certification/documentation must be provided within 30 days of the first day of the employee's absence.

Notice of Accrued and Available Time

Employees will be notified of the amount of accrued, unused paid sick leave each pay period, upon a separation from employment, and upon reinstatement of paid sick leave (if applicable).

Payment

Employees using paid sick leave are provided the same regular pay and benefits that they would have otherwise received if they had not been absent from work. Use of paid sick leave is not considered hours worked for purposes of calculating overtime.

Carryover and Payout

Up to 56 hours of accrued, unused paid sick leave carries over from year to year, but is subject to the overall accrual cap of 56 hours. Accrued but unused paid sick leave is not paid out upon separation of employment.

Employees with questions regarding this policy can contact Human Resources.

3-11. SICK AND SAFE TIME

Eligibility

Heading Home provides paid sick leave to employees who work in New Mexico in accordance with the Healthy Workplaces Act. For employees who work in New Mexico who are eligible for sick time under another policy and/or any other applicable sick time/leave law or ordinance, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than any other policy and/or any other applicable sick time/leave law or ordinance.

Accrual

Employees begin accruing paid sick leave pursuant to this policy on July 1, 2022 or at the start of employment, whichever is later. Employees accrue one (1) hour of paid sick leave for every 30 hours worked. Exempt employees are assumed to work 40 hours in each workweek unless their normal workweek is less than 40 hours, in which case paid sick leave accrues based upon that normal workweek. For purposes of this policy, the year is the consecutive 12-month period beginning January 1 and ending on December 31.

Usage

Employees may use paid sick leave immediately. Paid sick leave may be used in 1 increments. Employees may not use more than 64 hours of paid sick leave in any year.

Employees may use paid sick leave for absences due to:

1. The employee's mental or physical illness, injury or health condition; medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; and preventive medical care;
2. Care of a family member of the employee for mental or physical illness, injury or health condition; medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; and preventive medical care;
3. Meetings at the employee's child's school or place of care related to the child's health or disability; or
4. Absences necessary due to domestic abuse, sexual assault or stalking suffered by the employee or a family member of the employee provided that the leave is for the employee to:
 1. obtain medical or psychological treatment or other counseling;
 2. relocate;
 3. prepare for or participate in legal proceedings; or
 4. obtain services or assist a family member of the employee with any of the activities set forth in subparagraphs (a) through (c).

For purposes of this policy, family member includes the employee's spouse or domestic partner or a person related to the employee or the employee's spouse or domestic partner as: (1) a biological, adopted or foster child, a stepchild or legal ward or a child to whom the employee stands in loco parentis; (2) a biological, foster, step or adoptive parent or legal guardian, or a person who stood in loco parentis when the employee was a minor child; (3) a grandparent; (4) a grandchild; (5) a biological, foster, step or adopted sibling; (6) a spouse or

domestic partner of a family member; or (7) an individual whose close association with the employee or the employee's spouse or domestic partner is the equivalent of a family relationship. A domestic partner includes an individual with whom another individual maintains a household and a mutual committed relationship without a legally recognized marriage.

The employee's use of paid sick leave will not be conditioned upon searching for or finding a replacement worker.

Unless employees advise Heading Home otherwise, we will assume, subject to applicable law, that employees want to use available paid sick leave for absences for reasons set forth above and employees will be paid for such absences to the extent they have paid sick leave available.

Notice and Documentation

When employees need to use paid sick leave, the employee or an individual acting on the employee's behalf must make an oral or written request to the Employee's Manager and/or the Employee's Supervisor to use the leave. When possible, the request must include the expected duration of the sick leave absence. When the need to use paid sick leave is foreseeable, the employee must make a reasonable effort to provide advance notice before using the paid sick leave and must make a reasonable effort to schedule use of paid sick leave in a way that does not disrupt Heading Home's operations. When the need to use paid sick leave is not foreseeable, the employee must notify the Employee's Manager and/or the Employee's Supervisor as soon as practicable.

Employees may be required to provide reasonable documentation for the use of paid sick leave if the employee used paid sick leave for two (2) or more consecutive workdays. Where sick leave is requested for reasons 1 or 2 above, documentation signed by a health care professional indicating the amount of sick leave taken is necessary will be considered reasonable documentation. Where sick leave is requested for reason 4 above, the employee may provide one of the following: a police report; a court-issued document; or a signed statement by a victim services organization, clergy member, attorney, advocate, the employee, a family member or any other person. The signed statement does not have to be notarized or be in any particular format. It only needs to affirm the employee took paid sick leave for one of the purposes specified by the Act. Employees are allowed up to 14 days from the date they return to work to provide the documentation. The documentation does not need to explain the nature of any medical condition or the details of the domestic abuse, sexual assault or stalking. Heading Home will never delay the use of paid sick leave because the employer has not yet received documentation. All information and documentation received about the employee's reasons for taking paid sick leave is confidential. Heading Home will not disclose the above-referenced information except with the employee's permission or as necessary for validation of disability insurance claims, accommodations consistent with the federal Americans with Disabilities Act (ADA), as required by the Healthy Workplaces Act, or by Court Order.

Payment

Paid sick leave will be paid at the same hourly rate and with the same benefits the employee normally earns during hours worked at the time the employee uses such time, but no less than the applicable minimum wage. Use of paid sick leave is not considered hours worked for purposes of calculating overtime.

Carryover and Payout

Employees may carry over up to 64 hours of accrued, unused paid sick leave to the following year. Unused paid sick leave will not be paid at separation.

Enforcement and Retaliation

Retaliation against any employee who requests or uses paid sick leave is prohibited. Employees have the right

to file a complaint with the New Mexico Department of Workforce Solutions, Labor Relations Division if paid sick leave as required by law is denied or if the employee is subjected to retaliation for requesting or taking paid sick leave. The New Mexico Department of Workforce Solutions, Labor Relations Division can be reached by calling (505) 841-4400, visiting www.dws.state.nm.us or going to a New Mexico Workforce Connections Office.

Questions about rights and responsibilities under the law can be answered by Human Resources.

Section 4 - LEAVES OF ABSENCE

4-1. PERSONAL LEAVE

If employees are ineligible for any other Heading Home leave of absence, Heading Home, under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to management and the request is granted. During the leave, employees will not earn vacation days or sick days. Heading Home will continue health insurance coverage during the leave if employees submit their share of the monthly premium payments to Heading Home in a timely manner, subject to the terms of the plan documents.

When the employees anticipate returning to work, they should notify management of the expected return date. This notification should be made at least one (1) week before the end of the leave.

Upon completion of the personal leave of absence, Heading Home will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by Heading Home will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Heading Home-provided Short-Term Disability Leave of Absence.

4-2. PREGNANCY ACCOMMODATIONS

In compliance with New Mexico Pregnant Worker Accommodation Act, Heading Home will not discriminate against employees or job applicants in relation to pregnancy, childbirth and related conditions and will provide reasonable accommodation for conditions related to pregnancy, childbirth or a related condition.

Reasonable Accommodations

If employees or job applicants with a known limitation arising out of pregnancy, childbirth or a related condition make a request for reasonable accommodation, Heading Home will endeavor to grant the request unless the accommodation constitutes an undue hardship. Reasonable accommodations may include modification or adaptation of the work environment, work rules or job responsibilities for as long as necessary to enable employees with limitations due to pregnancy, childbirth or a related condition to perform the job that does not impose an undue hardship on Heading Home. Heading Home will not require employees to take paid or unpaid leave if another reasonable accommodation can be provided to the known limitations related to the pregnancy, childbirth or related condition.

Further, Heading Home will not refuse to hire, discharge, refuse to promote, demote or discriminate in matters of compensation or leave or terms, conditions or privileges of employment against any person otherwise qualified for employment on the basis of that person's pregnancy or childbirth or a related condition, including failing to treat employees or job applicants affected by pregnancy, childbirth or a related condition in the same manner as other persons similar in ability to work for all employment-related purposes, including receipt of benefits under fringe benefit programs, unless based on a bona fide occupational qualification.

Additionally, Heading Home will not print or circulate any statement, advertisement or publication; use any form of application for employment; or make any inquiry regarding prospective employment that expresses, directly or indirectly, any limitation, specification or discrimination as to pregnancy, childbirth or a related condition, unless based on a bona fide occupational qualification. Heading Home will not refuse to list, properly classify for employment or refer a person for employment in a known available job for which the person is otherwise qualified on the basis of the person's pregnancy, childbirth or related condition, unless based on a bona fide occupational qualification.

Heading Home reserves the right to require employees to provide medical certification concerning the need for reasonable accommodation consistent with Heading Home's requests for certification of other temporary disabilities.

Heading Home will not discharge, demote, deny promotion to or in any other way discriminate against employees in the terms or conditions of employment in retaliation for the person asserting a claim or right pursuant to the Pregnant Worker Accommodation Act, for assisting another person to assert a claim or right pursuant to the Pregnant Worker Accommodation Act, or for informing another person about employment rights or other rights provided by law. A person claiming to be aggrieved by an unlawful discriminatory practice in violation of the Pregnant Worker Accommodation Act may seek relief under the Human Rights Act.

If employees have any questions about or would like to request a reasonable accommodation pursuant to this policy, they should contact Human Resources.

4-3. MILITARY LEAVE

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask management for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that Heading Home can maintain proper coverage while employees are away.

4-4. FAMILY AND MEDICAL LEAVE

The Leave Policy

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

I. Eligibility

FMLA leave is available to "eligible employees." To be an "eligible employee," the employee must: 1) have been employed by Heading Home for at least 12 months (which need not be consecutive); 2) have been employed by Heading Home for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and 3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

II. Entitlements

As described below, the FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration.

A. Basic FMLA Leave Entitlement

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a 12-month period measured forward from the start date of the employee's first FMLA leave. Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee's child after birth or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent (but not in-law) who has a **serious health condition**;
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or
- Because of any **qualifying exigency** arising out of the fact that the employee's spouse, son, daughter or parent is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserves component of the Armed Forces for deployment to a foreign country in support of contingency operation or Regular Armed Forces for deployment to a foreign country.

A **serious health condition** is an illness, injury, impairment or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents employees from performing the functions of their job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember with a serious injury or illness. Leave to care for a servicemember shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A "**covered servicemember**" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as "current members of the Armed Forces." **Covered servicemembers** also include a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five years preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

C. Intermittent Leave and Reduced Leave Schedules

FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember. Qualifying exigency leave also may be taken on an intermittent basis.

D. No Work While on Leave

The taking of another job while on family/medical leave or any other authorized leave of absence is grounds for immediate discharge, to the extent permitted by law.

E. Protection of Group Health Insurance Benefits

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

F. Restoration of Employment and Benefits

At the end of FMLA leave, subject to some exceptions including situations where job restoration of "key employees" will cause Heading Home substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. Heading Home will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave.

G. Notice of Eligibility for, and Designation of, FMLA Leave

Employees requesting FMLA leave are entitled to receive written notice from Heading Home telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) Heading Home's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

Heading Home may retroactively designate leave as FMLA leave with appropriate written notice to employees provided Heading Home's failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, Heading Home and employee can mutually agree that leave be retroactively designated as FMLA leave.

III. Employee FMLA Leave Obligations

A. Provide Notice of the Need for Leave

Employees who take FMLA leave must timely notify Heading Home of their need for FMLA leave. The following describes the content and timing of such employee notices.

1. Content of Employee Notice

To trigger FMLA leave protections, employees must inform their Manager of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow Heading Home to determine that the leave is FMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to Heading Home's questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek leave due to FMLA-qualifying reasons for which Heading Home has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

2. Timing of Employee Notice

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide Heading Home notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

B. Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with Heading Home and make a reasonable effort to schedule treatment so as not to unduly disrupt Heading Home's operations, subject to the approval of the employee's health care provider. Employees must consult with Heading Home prior to the scheduling of treatment to work out a treatment schedule that best suits the needs of both Heading Home and the employees, subject to the approval of the employee's health care provider. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, Heading Home may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered servicemember, Heading Home may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise Heading Home of the reason why such leave is medically necessary. In such instances, Heading Home and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting Heading Home's operations, subject to the approval of the employee's health care provider.

C. Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical certifications: an **initial certification**, a **recertification** and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide Heading Home with timely, complete and sufficient medical certifications. Whenever Heading Home requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after Heading Home's request, unless it is not practicable to do so despite the employee's diligent, good faith efforts. Heading Home will inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. Heading Home will deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, Heading Home (through individuals other than the employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide Heading Home with authorization allowing it to clarify or authenticate certifications with health care providers, Heading Home may deny FMLA leave if certifications are unclear.

Whenever Heading Home deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA medical certifications.

1. Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care

for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days' notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If Heading Home has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at Heading Home's expense. If the opinions of the initial and second health care providers differ, Heading Home may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by Heading Home and the employee.

2. Medical Recertifications

Depending on the circumstances and duration of FMLA leave, Heading Home may require employees to provide recertification of medical conditions giving rise to the need for leave. Heading Home will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

3. Return to Work/Fitness for Duty Medical Certifications

Unless notified that providing such certifications is not necessary, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide Heading Home with medical certification confirming they are able to return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. Heading Home may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

D. Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the covered active duty or call to covered active duty status of a military member, Heading Home may require employees to provide: 1) a copy of the military member's active duty orders or other documentation issued by the military indicating the military member is on covered active duty or call to covered active duty status and the dates of the military member's covered active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different covered active duty or call to covered active duty status of the same or a different military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, Heading Home may require employees to obtain certifications completed by an authorized health care provider of the covered servicemember. In addition, and in accordance with the FMLA regulations, Heading Home may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

E. Substitute Paid Leave for Unpaid FMLA Leave

Employees must use any accrued paid time while taking unpaid FMLA leave.

The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave and the paid time will run concurrently with the employee's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall

run concurrently with any FMLA leave entitlement. Upon written request, Heading Home will allow employees to use accrued paid time to supplement any paid disability benefits.

F. Pay Employee's Share of Health Insurance Premiums

During FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless Heading Home notifies employees of other arrangements, whenever employees are receiving pay from Heading Home during FMLA leave, Heading Home will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working.

If FMLA leave is unpaid, employees must pay their portion of the group health premium through a "pay-as-you-go" method.

Heading Home's obligation to maintain health care coverage ceases if the employee's premium payment is more than 30 days late. If the employee's payment is more than 15 days late, Heading Home will send a letter notifying the employee that coverage will be dropped on a specified date unless the co-payment is received before that date. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse Heading Home for the cost of the premiums Heading Home paid for maintaining coverage during their unpaid FMLA leave.

IV. Exemption for Highly Compensated Employees

Heading Home may choose not to return highly compensated employees (highest paid 10% of employees at a worksite or within 75 miles of that worksite) to their former or equivalent positions following a leave if restoration of employment will cause substantial economic injury to Heading Home. (This fact-specific determination will be made by Heading Home on a case-by-case basis.) Heading Home will notify employees if they qualify as a "highly compensated", if Heading Home intends to deny reinstatement, and of the employee's rights in such instances.

V. Questions and/or Complaints about FMLA Leave

If you have questions regarding this FMLA policy, please contact Human Resources. Heading Home is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to: 1) interfere with, restrain or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact Human Resources immediately. Heading Home will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

VI. Coordination of FMLA Leave with Other Leave Policies

The FMLA does not affect any federal, state or local law prohibiting discrimination, or supersede any State or local law that provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult Heading Home's other leave policies in this handbook or contact Human Resources.

4-5. BEREAVEMENT LEAVE

The death of a family member is a time when employees wish to be with their families. If employees lose a close relative, they will be allowed paid time off of up to 3 work days to assist in attending to their obligations and commitments. For the purposes of this policy, a close relative includes a spouse, domestic/civil union partner, child, parent, sibling, grandparents, mother and father in law or any other relation required by applicable law. Leave days only may be taken on regularly scheduled, consecutive workdays following the day of death and will be deducted from available Vacation or Sick time that an employee may have. Employees must inform their supervisor prior to commencing bereavement leave. In administering this policy, Heading Home may require verification of death. Extensions due to personal bereavement leave may be authorized by Executive Director or above level employees or the Board of Directors.

4-6. JURY DUTY

Heading Home realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. Employees are expected, however, to provide proper notice of a request to perform jury duty and verification of their service.

Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for management, employees may be asked to try to postpone jury duty.

Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which time is missed due to jury duty if work is performed for Heading Home during such week.

4-7. VOTING LEAVE

In the event employees do not have sufficient time outside of working hours to vote in a statewide election, if required by state law, the employee may take off enough working time to vote. Such time will be paid if required by state law. This time should be taken at the beginning or end of the regular work schedule. Where possible, supervisors should be notified at least two (2) days prior to the voting day.

4-8. CATASTROPHIC SPECIAL LEAVE

C/SL is a paid time off accrual system for extended illnesses and/or hospitalizations of the employee, or for when care of an employee's spouse, domestic partner, or dependent(s) by employee is required. Extended illness is defined as an illness that extends beyond five (5) days. C/SL is a benefit provided in lieu of short-term disability and may be used only by the employee who has accrued it. A physician's statement is required. The Statement should indicate the amount of time needed and must explain that leave is beneficial for the employee or for the employee's spouse, domestic partner, or dependent'(s) condition without ascertaining the medical condition.

Eligibility

The C/SL benefit applies to regular full-time, regular part-time and exempt employees. Leave begins to accrue with the employee's first pay period, is available to be used after ninety (90) days of employment and is pro-rated based on the number of hours worked. It is a non-earning (non-vested) benefit and must be used pursuant to these guidelines or forfeited upon termination of employment.

Accrual Rates for Full Time and Part Time employees

Years of Employment	Rate of Accrual Per Hour	Maximum Annual Accrual
< 2 years	0.0193	40 hours
3 - 4 years	0.0289	60 hours
5+ years	0.0385	80 hours

Using C/SL

- . Eligible employees may request C/SL only to compensate for regularly-scheduled workdays.
- . C/SL may be used immediately when the employee, employee's spouse, domestic partner, or dependent(s) is hospitalized.
- . In all cases other than hospitalization, C/SL leave will be used when the employee has used all available sick leave time. An employee may also use this policy if a spouse, domestic partner, or child has an extended medical condition. Proof of the medical condition will be required.
- . It is the responsibility of the employee to initiate catastrophic leave with the human resources representative. If possible, office coverage should be taken into consideration when scheduling elective procedures.
- . If available, Vacation, or Sick Leave must be used for all time off. Unpaid time off is not permitted except as identified under Personal Leave.
- . There is no cash value or pay out options for C/SL. All C/SL hours will be forfeited upon resignation or termination.
- . C/SL leave may carry over from year to year, but may not exceed 120 hours, at which time accrual stops.
- . C/SL may not be donated to another employee.

Section 5 - GENERAL STANDARDS OF CONDUCT

5-1. WORKPLACE CONDUCT

Heading Home endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in Heading Home's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing Heading Home property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Violation of safety rules and policies.
5. Violation of Heading Home's Drug and Alcohol-Free Workplace Policy.
6. Fighting, threatening or disrupting the work of others or other violations of Heading Home's Workplace Violence Policy.
7. Failure to follow lawful instructions of a supervisor.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
10. Gambling on Heading Home property.
11. Willful or careless destruction or damage to Heading Home assets or to the equipment or possessions of another employee.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of the Solicitation and Distribution Policy.
15. Violation of Heading Home's Harassment or Equal Employment Opportunity Policies.
16. Violation of the Communication and Computer Systems Policy.
17. Unsatisfactory job performance.
18. Any other violation of Heading Home policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and Heading Home reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. Heading Home will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, Heading Home will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate the employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

5-2. WORKPLACE VIOLENCE

Heading Home is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Heading Home and personal property.

Heading Home does not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, Heading Home specifically discourages employees from engaging in any physical confrontation with a violent or potentially violent individual. However, Heading Home does expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Heading Home policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Conduct prohibited by this policy includes, but is not limited to, the following behavior:

1. Threatening to harm any employee or non- employee with whom we do business. Prohibited threats can be written or oral, expressed or implied. The fact that a threatening comment may have been made "in jest" is of no defense.
2. Threatening to cause damage to Heading Home property or the property of any employee or non-employee with whom we do business. Again, the fact that a threatening comment may have been made "in jest" is of no defense.
3. Possessing or concealing a weapon while on Heading Home premises, consistent with applicable law. For purposes of this prohibition, a weapon is defined to include guns, rifles, firearms, knives, explosives, bombs, and any and all other instruments capable of inflicting harm to persons or property. Heading Home premises include the Heading Home's buildings, parking lots, vehicles, and surrounding grounds. The fact that a gun, rifle or other firearm does not have ammunition in it is of no defense.
4. Physically assaulting, attacking or otherwise intentionally causing injury to any person with whom you interact in connection with your employment with Heading Home; provided, however, an employee may use reasonable physical force in self-defense where the employee reasonably believes that such force is necessary to protect himself or herself from immediate harm.
5. Intentionally causing damage to property belonging to Heading Home or any employee or non-employee with whom we do business.

Any employee who violates any of the prohibitions set forth above will be subject to discipline, up to and including termination of employment. The employee also may be subject to criminal prosecution.

This policy applies to all employees, including managers, supervisors, and non-supervisory employees. As part of this policy, Heading Home seeks to prevent workplace violence before it begins and reserves the right to deal with behavior that suggests a propensity towards violence, even prior to any violent behavior occurring. In order to achieve our goal of providing a workplace that is secure and free from violence, we must enlist the support of all employees.

Procedures for Reporting a Threat

Employees are required to report any incident involving a threat of violence or act of violence immediately to their supervisor or manager or, if they prefer, the Human Resources Department. The supervisor or manager should report the matter to Human Resources, who will investigate the matter and take appropriate corrective action. This may include the imposition of disciplinary action against any employee who violates this policy, up to and possibly including termination of employment.

If employees become aware of any workplace security hazards, identify methods of increasing security in the workplace, incidents involving actual or threatened violence, or any other violation of this policy, they must report that information to their supervisor, manager, or the Human Resources Department immediately. Heading Home will not tolerate retaliation against any employee who reports workplace violence.

5-3. PUNCTUALITY AND ATTENDANCE

ATTENDANCE AND OTHER LEAVES OF ABSENCE

Attendance/LOA - General

Regular attendance is considered an essential function and is necessary for the efficient operation of the business. All employees are expected to be on time and punctual in showing up to work, should arrive and leave work on time and clock that time correctly. Our attendance directly impacts our co-workers and those we serve. Excessive absences will result in disciplinary action up to and including termination.

Attendance/LOA - Definitions and Policy

Planned Absence

A "Planned Absence" from work should be clearly communicated and coordinated with Program Directors, using Vacation, Sick Leave, LOA or C/SL.

. Employees are not permitted to arrange through other staff members any time-off requests.

Employees must give at least a seven (7) day written notice of time desired off by completing a Time Off Request or Catastrophic / Special Leave request forms.

In the event of illness or any other reason for an absence from work, calling in more than 8 hours prior to the beginning of the shift will be considered most optimal to ensure the scheduler to finding adequate coverage. The required minimum amount of time to call in for a shift is 2 hours. ***Text messages or calls from anyone other than the employee will not be acceptable.***

. Corrective action does not apply to any employee that has a doctor's note for an illness or injury. However, the absence will still be counted toward overall absences.

Notice: Requesting time off does not guarantee that Heading Home will be able to provide time off requested. A supervisor will determine if it can staff the request, and will let the staff member know as soon as possible.

Unpaid Time Off

Unpaid time off is not allowed. Vacation or Sick Leave time must be used for any requested time off. If no Vacation or Sick Leave time is available, the requested time will be denied.

Unexcused Absences

An Unexcused Absence is defined as any shift a staff member calls in for that is not approved and scheduled using Vacation, Sick, or Catastrophic / Special Leave.

Employees are given 2 Unexcused Absences a year. More than 2 Unexcused Absences will result in corrective action. Corrective action will be progressive as to each violation.

Tardiness

Clocking in late for a shift-up to 15 minutes-is considered "Tardy". Each employee is granted one excused "Tardy" per two-week pay period. More than one "Tardy" per pay period, or two per month will result in corrective action. Corrective action will be progressive as to each violation.

No-Call / No-Show

A "No-Call / No-Show" absence is defined as "any shift a staff member does not show up for without calling in." A "No-Call / No-Show" will result in an automatic formal written warning for the first occurrence. Two occurrences of a "No-Call / No-Show" will result in corrective action up to and including termination. Vacation or Sick leave will not be approved to make up for missed time due to a No Call / No Show.

Job Abandonment

If an employee is a "No-Call / No-Show" for two days in a row, the employee will be considered as having abandoned his/her job, and Heading Home will process the employee's work separation as a voluntary resignation on the employee's part.

Corrective Action: Steps can be skipped depending on the seriousness of the violation.

First Offense = Documented verbal warning
Second Offense = Formal write-up
Third Offense = Final warning and formal write-up
Fourth Offense = Termination

Attendance/LOA - Domestic Abuse Leave

Employees subject to domestic abuse may be eligible for a leave of absence. Please see the Human Resource representative for more information.

5-4. USE OF COMMUNICATIONS AND COMPUTER SYSTEMS

Heading Home's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Heading Home policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of Heading Home systems.

Heading Home may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when Heading Home deems it appropriate to do so. The reasons for which Heading Home may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Heading Home operations continue appropriately during the employee's absence.

Further, Heading Home may review Internet usage to ensure that such use with Heading Home property, or communications sent via the Internet with Heading Home property, are appropriate. The reasons for which Heading Home may review employees' use of the Internet with Heading Home property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Heading Home operations continue appropriately during the employee's absence.

Heading Home may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

Heading Home's policies prohibiting harassment, in their entirety, apply to the use of Heading Home's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since Heading Home's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

5-5. USE OF SOCIAL MEDIA

Heading Home respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Heading Home interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Heading Home equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether the employees are posting something on their own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions Heading Home and also expresses either a political opinion or an opinion regarding Heading Home's actions that could pose an actual or potential conflict of interest with Heading Home, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not Heading Home's position. This is necessary to preserve Heading Home's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. Heading Home policies apply equally to employee social media usage.

Heading Home encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including discharge.

5-6. PERSONAL AND COMPANY-PROVIDED PORTABLE COMMUNICATION DEVICES

Heading Home-provided portable communication devices (PCDs), including cell phones and personal digital assistants, should be used primarily for business purposes. Employees have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes, as permitted, the right to monitor personal communications as necessary.

Some employees may be authorized to use their own PCD for business purposes. These employees should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also may subject to monitoring if sent through Heading Home's networks and the PCD must be provided for inspection and review upon request.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a Heading Home-provided or personal device, employees must comply with applicable Heading Home guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a Heading Home-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If employees who use a personal PCD for business resign or are discharged, they will be required to submit the device to the IT department for resetting on or before their last day of work. At that time, the IT department will reset and remove all information from the device, including but not limited to, Heading Home information and personal data (such as contacts, e-mails and photographs). The IT department will make efforts to provide employees with the personal data in another form (e.g., on a disk) to the extent practicable; however, the employee may lose some or all personal data saved on the device.

Employees may not use their personal PCD for business unless they agree to submit the device to the IT department on or before their last day of work for resetting and removal of Heading Home information. This is the only way currently possible to ensure that all Heading Home information is removed from the device at the time of termination. The removal of Heading Home information is crucial to ensure compliance with Heading Home's confidentiality and proprietary information policies and objectives.

Please note that whether employees use their personal PCD or a Heading Home-issued device, Heading Home's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

Portable Communication Device Use While Driving

Employees who drive on Heading Home business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while driving, and permitted by law, employees must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

5-7. CAMERA PHONES/RECORDING DEVICES

Due to the potential for issues such as invasion of privacy, sexual harassment and loss of productivity, as well as inappropriate disclosure of confidential information, no employee may use a camera phone function on any phone on Heading Home property or while performing work for Heading Home.

The use of tape recorders, Dictaphones or other types of voice recording devices anywhere on Heading Home property, including to record conversations or activities of other employees or management, or while performing work for Heading Home, is also strictly prohibited, unless the device was authorized by Heading Home and is used solely for legitimate business purposes.

5-8. INSPECTIONS

Heading Home reserves the right to require employees while on Heading Home property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Heading Home or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to Heading Home or to its clients. Employees are expected to cooperate in the conduct of

any search or inspection.

5-9. SMOKING

Smoking, including the use of e-cigarettes, is prohibited on Heading Home premises and in all Heading Home vehicles.

5-10. PETS IN THE WORKPLACE

Heading Home is responsible for assuring the health and safety of all employees. In keeping with this objective, Heading Home does not permit employees to bring their household pets to work. This includes in all office areas, shelters, company vehicles and all company work sites to include pick up locations for residents. Animals may pose a threat of infection and may cause allergic reactions in other employees. Some employees may feel threatened or be distracted by the presence of animals. In addition, Heading Home wishes to prevent pets from fouling the work space or damaging property.

An employee who requires the help of a service animal (defined by 28 CFR 36.104) as any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability will be permitted to bring a service animal to the office. Employees must provide evidence of the demonstrable supportive action provided by the service animal.

Violation of this policy will result in disciplinary action up to and including termination of employment.

5-11. PERSONAL VISITS AND TELEPHONE CALLS

Disruptions during work time can lead to errors and delays. Therefore, personal telephone calls must be kept to a minimum, and only be made or received after working time, or during lunch or break time.

For safety and security reasons, employees are prohibited from having personal guests visit or accompanying them anywhere in Heading Home facilities other than the reception areas.

5-12. SOLICITATION AND DISTRIBUTION

To avoid distractions, solicitation by the employee of another employee is prohibited while either employee is on work time. "Work time" is defined as the time the employee is engaged, or should be engaged, in performing their work tasks for Heading Home. Solicitation of any kind by non-employees on Heading Home premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of Heading Home is prohibited at all times. Distribution of literature by non-employees on Heading Home premises is prohibited at all times.

5-13. BULLETIN BOARDS

Important notices and items of general interest are continually posted on Heading Home bulletin boards. Employees should make it a practice to review bulletin boards frequently. This will assist employees in keeping up with what is current at Heading Home. To avoid confusion, employees should not post or remove any material from the bulletin board.

5-14. CONFIDENTIAL COMPANY INFORMATION

During the course of work, employees may become aware of confidential information about Heading Home's business, including but not limited to information regarding Heading Home finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. Employees also may become aware of similar confidential information belonging to Heading Home's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to Heading Home's competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of Heading Home may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

5-15. CONFLICT OF INTEREST AND BUSINESS ETHICS

It is Heading Home's policy that all employees avoid any conflict between their personal interests and those of Heading Home. The purpose of this policy is to ensure that Heading Home's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of Heading Home.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with Heading Home, by any employee who is in a position to directly or indirectly influence either Heading Home's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with Heading Home;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with Heading Home or which competes with Heading Home; and/or
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with Heading Home.

A conflict of interest would also exist when a member of the employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of

nominal or minor value.

It is the employee's responsibility to report any actual or potential conflict that may exist between the employee (and the employee's immediate family) and Heading Home.

5-16. USE OF FACILITIES, EQUIPMENT AND PROPERTY, INCLUDING INTELLECTUAL PROPERTY

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Employees should notify their supervisor if any equipment, machines, or tools appear to be damaged, defective or in need of repair. Prompt reporting of loss, damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Supervisors can answer any questions about the employees' responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of Heading Home's intellectual property, such as audio and video recordings, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, Heading Home is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

5-17. HEALTH AND SAFETY

. Providing for a safe work environment is a primary responsibility of Heading Home and each employee. While Heading Home will ensure that Workers Compensation insurance covers all employees, the ultimate goal is to avoid work-related injury and illness. Accordingly, each employee should be alert to the existence of unsafe work practices and conditions and should correct or report to his or her supervisor their existence immediately.

. The correction of hazards to safety in the work place takes priority over normal work activities. Additionally, the Department Managers, Facility Directors and Program Directors are responsible for ensuring that safety training programs are conducted, medical treatment procedures are maintained current and communicated to all employees, and job related accidents are promptly and properly reported and investigated.

. Should any employee have a question or suggestion with regard to job safety, your supervisor should be contacted

. Should any employee experience or become aware of a work-related injury or illness, or damage to Heading Home property, it is to be reported to your supervisor immediately. Moreover, each supervisor is responsible for ensuring that any on-the-job injury is reported immediately and properly.

. An incident report and a NM First Report of Injury will be completed and submitted to Human Resources no later than 24 hours after any work related injury.

. Accidents that result in injury to staff or residents, and/or result in damage to property or equipment will require the employee(s) involved in the incident to be sent for a post-accident drug and alcohol test.

5-18. WORKPLACE RELATIONSHIPS

Heading Home holds its employees to the highest ethical and professional standards. As such, we have created a fraternization policy that outlines our guidelines regarding employees forming personal relationships with each other. Our goal is to protect the well-being of our employees and retain the professional working environment.

Employees of Heading Home are encouraged to develop and maintain professional relationships in the workplace, so long as these relationships do not interfere with the effective functioning of the workplace and goals of our company. This policy does not prevent the development of friendships or even romantic relationships between coworkers, but it does establish boundaries as to how relationships are conducted during working hours and within the working environment.

Before developing romantic relationships, consider the potential for:

- Workplace gossip
- Conflicts of interest
- Sexual harassment allegations
- Favoritism
- Repercussions of a break-up
- Work distraction

Employees who engage in consensual romantic relationships must conduct themselves in an appropriate professional manner while on Heading Home property. They should not engage in any inappropriate behaviors that may cause their coworkers to feel embarrassed, awkward or uncomfortable. This includes, but is not limited to, intimate contact like:

- Kissing
- Prolonged hugging
- Hand holding
- Massaging
- Personal texting, emails and calls

Romantic relationships between managers and their employees are not permitted. This situation is unhealthy for workplace morale and creates a conflict of interest, plus the chance for coercion and/or preferential treatment. Any supervisor, manager or director within Heading Home who engages in a romantic relationship with a member of his or her team must report it to Human Resources immediately. Once reported, the company will analyze the situation to determine a resolution.

Family members will not be allowed to supervise or manage other family members as this can create a conflict of interest , plus the chance for coercion and/or preferential treatment.

Failure to comply with this fraternization policy may result in termination, departmental transfers or voluntary resignation. Employees may report policy violations anonymously. You will not be penalized for reporting inappropriate behavior.

5-19. EMPLOYEE DRESS AND PERSONAL APPEARANCE

Heading Home considers personal appearance, hygiene and attire as important. A professional image must be maintained to instill confidence in the minds of our clients. This helps insure Heading Home success. Employee's appearance should be consistent with good hygiene, safety and what Heading Home considers appropriate business attire for your daily activities.

Any clothing that may be deemed clearly unprofessional, unsafe, or that negatively affects the organizations reputation or image is not acceptable. Employees are not authorized to wear flip-flops, slippers, or go barefoot. Other unacceptable attire includes, but is not limited to: halter tops, shorts above the knee, midriff tops, sweat pants, T-shirts with slogans or pictures, and ragged, torn or dirty clothing. If an employee is found to be outside the acceptable attire standards, the employee may be sent home to change.

If you need assistance to comply with this policy, speak to the Human Resources Director.

5-20. PUBLICITY/STATEMENTS TO THE MEDIA

All media inquiries regarding the position of Heading Home as to any issues must be referred to CEO. Only CEO is authorized to make or approve public statements on behalf of Heading Home. No employees, unless specifically designated by CEO, are authorized to make those statements on behalf of Heading Home. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of Heading Home must first obtain approval from CEO.

5-21. OPERATION OF VEHICLES

All employees authorized to drive Heading Home-owned or leased vehicles or personal vehicles in conducting Heading Home business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

Employees must have a valid driver's license in their possession while operating a vehicle off or on Heading Home property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Heading Home-owned or leased vehicles may be used only as authorized by management.

Use of Heading Home Vehicles

In order to operate a Heading Home-owned vehicle, an employee must maintain a current New Mexico driver's license and a good driving record. A good driving record is defined as follows:

- no conviction or plea to DUI or DWI in the past three years;
- no conviction or plea to driving while chemically impaired in the past three years;
- no conviction or plea to reckless driving in the past three years;
- no conviction or plea to negligent driving in the past three years;
- driver's license has not been suspended or revoked for any reason in the past three years;

- have not received more than two moving violations in the last three years;

Employee driving records will be monitored and employees are required to notify their supervisor, program directors or Chief Operating Officer within 2 workdays, of any changes in their driving record.

Smoking and eating in Heading Home vehicles is prohibited.

Portable Communication Device Use While Driving

Employees who drive on Heading Home business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants, while driving. Further, even if use is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employees are driving, and permitted by law, they must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a PCD while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

5-22. VALUABLES POLICY

Due to the liability to Heading Home and to our employees in the event of an accusation of theft or loss of property:

Heading Home employees are prohibited from receiving valuables, cash, gift cards, jewelry, or any other belongings from shelter residents or Heading Home clients, regardless of the reason or circumstance.

Employees are prohibited from offering to take care of or store valuables, cash, gift cards, jewelry, or any other belongings for any Heading Home resident or client.

Violation of this policy will result in disciplinary action, up to and including immediate termination of employment.

5-23. BUSINESS EXPENSE REIMBURSEMENT

Employees will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by the employee's Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to Controller along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. Employees should contact their Supervisor in advance if they have any questions about whether an expense will be reimbursed.

5-24. REFERENCES

Heading Home will respond to reference requests through the Human Resources Department. Heading Home will provide general information concerning the employee such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Human Resources Department.

Only the Human Resources Department may provide references.

5-25. IF YOU MUST LEAVE US

Should any employees decide to leave Heading Home, we ask that they provide a Supervisor with at least 2 weeks advance notice of departure. Thoughtfulness will be appreciated. All Heading Home, property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be returned at separation. Employees also must return all of Heading Home's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay Heading Home (through payroll deduction, if lawful) for any lost or damaged Heading Home property. As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

If an employee has given at least a two-week notice and provided that no Vacation time or Sick Leave is used during the notice period, unused Vacation will be paid out, up to the maximum allowable hours according to the tenure table, on the employee's final check. Heading Home reserves the right to accept resignations effective immediately; this does not void the previous statement regarding payout of vacation. If an employee is terminated without cause by Heading Home, unused vacation will be paid out, with the employee's final check. Failure to provide a two-week notice and/or failing to complete the entire two weeks will result in forfeiture of unused vacation payout.

5-26. EXIT INTERVIEWS

Employees who resign are requested to participate in an exit interview with the Human Resources Representative, if possible.

GENERAL HANDBOOK ACKNOWLEDGMENT

This Handbook is intended to give employees a broad summary of things they should know about Heading Home. The information in this Handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this Handbook, Heading Home, in its sole discretion, may always amend, add to, delete from or modify the provisions of this Handbook and/or change its interpretation of any provision set forth in this Handbook. Employees should not hesitate to speak to management if they have any questions about Heading Home or its personnel policies and practices.

This Employee Handbook is an important document intended to help employees become acquainted with Heading Home. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because Heading Home's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Handbook.

I have received and read a copy of Heading Home's Employees Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of Heading Home at any time.

I further understand that my employment is terminable at will, either by myself or Heading Home, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of Heading Home other than the CEO may alter "at will" status and any such modification must be in a signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of Heading Home's Employee Handbook.

Employee's Printed Name: _____

Employee's Signature: _____

Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.