

Community Support Services, Inc

MISSION, PURPOSE AND VALUES STATEMENTS

MISSION STATEMENT: To empower people with intellectual and developmental disabilities to live a life of their choice.

PURPOSE STATEMENT: The purpose of CSS, Inc. is to discover how a person wants to live their life and identify what is required to make that happen.

VALUES:

D – Dedicated: Look to proactive approaches to service and a commitment to stand beside, not behind.

I – Integrity: We are united and accountable to ethical treatment to those we serve by being professional and honorable.

G – Go ahead: Secure the protection of peoples civil and human rights.

N – Never give up: Stay committed and loyal to the services being provided.

I – Invested: There is a sense of honesty and respect at all times.

T – Treat all citizens as equals: Supporting individuality, developing relationships and participating in their communities.

Y – Yes: Having the resolve to persevere, try new things and to dream.

AT WILL

Community Support Services, Inc. (“CSS, Inc.”) is an at-will employer and reserves the right to terminate an employee at any time for any lawful reason, with or without notice, just as an employee has the right to terminate employment with CSS, Inc. at any time for any or no reason with or without notice.

This handbook is intended to be a set of guidelines regarding the company’s practices, and is not intended to serve as a contract for employment or benefits. Management reserves the right to interpret both the meaning and the application of the guidelines in this handbook, and invites you to seek clarification from your manager or the HR Employee Relations Specialist if you have questions. It is impossible to anticipate every situation that may arise in the workplace, and circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, CSS, Inc. also reserves the right to modify, supplement, rescind or revise any provision of this handbook from time to time as it deems necessary or appropriate under the circumstances.

No manager, supervisor, or employee of CSS, Inc. has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the CEO of CSS, Inc. has the authority to make any such agreement and then only in writing. The at-will employment relationship may not be modified by any oral or implied agreement.

The statements of prohibited conduct do not alter CSS, Inc.’s policy of employment at will. Either you or CSS, Inc. may terminate the employment relationship at any time for any reason not prohibited by law, with or without cause or notice. Although all employees are employed at-will and may legally resign at any time, we appreciate at least two weeks’ notice so that an orderly transition can be made. Employees who do not provide this notice generally will not be considered for re-employment.

EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at CSS, Inc. will be based on merit, qualifications, and skill. CSS, Inc. does not discriminate in employment opportunities or practices on the basis of race, color, creed, religion, gender, national origin, age, disability, sexual orientation, gender identity, and veteran or any other status or activity protected by law. CSS, Inc. requires that all employees cooperate fully to ensure the fulfillment of this commitment in all actions and decisions including:

- Hiring, placement, promotion, transfer, and discharge;
- Recruitment, advertising, or solicitation for employment;
- Compensation and benefits; and
- Selection for training.

Generally, CSS, Inc. applicants and hiring candidates will receive the same standardized application and interview process including those who desire to be rehired with Community Support Services, Inc. This policy may be amended for circumstances including temporary or on-call staff who have the required skills and experience determined by Community Support Services, Inc. This amendment does not exclude all required training per the OARs as well as federal and state laws. Temporary and on-call employees are not eligible for benefits unless otherwise required by law.

All shifts hired for are subject to change based on individual support and agency needs. There can be no promise or guarantee of specific shifts. CSS, Inc. will make every effort to provide as much notice as possible regarding a schedule change.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or to the HR Employee Relations Specialist. Employees can raise concerns and make reports without fear of reprisal. Please reference the Harassment and Sexual Harassment policies for additional information. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, leading up to and including termination of employment.

UNION-FREE STATEMENT

CSS, Inc. is committed to treating our employees with respect and dignity. We lobby government funders, both federally and locally, for resources to support our workforce and we advocate for funders to recognize that a consistent workforce is necessary for community stability. We believe in being good stewards of our resources and continuously look to provide our employees with competitive wages, excellent benefits, and optimum working conditions.

CSS, Inc. understands that at times employees may have concerns and suggestions for improvements. We encourage all employees to speak up and take advantage of our open-door policy, staff meetings, and manager 1x1s. We listen to our employees and take their comments seriously.

The Safety of CSS, Inc. employees is paramount, and we engage a vibrant, integrated safety committee to review and promptly address safety issues as they arise.

CSS, Inc. is committed to providing our employees with training, coaching, encouragement, and on-going knowledge development to promote our mission to empower individuals with developmental and intellectual disabilities to have a life of their choosing.

The direct personal relationship between CSS, Inc. employees and their managers provides the best environment for achievement of individual and company goals. CSS, Inc. believes that a third-party influence would erode its well-established and successful employee-manager relationships. Similarly, CSS, Inc. feels that a union would not benefit our employees, our customers, or our company.

DISABILITY ACCOMMODATION

CSS, Inc. is committed to complying fully with the federal American with Disabilities Act (ADA) and the Oregon law prohibiting unlawful discrimination against persons with disabilities (Oregon ADA) and ensuring equal opportunity in employment for qualified persons with disabilities absent undue hardship. All employment practices and activities are conducted on a non-discriminatory basis.

Reasonable accommodation is available to all qualified persons with known disabilities when their disability affects the performance of essential job duties, so long as the accommodation does not impose an undue hardship. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. To request a reasonable accommodation, please contact the HR Employee Relations Specialist.

CSS, Inc. is also committed to not discriminating against any qualified employees or applicants because of their relation to or association with a person with a disability. CSS, Inc. will follow any state or local law that provides individuals with disabilities greater protections than the ADA.

This policy is neither exhaustive nor exclusive. CSS, Inc. is committed to taking all other actions necessary to ensure equal opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

COMMUNICABLE DISEASE POLICY

Community Support Services, Inc.'s decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, a careful weighing of the identified risks and the available alternatives for responding to an employee with a communicable disease, and all state and federal laws and regulations related to the assessment, screening, and reporting of communicable diseases.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-related complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. Community Support Services, Inc. may choose to broaden this definition in its sole discretion and in accordance with information received through Centers for Disease Control and Prevention (CDC).

Community Support Services, Inc. will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease. Community Support Services, Inc. reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the company finds that, based on medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

Community Support Services, Inc. will comply with all applicable statutes and regulations that protect the privacy of the persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

Under civil rights laws, a person who is HIV-positive is protected by federal and state laws prohibiting discrimination. State laws require that, in general, "a person may not disclose or be compelled to disclose the identity of any individual upon whom an HIV test is performed, or the results of such a test in a manner that permits identification of the subject of the test," except as required or permitted by federal or state law or rule.

Procedure:

1. All employees should work in a safe and healthful working environment. (See Bloodborne Pathogens Exposure Control Plan and Employee Illness, 24-Hour Health/Medical Infectious Control.)
2. No person shall disclose or be compelled to disclose the identity of any person upon whom an HIV test is performed or the results, unless required or permitted by law.
3. No person shall subject the blood of an individual to an HIV test without first obtaining informed consent.
4. CSS, Inc. will not allow employees who have tested HIV-positive to be discriminated against or harassed.
5. Employees who are found to have engaged in discriminatory or harassing behavior in violation of this policy are subject to disciplinary action.
6. As a matter of workplace ethics and practice, **rumors regarding an employee's HIV-positive test result will not be tolerated.**

CRIMINAL HISTORY CHECK

Pursuant to state law and regulations, all Subject Individuals (SI) are subject to mandatory criminal history checks before and during employment with CSS, Inc. Subject Individuals include employees, students, volunteers, interns, and temporary employees who provide care or have access to individuals, individual information or individual funds when providing services for or on behalf of any agency regulated or receiving funds according to OAR (Oregon Administrative Rule) 407-007-0200 to 407-007-0370.

The BCU (Background Checks Unit) conducts criminal records checks on all CSS, Inc. SI's. The Department of Human Services (DHS) reviews each SI's background check results and makes a final fitness determination regarding his or her eligibility for employment. If an applicant or employee wishes to dispute DHS' final fitness determination, he or she may do so by submitting a Hearing Request form to DHS in a timely manner.

An SI shall complete a new background check at any one or more of the following times:

- a. At least every two years;
- b. When there is a change in position;
- c. If instructions are given by the department to complete a new background check through their QA monitoring; or
- d. Upon any indication of possible criminal or abusive behavior.

If, during the course of employment, an employee is arrested, charged or convicted of a crime, they need to immediately report this fact to the CEO or to the HR Employee Relations Specialist. The employee will be instructed to complete a new Criminal History Check. In the event of a denial, the employee's employment will be terminated.

Knowingly withholding information regarding an arrest, charge, or conviction may be grounds for termination for misconduct. Any falsification or omission on an employment application or Criminal History Check may also be grounds for termination for misconduct.

MANDATORY ABUSE REPORTING

All employees of Community Support Services, Inc. will be notified of mandatory abuse reporting upon hire and annually thereafter on forms provided by the Oregon Department of Human Services (“DHS”) along with proper training. All CSS, Inc. employees will be provided with a DHS produced card regarding the mandatory abuse reporting process.

Abuse includes, but is not limited to, physical and sexual abuse, financial exploitation, and neglect resulting in harm (including death, abandonment, verbal mistreatment, financial exploitation, involuntary seclusion, restraint and neglect that create a significant risk of harm).

For definition and policy regarding abuse see CSS, Inc. policies: Rights-General (Abuse Prohibited)

Employees have a responsibility to assist individuals and their representatives to articulate grievances and work with the management team to resolve them. If there is an alleged abuse or neglect complaint, the employee must report the incident to Marion County or the police and the CEO immediately. CSS, Inc. administration will determine what appropriate actions are to be taken to assure the safety of the individuals served by CSS, Inc.

CSS, Inc. will thoroughly investigate all allegations of abuse. When a staff member, provider, subcontractor, relief provider, or volunteer has been identified as an accused person in an abuse investigation, CSS, Inc. may take one or more of the following actions, as appropriate under the circumstances: unpaid administrative leave (suspension) pending the outcome of the investigation, increased supervision, or other appropriate and necessary actions to ensure individual safety. If alleged abuse is substantiated, the agency will take disciplinary action up to and including termination of employment. CSS, Inc. will also report all cases of suspected abuse to the CDDP in the county where the individual resides. If there is reason to believe a crime has been committed, CSS, Inc. will also report the incident to law enforcement.

Records of substantiated abuse shall be maintained confidentially in the office of the CEO.

Community Support Services will not tolerate retaliation against anyone who reports suspected abuse in good faith, pursuant to the mandatory abuse guidelines. However, an accused person may not self-report solely for the purpose of claiming retaliation.

CSS, Inc. will not discriminate or retaliate against any employee or individual for:

1. Reporting, in good faith, any suspected incidents of abuse and/or neglect to state or county authorities; or
2. Participating or otherwise providing information in an abuse and/or neglect-related investigation or proceeding.

Employees are encouraged to report any alleged retaliation to the HR Compliance Specialist.

BUSINESS ETHICS AND CONDUCT

The successful business operation of CSS, Inc. is built upon principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of CSS, Inc. is dependent upon our stakeholders' trust and the dedication to preserving that trust. Employees have a duty to CSS, Inc. and its stakeholders to act in a way that will merit the continued trust and confidence of the public.

CSS, Inc. will comply with all applicable laws and regulations and expects its administration and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. Professional behavior is to occur while in the home of the individuals served. Although this is your work environment, this is also a personal residence, a home, and is to be treated as such with respectful communication and use of property. Bringing personal family members or friends on any job site is prohibited except in designated areas for the following special events sponsored by CSS, Inc.:

- The annual barbecue;
- The annual Halloween party;
- The annual Holiday party; and
- Family night during DSP Week.

If you are unsure of the proper course of action in a difficult situation, please discuss the matter openly with your immediate supervisor and, if necessary, with the CEO or the HR Employee Relations Specialist.

CSS, Inc. employees must also adhere to the Code of Ethics distributed by the National Alliance for Direct Support Professionals, a copy of which may be found online at <https://www.nadsp.org/library/code-of-ethics/10-library/72-code-of-ethics-full-text.html>.

Compliance with this policy of ethics and conduct is the responsibility of every CSS, Inc. employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

WORKFORCE DEVELOPMENT

It is the intent of CSS Inc. to train newly hired employees to be proficient, consistent, professional, prepared, and person centered; It is the expectation of employees to engage in best practices to support preferences, choice, dignity, mitigate risk, teach skills and emulate the overall mission of Community Support Services Inc.

All newly hired CSS Inc. employees shall receive required competency based training designed by DHS. A team of trainers will be knowledgeable of training techniques and understand learning styles. Trainers will be versed in the I-learn process, the competencies, the training tools, the trainer manual, and the training documents. The Trainer will ensure continuous teaching of the competency based skills that have performance measures and time frames for completion. Teaching will be based on tell-show-do format and will include the use of lecture, videos, quizzes, and demonstration of the performance method. Training consists of online learning (DHS curriculum on I-Learn) Relias learning, and site observation and demonstration. Finally, there will be staff shadowing, role play to complete site-specific training.

Competence description:

- Personnel
- Therap, Relias, 365, I-Learn
- Rights, Confidentiality, Fiancés
- Safety
- Mandatory Abuse
- Values
- Person Centered Supports
- Health and Medial
- First Aid and CPR
- Personnel
- ISP
- Behavior/OIS

Time Lines

The competencies are broken into two tiers. A score of 80% must occur for a passing score. The trainee must pass designated competencies and have their background check finalized in order to support individuals unassisted by other staff.

The designated trainer will be responsible for observing the demonstrations as are indicated in the objectives and the testing on the pre-service competency check list.

Documentation

1. The pre-service record is maintained by the designated trainer.

2. A copy is placed in the permanent file when all demonstrations are completed at the proper time frame.
3. HR Employee Relations and Compliance Specialists will track and ensure trainings are completed as required documents are turned in and meet all required standards.

For Remediation and Waiver procedures see CSS Inc. (SL) or (24 Hour polices): Training Plan.

Promotion and Available Positions:

Generally, promotions and available positions will be posted to internal staff to solicit submissions of their Job Position Notice of Interest forms. Promotions may include an interview process as well as a criminal history check. Promotions may also be recommended by a supervisor or member of management.

Available and newly created positions at any level may or may not be posted internally at the discretion of management.

Employees may submit a Job Position Notice of Interest to the HR Employee Relations Specialist in advance for positions not available at the time of submission (i.e.: moving from swing to days). These Job Position Notices will be held on file for 90 days.

Training Opportunities: CSS, Inc. will provide a minimum of twelve (12) hours of in-service training, as noted in Oregon Administrative Rules (OAR). Required training will be maintained as directed by OAR and policy. Training opportunities are made available for all employees. Notification of workshops, Relias courses and webinars will be sent out by a leadership Team Member to elicit information about interest for additional learning. Training may also be provided as a follow-up to annual review goals or as assigned to address and rehabilitate employee performance concerns. Attendance at training is mandatory, including All Staff meetings and when specified. In the event the required in-service is not at the designated level, a personal request for training will be made at the review or by a performance correction.

EMPLOYEE PERSONNEL FILES

CSS, Inc. maintains a personnel file on each employee. The personnel file includes such information such as the employee's job application, résumé, records of training, documentation of performance appraisals, and other employment records.

Personnel files are the property of CSS, Inc. and access to the information they contain is restricted. Generally, only Executive Team Members of CSS, Inc. who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own personnel file should contact the HR Employee Relations Specialist with reasonable advance notice. Employees may review their own personnel files in CSS, Inc.'s office and in the presence of the HR Employee Relations Specialist or Executive Team Member.

CSS, Inc. is required by law to provide visual proof to state officials at the time of a site review. CSS, Inc. will provide documents for viewing that are required by rule to those officials in a private manner. The HR Employee Relations Specialist will be the one who provides that information to and with them so as to protect employee information.

Reference Checks: CSS, Inc. will check references to ensure that individuals who join the CSS, Inc. team are well qualified and have strong potential to be productive and successful. It is the policy of CSS, Inc. to check the employment references of applicants.

The HR Employee Relations Specialist will also respond to all reference check inquiries from other employers. Generally, a response to such inquiries will confirm dates of employment and position(s) held.

Reference inquiries will be answered only by the HR Employee Relations Specialist. At no time may a department, employee, supervisor, or manager outside of the HR Employee Relations Specialist provide information to a prospective employer for a current or past employee on behalf of CSS, Inc.

Data Changes: It is the responsibility of each employee to promptly notify CSS, Inc. of any changes in personnel data. Personal mailing addresses, names, and telephone numbers of individuals to be contacted in the event of an emergency should be accurate at all times. If any personnel data has changed, notify the HR Employee Relations Specialist immediately.

Wage Verifications: CSS, Inc. will not respond to any creditor or income verification unless a written authorization and release by the employee is provided to the HR Employee Relations Specialist. CSS, Inc. will not provide any wage information to other employers, even if an employee authorizes such a disclosure.

Phone Calls Received: Inquiries received for an individual by an unidentified person are assumed to be personal calls, which are not allowed. If a caller requests to speak to any employee and the caller is not an identified stakeholder, send the inquiry to the HR Employee Relations Specialist or inform the caller that we do not accept personal calls and not to call again. Phone numbers of CSS, Inc.'s individuals served are not to be disclosed and must be kept confidential. Phone numbers of CSS, Inc.'s employees may only be shared with the employee's knowledge and express consent.

Employees who answer the phone during working time, at an individual's residence, or at the CSS, Inc. office may not take personal phone calls. If the phone inquiry states that there is a family emergency, send the call to the HR Employee Relations Specialist, the CEO, or the supervisor in that respective order.

All phones should be answered the same way: "Community Support Services. This is (your name). Who is calling please?" In the event the caller refuses to provide a name and who he/she is with (if you do not recognize them), tell the caller that you are transferring to the HR Employee Relations Specialist, or you may hang up. When a caller is rude, intimidating, or disrespectful, hang up the phone and report the incident to the HR Employee Relations Specialist.

In the event a phone call is received for a person who is no longer employed by CSS, Inc., the employee who answers that phone call may inform the caller that there is not anyone by that name at CSS, Inc. In the event the caller inquires further about that ex-employee, direct the caller to the HR Employee Relations Specialist.

WORKPLACE CONDUCT

Guidelines for Appropriate Conduct: CSS, Inc. expects all employees to observe the highest standards of professionalism at all times, comply with all laws applicable to CSS, Inc. business wherever conducted, and treat others with dignity and respect. Unsatisfactory performance, work habits, overall attitude, or conduct; or violations of company policies, procedures, guidelines, or practices may result in disciplinary action up to and including termination.

During working time, employees are expected to adhere to acceptable business principles in matters of interpersonal and general business matters, to accept responsibility for the appropriateness of their own conduct, and to exhibit a high degree of personal integrity. It is impossible to list all forms of conduct that might be considered inappropriate. Certain behavior (such as theft, fighting, falsification of records, threats of violence, insubordination, deliberate or careless damage to any company or stakeholder property, removing or borrowing CSS, Inc. property without authorization, and substance abuse) is clearly prohibited conduct at any time in any workplace. Conduct such as failure to cooperate with other employees, gossiping, bullying or intimidating others, rudeness to co-workers or other stakeholders, individual rights violations, and violations of Confidentiality (as defined in this Handbook), while often subtle, are equally unacceptable.

Dress Code: Employees are expected to present a professional image in the workplace. Employees must be well groomed, clean, neat, and tasteful. Supervisors are to dress in business casual attire (nice slacks, button-down shirt, skirt or blouse) for important meetings (ISP, IDT) and out-of-office trainings. The administration will monitor the following to promote personal safety, participant safety, and sanitation based on the environment, the individuals supported, and the communication plan and/or ISP:

1. Tight or revealing clothing (length of skirt or shorts, summer tops, not wearing appropriate undergarments, underclothing showing);
2. Shoes (closed toed, supportive, with traction)*;
3. Body art (tattoos, piercings);
4. Personal grooming (cleanliness and tidiness of hair and fingernails).

Dress restrictions will be based on legitimate, non-discriminatory business reasons and reasonable accommodations may be made absent undue hardship. To request a reasonable accommodation, please contact the HR Employee Relations Specialist.

**Employees that are regularly assigned or that spend 50% or more of their shift in the homes of those receiving services and that also are certified in OIS are to wear closed toe supportive shoes with traction. Some exceptions may apply to specific*

supports (i.e: shower care) that will be identified by the program supervisor. Other employees shall comply with this same policy when conducting site visits or participating in specified activities at the discretion of management.

Tobacco Use: CSS, Inc. is committed to minimizing the harmful effects and discomforts that tobacco use may produce in the workplace. In keeping with CSS, Inc.'s intent to provide a safe and healthful work environment, smoking is prohibited during working time and in every CSS, Inc. workplace, facility, and vehicle. For purposes of this policy, the term "smoking" also includes the use of smokeless tobacco and e-cigarettes.

Designated smoking areas will be located at least 10 feet from the main entrances, exits, open windows and ventilators at each site. Employees are required to know and use only the identified smoking area of their program/site in which they work.

The designated smoking area at Community Support Services, Inc.'s main office is located at the far corner of the northeast side of the building. After dusk, employees are encouraged to utilize a buddy system if permissible **OR** smoking may occur closer to the building in more well-lit areas that are at least 10 feet from entrances. Upon returning to work, employees must abide by the Fragrances policy below.

All materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in appropriate containers. Supervisors will ensure periodic cleanup of the designated smoking area. If the designated smoking area is not properly maintained (for example, if cigarette butts are found on the ground), management may take corrective action and/or change to a smoke-free environment.

Fragrances: A fragrance-free environment helps create a safe and healthy workplace. Fragrances from personal care products, air fresheners, candles, cleaning products, and other strong odors have been associated with adversely affecting a person's health including headaches, upper respiratory systems, shortness of breath, and difficulty with concentration. People with allergies and asthma report that certain odors, even in small amounts, can cause asthma symptoms.

CSS, Inc. recognizes the hazards caused by exposure to scented products and strong odors and has adopted a fragrance-free environment. The following guidelines apply to all employees while they are present in any CSS, Inc. workplace, facility, or vehicle:

1. All offices and spaces used by employees and their visitors must remain free of scented products.

2. Personal care products such as cologne, perfume, aftershave lotions, scented lotions, fragranced hair products and/or similar products must not be worn in the facilities owned or operated by CSS, Inc. including in company owned vehicles or personal vehicles used in the course of business.
3. While on duty, employees must wear or change into clothing that is free from the odor of cigarette smoke.
4. Use of air fresheners and candles are prohibited from the facilities owned and operated by CSS, Inc. including in company owned vehicles or personal vehicles used in the course of business.

Employees who violate this policy may be asked to go home and remove such fragrances before returning to work. Time off taken to conform to this policy is typically unpaid.

Employee Security: CSS, Inc. has a duty to maintain a safe working environment and to protect employees from violence, harassment, and other dangers to the extent possible. To that end, CSS, Inc. will have:

1. An evacuation plan to get workers safely out of the building;
2. Security practices and procedures for reporting behavior that is suspicious, threatening, or out of the ordinary; politely confronting strangers in the building; keeping the office door locked after hours; carrying safety equipment, as required, at sites; contacting administrative cell if a danger is felt; reporting the presence of danger to management immediately; using business cards; and wearing identification badges;
3. Mail-handling guidelines;
4. Protection against theft;
5. Procedures for protecting the organization's and its stakeholders' confidentiality;
6. Procedures to ensure that agency equipment is in working and proper condition; and
7. Prohibitions on visitors in the workplace for non-business reasons.

Workplace Violence: CSS, Inc. holds in high regard the safety, welfare, and health of our employees. Therefore, CSS, Inc. has a policy of zero tolerance for violence. If employees display any violence in the workplace or threaten violence in the workplace, they will be subject to immediate termination. No talk of violence

or joking about violence will be tolerated. Threats, threatening behavior, acts of violence, or intimidation against employees, visitors, or other individuals by anyone on company property will not be tolerated.

Dangerous Weapons are prohibited on company property (including parking lots). For purposes of this policy, "Dangerous Weapons" include all explosives, firearms, self-defense (except for self-defense sprays), and sharp objects on the Transportation Security Administration's Carry-On prohibited items list. Employees may possess one 4 fl. oz. container of mace or pepper spray provided it is equipped with a safety mechanism to prevent accidental discharge and is stored in a secure location away from individuals. CSS, Inc. reserves the right to inspect all packages, lockers, automobiles, and other items on company property. No obscene, racially or ethnically derogatory, or violence-oriented material is allowed on company property.

CSS, Inc. defines "violence" to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing Dangerous Weapons, and threats or talk of violence. Employees found guilty of acts or threats of violence will be subject to discipline, up to and including immediate termination.

Employees are required to promptly report any violent incident to their supervisors, whether or not physical injury has occurred. All reports will be investigated immediately and kept confidential, except when there is a legitimate need to know.

Workplace Etiquette: CSS, Inc. expects workplace behavior that is conscientious and considerate of co-workers and the work environment. Office equipment is not for personal use and is often shared. Additionally, interruptions and noise levels should be monitored to promote productivity and confidentiality of individual information. CSS, Inc. expects its employees to be respectful and courteous towards other co-workers. Employees should be open-minded when stressful situations occur. Assertive, gracious, and constructive communication is expected. Cooperation and teamwork are independent job qualifications.

Gossiping: CSS, Inc. does not tolerate gossiping or spreading rumors about any employee or individual. Gossip is defined as idle talk, including rumors, about the personal and private affairs of others. Gossip does not include the lawful discussion of wages, hours, or working conditions with other employees. CSS, Inc. expects professional behavior in the workplace at all times. If gossip presents itself, employees should decline to engage in such behavior.

Personal Relationships in the Workplace: The employment of relatives or employees in a romantic relationship in the same program or site may cause serious conflicts and/or problems, as well as affect employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over in day-to-day work-related relationships.

Generally, relatives may not occupy a position that will result in one relative directly supervising the other, unless approved in advance by the CEO. If such a situation should arise, one or both employees may be reassigned to another site or program, if feasible. CSS, Inc. reserves the right to take prompt action if an actual or potential conflict of interest arises.

Although we understand romantic relationships may occur at work, we also understand that a breakup may have a significant impact on the workplace. Therefore, individuals in relationships should be mindful of the CSS, Inc. Harassment policy. CSS, Inc. expects its employees to behave in a professional manner at all times and expects that any romance will be kept completely separate from the work environment. CSS, Inc. will not tolerate sexual liaisons and sexual behavior at work. All employees must keep in mind that any unwanted sexual advances, sexual favors, and other sexually charged verbal or physical conduct are prohibited under CSS, Inc.'s Sexual Harassment Policy.

To protect all parties, any non-supervisory employee who is engaging in a voluntary romantic relationship with another non-supervisory employee must notify the HR Employee Relations Specialist immediately. The two employees will then meet with the HR Employee Relations Specialist and go over the "Dating and Relationship Agreement and Acknowledgment of Harassment-Free Workplace." Both staff members shall sign the Agreement. If the Agency determines that the relationship interferes with the service delivery to the individuals served or creates a hostile and/or offensive work environment, CSS, Inc. may take appropriate action, up to and including termination. In addition, to protect all parties, romantic relationships between a supervisor and an employee whom he/she supervises is strictly prohibited. If this situation arises, the supervisor will be reassigned to a position where he or she will not directly supervise the employee, if possible, and, if not, the supervisor will be demoted or may be removed from the agency.

If a romantic relationship turns into a sexual harassment matter, supervisors with knowledge of the harassment are responsible for taking immediate action in conjunction with the HR Employee Relations Specialist.

In other cases in which a conflict arises because of a relationship between employees, the employees may be separated by reassignment or terminated from employment even if there is no line of authority or reporting involved.

Harassment: CSS, Inc. is committed to providing a work environment free of unlawful harassment. This applies to all employees, including supervisors and managers. Employees are protected from discrimination and harassment, including actions, words, jokes, or comments based on an individual's gender, race, color, national origin, sexual orientation, age, religion, disability, and any other protected status. CSS, Inc. strives to maintain a work environment that is free of unlawful discrimination and harassment. CSS, Inc. will not tolerate conduct

that interferes with an employee's work performance or that creates an intimidating, hostile, or otherwise offensive work environment.

Racial, ethnic, religious, sexual orientation, disability-or age-related harassment may include derogatory comments about a person's ethnic heritage, racial background, religious beliefs, disabilities, or age; the display of objects or printed materials that are degrading to members of particular racial, ethnic, religious, or age groups, or persons with disabilities; racial, ethnic or religious slurs or name calling; the wearing of insignia supporting racist, religious, or ethnic organizations; or any other conduct that has the purpose or effect of creating an offensive work environment.

An employee who wishes to make a complaint of harassment should report the conduct to his or her supervisor, manager, or the HR Employee Relations Specialist. The report may be made orally or in writing. The complaint will then be forwarded for investigation to the HR Employee Relations Specialist. An employee found to have engaged in harassment will be subject to immediate and appropriate disciplinary action, up to and including termination. Although notifying the supervisor of a violation is the expected practice, the supervisor also has the responsibility to monitor such behavior and to make all efforts to support a zero-tolerance policy towards harassment and to create a work environment that is free from intimidation, hostility, bullying, retaliatory behavior, or offensive behavior.

Sexual Harassment: Sexual harassment is defined as any unwanted or unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to such conduct, on or off duty, is made a term or condition of an individual's employment, submission to or rejection of such conduct is used for employment decisions affecting such an individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work. Such conduct includes, but is not limited to, epithets, derogatory or suggestive comments, slurs or gestures, and offensive posters, cartoons, pictures, or drawings. Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work is prohibited.

Sexual harassment is a serious issue. Employees who may become a victim of sexual harassment, or who have witnessed incidents of sexual harassment, may report the offensive conduct to their supervisor or directly to the HR Employee Relations Specialist. The supervisor will in turn notify the HR Employee Relations Specialist. A plan of action will be developed to include investigation, confidentiality, safety, and a plan for the final outcome. **Any person who makes a good faith report of sexual harassment will be protected from retaliation.** Allegations of sexual harassment will be promptly investigated and CSS, Inc. will make efforts to maintain confidentiality when reasonably possible. Anyone who is found to have engaged in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment. CSS, Inc. will

provide sexual harassment training to ensure a work environment free of sexual and other unlawful harassment.

Again, no one may imply or threaten that an applicant's or employee's toleration of racial, ethnic, religious, disability-or age-related harassment is a condition of employment. Likewise, no one may imply or threaten that the refusal to tolerate such harassment will have effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition of employment. Such action will result in prompt disciplinary action, including possible termination.

If you feel you are experiencing sexual harassment or other harassment after reading the definition, you may bring your concern to a supervisor, the HR Employee Relations Specialist, or Executive Team Member, including the CEO.

Safe and Healthy Work Environment: CSS, Inc. is committed to providing a safe working environment for all employees. The Agency will furnish its employees with information about fire safety, emergency evacuation, hazardous chemicals, blood-borne pathogens, equipment safety, and work-area safety. Employees are expected to follow outlined safety practices while on the job and are encouraged to place their safety first. CSS, Inc. cannot predict all situations that may occur when supporting individuals in their homes; therefore, CSS, Inc. relies on its employees to comply with its safety standards. Various behaviors may be encountered during the performance of job duties. Employees will be trained in utilizing set procedures in supporting positive outcomes. Employees are expected to report any and all areas that may appear to be a safety risk to their supervisor. The use of staff meetings and communication with the safety representative are critical to employee safety.

Disasters: CSS, Inc. is committed to the protection of the most vulnerable members of society. In that light, CSS, Inc. will work together with employees to ensure their safety and the protection of the people who count on CSS, Inc. for all their care needs. In the event a disaster occurs, the disaster plan will be put in place.

The following are safety guidelines that all employees are required to follow:

1. For any accident or exposure that occurs, employees requiring medical attention will be taken to an urgent care center, occupational therapy center, or the emergency room as appropriate. They will also be given the "Injured Worker Packet," which includes the following forms: Accident/investigation checklist, Guide for Workers injury on the job, Employee's Accident/Injury/Illness/ exposure report form, 801 form, return to work program, return to work status form, medical communication authorization, release and declination of treatment form. Employees

who do not require immediate medical attention should immediately request an Injured Worker Packet from Human Resources.

Employees must complete their designated packet while supervisors are to fill out the accompanying packing, including the investigation form. Instructions must be followed for both packets, including supervisor and HR follow ups. An accident investigation will occur as soon as possible, and generally within 24 hours of the accident/injury/exposure. Employees will not be discriminated against or retaliated against for reporting any accident or for invoking the workers compensation system.

2. Employees shall comply with OSHA rules, standards, and regulations that apply to job tasks that they perform.
3. Employees will be directed to and shall utilize safety practices information in the performance of their work, including the SDS notebook, Blood-Borne Pathogens notebook, and Safety Manual.
4. At hire, all employees will receive information on the workers' compensation insurance company and the location of Injured Worker Packet. They will be informed of changes as they occur.
5. All employees will receive CPR/first-aid within 90 calendar days of employment and every other year thereafter, and Mandatory Abuse Reporting and Blood-Borne Pathogens training on a yearly basis.
6. All employees shall receive training in positive behavior supports. Those who may be required to provide interventions shall be OIS certified and maintained every two years.
7. Employees will be instructed in the policy of zero tolerance for harassment, discrimination, sexual harassment, individual abuse, intimidation, or bullying by any stakeholder and that reporting such behavior is a requirement.
8. Each program will have a representative on the Safety Committee. The Safety Committee will meet to receive information on accidents/injuries/exposures and make recommendations to ensure employee safety. Employees are encouraged to use staff meetings, personal face-to-face meetings, or written notes to communicate concerns to the Safety Committee.

The following are some safety rules each employee is to remember while on shift:

1. Wear clothing for the weather and shoes that support traction; shoes such as rubber flip-flops shall not be worn.

2. Prepare yourself for a safe shift by getting safety gear, including blood borne packs.
3. Know the locations of fire equipment, first-aid equipment, and safety equipment.
4. Keep alert to any hazard and report unsafe conditions.
5. Horseplay, scuffling, and other distracting practices are dangerous and shall not be engaged in.
6. Proper lifting techniques will be used.
7. Take your time and think safety.
8. Vehicles used for any business purpose must meet motor vehicle requirements, including employee possession of a valid driver license and insurance. When driving any vehicle, defensive driving techniques are to be used. Cellular phones are not to be used while driving.
9. Seatbelts are to be used at all times and all Oregon laws must be followed.
10. Universal precautions are to be used (hand-washing, gloves, etc.).
11. Be sure of your surroundings. Look to all sides while walking to your car in the evening; carry a flashlight, and your whistle and stay in light as much as possible; listen. Do not take chances and call 9-1-1 if you feel your safety is compromised.
12. Do not permit unauthorized individuals to enter any CSS, Inc. location.
13. Report any unethical behavior to your supervisor, who is required to take action.

Solicitation: *Solicitation and Distribution on Community Support Services' Premises*

In order to prevent disruptions and interference with work, we have established the following rules to govern solicitations and the distribution of information and literature as described below. These rules are not meant to, nor will they be used to, interfere with an employee's right to engage in protected concerted activities under state or federal law:

Non-employees – Persons not employed by Community Support Services, Inc. may not solicit or distribute literature for any purpose at any time on

Community Support Services' premises. "Community Support Services' premises" includes all property rented, leased, owned or controlled by the organization, including parking lots and adjacent areas.

Employees of the Company – Solicitation by an employee of another employee is prohibited while either the person doing the soliciting or the person being solicited is on working time. Acceptable solicitations shall be limited to your meal and break periods. Employees may not distribute literature for any purpose during working time or in working areas (working areas does not include break rooms or lunch rooms unless rooms are being used for company purposes).

Solicitation is verbal communication for the purpose of selling, political campaigning, organizing for civic activities or any other cause but does not include matters allowable under the law. Distribution is any delivery of printed materials such as handbills, letters, and pamphlets for any sale, candidate or any cause.

Telephone Calls: Employees must not be interrupted during work hours for personal business by cell phone, text message, or personal pager. Except for supervisors who are authorized to use their personal phones for work purposes, all such equipment must be turned off while on duty. Employees may check or use their personal cell phones only during off-duty time such as while on breaks or meal periods. Additionally, the personal use of CSS, Inc. phones is prohibited.

Cell phone use is also prohibited while operating a vehicle for CSS, Inc. business. If a call must be made or answered, the driver of the vehicle must pull out of the flow of traffic and place the vehicle into park prior to engaging in the call. Drivers may never use cell phones to send, receive, or read text messages while operating a motor vehicle for business purposes.

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

Company Equipment: Equipment and vehicles represent expensive capital investments that must be properly used and maintained for effective and safe performance. Employees will be trained to use equipment. Additionally, due to funding constraints, the need to replace damaged equipment has a direct correlation to compensation. Using equipment and vehicles in a careless, unsafe, or illegal manner, or not as instructed, will be cause for disciplinary action, up to and including termination. Employees who drive on CSS, Inc. business must maintain a valid driver license and a driving record acceptable to both CSS, Inc. and its insurer.

Confidentiality: Your employment with CSS, Inc. assumes an obligation not to disclose Confidential Information both during and after your employment with us. Additionally, our individuals receiving services and vendors entrust the CSS, Inc. with Confidential Information relating to their personal matters and businesses.

The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, CSS, Inc. earns the respect and further trust of our individuals and vendors.

Confidential Information means all information, data or know-how, in any form, which has value to CSS, Inc., its individuals, suppliers or other third parties, which is not generally known to the public, and which is regarded by CSS, Inc. as confidential.

Confidential Information includes, but is not limited to, the following: lists of, and information pertaining to, the CSS, Inc.'s individuals, vendors and other entities with which CSS, Inc. has business relations; information regarding an individual that the individual would reasonably expect to be kept confidential; financial information; tax returns; marketing plans and strategies; methodologies; contracts; processes; designs; trade secrets; know-how; inventions (whether or not patentable); formulas; technical drawings; data; writings; research; techniques; concepts; product specifications; systems; plans for future products; pricing policies; price lists; cost and profit information; ideas; patents; schematics; software programs; prototypes; hardware; drawings; engineering; business plans; or any other information relating to CSS, Inc.'s research, development, inventions, manufacturing, purchasing, accounting, financing, engineering, marketing, merchandising, or selling. Confidential Information includes the confidential information described above of a third party wherever context so requires or indicates.

If you are questioned by someone outside CSS, Inc. and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, you may, as politely as possible, refer the request to your supervisor. If your supervisor is not available refer to your Program's Administrative Cell.

No one is permitted to remove or make copies of any CSS, Inc. or CSS, Inc. individual's records, reports or documents without prior management approval. Disclosure of Confidential Information could result in termination of employment as well as legal action.

This policy and the limitations on confidentiality is not intended to, nor will it be interpreted or applied to, limit or prevent employees from exercising any rights to protected concerted activity they may have under the National Labor Relations Act or equivalent Oregon state law, as applicable.

REPORTING POLICY

Community Support Services, Inc. is committed to ensuring that all company-initiated investigations are conducted in a fair, impartial, thorough, thoughtful manner and in compliance with all applicable laws within the United States.

Responsibility

CSS, Inc. will promptly initiate appropriate investigations into all allegations involving violations of law and/or CSS, Inc. policy that are properly reported to a supervisor, manager or officer. The HR Compliance Specialist, in conjunction with supervisors, will have primary responsibility for investigating complaints relating to employee misconduct.

Situations to be investigated

It is critical that suspected violations are reported immediately to a supervisor, manager or officer of CSS, Inc. If a supervisor, manager or officer is not available, the Program's Administrative cell must be called immediately. Unless otherwise stated in this Handbook, all reports are to be followed up in writing using the CSS, Inc. Incident Reporting Form.

The following list, while not all-inclusive, provides examples of the types of situations that CSS, Inc. will investigate:

- Reports of conduct that allegedly deprives an employee or third party (i.e., customer, persons or entities desiring to engage in business with the company) of rights because of the person's race, color, religion, sex, sexual orientation, national origin, age, disability, marital status or other characteristics protected by law.
- Reports of verbal or physical conduct that allegedly denigrates or shows hostile feelings toward any individual because of the person's race, color, religion, sex, sexual orientation, national origin, age, disability, marital status or other characteristics protected by law. This includes conduct that has the purpose or effect of any of the following:
 - Creating an intimidating, hostile or offensive work environment; or
 - Unreasonably interfering with an employee's work performance.
- Reports of conduct or behavior that allegedly violates CSS, Inc. policy or affects the safety or well-being of fellow employees, visitors, operations or other CSS, Inc.-related activities. Such conduct includes, but is not limited to:
 - Threatening communications;
 - Physical injury or potential physical harm to another;

- Aggressive or hostile action;
- Intentional damage to company property;
- Possession of any Dangerous Weapon;
- Violation of the Substance Abuse policy;
- Sleeping on the job;
- Vehicle damage or moving violation;
- Individual Rights violations (see also Mandatory Abuse Reporting Policy)
- Unauthorized use of company equipment;
- Unauthorized or unaccounted work time

Employees shall not act, i.e. taking a picture, directing another staff member, etc. without first being authorized from their supervisor, manager, officer or the Program Admin Cell.

Retaliation

CSS, Inc. prohibits retaliation against any individual who makes a good faith report pursuant to this policy. Similarly, retaliation against any person for participating in an investigation is also prohibited. For purposes of this policy, “retaliation” means any action that might well dissuade a reasonable person from making a good faith report of alleged violations of law or CSS, Inc. policy. Any employee found to have engaged in substantiated retaliation will be subject to disciplinary action, up to and including termination.

Investigative timeline

Community Support Services, Inc. will make reasonable efforts to initiate an investigation into the allegation(s) and conclude the investigation in a timely fashion, as appropriate under the circumstances.

SOCIAL NETWORKING

When used properly, social networking facilitates relationships between people, encourages new ideas, and conveys information. When used improperly, it can cause work-related difficulties.

This document consists of guidelines to help you ensure that your social networking for business **and** personal purposes that affect the business is positive and trouble-free. Contact your supervisor if you have questions.

I. Guidelines for Social Networking for both Business and Personal Social Networking affecting Business.

- Derogatory, offensive, discriminatory, threatening, or otherwise unprofessional behavior towards other employees via social networking may violate company human resource policies.
- Do not post or convey derogatory, offensive, discriminatory, threatening, or otherwise unprofessional comments concerning individuals.
- Do not post or share personally identifying information about individuals or coworkers such as names in connection with financial records, social security numbers, and addresses.
- Do not represent yourself as speaking on behalf of the business unless management authorized you to do so and you are acting in your official capacity.
- When providing your personal opinion on matters concerning the business, provide a disclaimer to the effect of, "This is my personal opinion. I am not representing the opinions of my employer."
- Think before you post a picture or a comment. Ask yourself if you would be comfortable if your supervisor, coworker, or an individual sees the information. Do not post pictures that include any business identifier/logo.

II. Additional Guidelines for Social Networking for Business

- Obtain authorization from management before you speak on behalf of the business.

- Follow business standards concerning Confidential Information. Do not comment on legal matters or disclose information about individuals involved in litigation to which the business is a party.
- If you utilize your personal computer or other information resources to perform any job duties (i.e., to timework), understand that in the event of litigation, your computer may be subject to seizure and examination by the state or a court of law.
- Be diplomatic, accurate, and professional. Be thoughtful and take responsibility for information you post. Quickly correct misinformation.

III. Additional Guidelines for Personal Social Networking Affecting Business

- Do not use business systems for hosting or operating personal Web pages, non-business related postings to Internet groups, chat rooms, Web pages, or list servers, or creating, sending, or forwarding chain emails.
- CSS, Inc. does not allow personal social networking during working time or on CSS, Inc. equipment. This includes your designated computing resources.
- Be careful that personal social networking when you are off duty does not spill over into the work environment in a manner that would violate the policies in this Handbook. As citizens, we can express ourselves as individuals regarding matters of public concern and engage in concerted activities with co-workers, but we cannot convey that our personal opinions reflect the views of the business. This applies whether you are using personal equipment or the Company's information technology assets.

PRIVACY

No Expectation of Privacy: Please remember that working areas are not private and do not guarantee the confidentiality of materials or activities, even if they are password protected or stored in a locked physical space. Similarly, our communication systems (voice mail, electronic mail, telephone) are not always secure and are subject to monitoring by management. If you need to store personal information, or need to have a personal conversation, please keep this in mind. Any materials you need to keep private should not be brought onto company premises. If you need to have a private telephone conversation, please use your personal cell phone on your break or lunch.

Additionally, to ensure that the use of electronic and telephonic communication systems and business equipment is consistent with CSS, Inc.'s legitimate business interests, authorized representatives CSS, Inc. may monitor the use of such equipment from time to time. All e-mail and Internet usage is subject to review by management. CSS, Inc. reserves the right to override any individual password and access all necessary information in order to ensure compliance with company policy.

CSS, Inc. may also take and publish photographs of working areas and events (such as holiday parties, beach trips, and vacations) for internal and external marketing purposes. Employees who prefer not to be photographed should contact the HR Employee Relations Specialist to request a reasonable accommodation.

Searching Business Property: Please be advised that CSS, Inc. may search any of its property for security, investigatory and quality assurance purposes. Supervisors who have locked cabinets must give keys and access to management at management's discretion upon request or in the course of a workplace investigation.

Personal Property: Employees' personal bags or purses on business property may be subject to inspection or search at management's discretion, for security reasons or during the course of a workplace investigation.

TECHNOLOGY RESOURCES POLICY

To better serve individuals and provide employees with the best tools to do their jobs, Community Support Services, Inc. makes available to our workforce access to one or more forms of electronic media and services, including but not limited to: computers, software, printers, copiers, files, databases, cellular phones, email, telephones, voicemail, fax machines, iPads and internet.

Authorization

Access to these resources is within the sole discretion of CSS, Inc. Generally, employees are given access to the company's various technologies based on job functions. Only employees whose job performance will benefit from the use of the company's technology resources will be given access to the necessary technology.

Prohibited Communications

Electronic media cannot be used:

- To transmit, retrieve, view, send, or create any content or communication that would violate CSS, Inc.'s zero tolerance policies against harassment or violence;
- In violation of any license governing the use of the software
- For any purpose that is illegal or contrary to Community Support Services, Inc. policy
- To disclose Confidential Information in violation of the Confidentiality policy;
or
- In violation of any trademark or copyright laws.

Personal Use Prohibited

Unless otherwise required by law, all electronic media, services, and equipment provided by Community Support Services, Inc. are for business use to assist employees in the performance of their jobs and not to be used for personal reasons.

On-line services that CSS, Inc. has implemented into its services delivery and employee development are not to be accessed from home unless given prior authorization to do so.

Employees should understand that they have no right to privacy with respect to any messages or information created, viewed, stored, or maintained on any of Community Support Services' technology resources. This includes content on third party e-mail services such as Gmail and Yahoo Mail. All messages sent or received, including personal messages, and all data and information created or

stored on CSS, Inc.'s electronic mail system, voicemail system, or other computer systems are company property regardless of the content. As such the company reserves the right to access all its technology resources including computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.

Passwords do not confer any right of privacy upon any employee of the company. Employees are expected not to disclose their passwords to third parties unless requested to do so by management. Employees must not share passwords and must not access co-workers' systems without express authorization.

The internet and on-line services

CSS, Inc. provides authorized employees access to on-line services. The company expects that employees will use these services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use CSS, Inc. technology resources for personal reasons, including, but not limited to any of the following:

- Obscene or sexually-oriented materials;
- Sports sites;
- Job-search sites;
- Entertainment sites;
- Gambling sites;
- Games, humor;
- Illegal drug-oriented sites;
- Personal pages or social media sites of individuals (unless required to do so pursuant to a bona fide job requirement);
- Politically-oriented sites or sites devoted to influencing the course of legislation or public policy.

Software

To prevent computer viruses from being transmitted through the company's computer system, unauthorized downloading of any software is strictly prohibited. Only software registered through Community Support Services, Inc. may be downloaded. No employee may download any software on the company's computers, by any means of transmission, unless authorized in advance by the CSS, Inc. CEO.

Confidential information

Employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting confidential information on any of the company's technology resources. Confidential Information should not be accessed through the company's technology resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended.

No one is permitted to remove or make copies of any physical or electronic CSS, Inc. records, reports or documents without prior management approval. Similarly,

employees may not access, copy or save CSS, Inc. files, information, e-mail, or any other data to personal equipment or storage media (computer, iPad, tablet, CD, USB drive, external hard drive or any other similar storage device) without prior written authorization from the CEO.

Violations

Any employee who abuses the privilege of their access to CSS, Inc.'s technological resources, including, but not limited to e-mail and the internet, in violation of this policy will be subject to corrective action, including possible termination of employment and legal action.

PERFORMANCE EVALUATION/CORRECTION

The goal of employee performance evaluation and correction is to develop and maintain long-term, successful employees. An emphasis is on training, mentoring, coaching, and counseling. Another aspect of evaluation is consistent one-on-one feedback sessions that focus on communication, information, expectation, changes, and requests for improvement when problem areas occur.

Nothing herein is intended to diminish the right of CSS, Inc. to control its work force, but rather is an explanation of a preferred method of dealing with disciplinary or performance problems. When such problems arise, CSS, Inc. will determine what the facts are and what level of disciplinary action is appropriate under the circumstances. CSS, Inc. expressly reserves the right to determine the method of proceeding in each individual case.

Performance evaluations, referred to as Annual Reviews, are conducted once per year according to the employee's anniversary date. The review consists of a self review that will be used by the employee's supervisor to better develop the employee's goals for further success.

In considering employee performance corrections, CSS, Inc. supervisors may consider the following options to minimize potential work environment risks:

- Oral reminders, mentoring, informal actions, written action plans; and
- Formal actions to include the irregularity, expectation, retraining, or mentoring, and the employee's commitment to correct the problem.

All warning records are filed for future reference in the employee's personnel file. These records are reviewed by the HR Employee Relations Specialist and may also be provided to management.

The Executive Team has the discretion to:

- Initiate disciplinary action at any level (informal warning, formal warning, final warning, suspension, reassignment, demotion, salary adjustment, termination, or other action);
- Progress to the next level of the disciplinary process;
- Skip a level in the disciplinary process; or
- Immediately discharge an employee.

All employees are "at-will" and may leave or may be terminated, with or without notice, at any time and for any reason not prohibited by law.

All employees are responsible for following the essential and key duties and responsibilities listed in their position descriptions, the guidelines of the CSS, Inc. policies, and the OARs (Oregon Administrative Rules). Performance excellence and high quality service is an expectation.

When there is an abuse allegation made against any CSS, Inc. employee, CSS, Inc. administration will determine what appropriate actions are to be taken to assure the safety of the individuals served by CSS, Inc. Appropriate actions may include suspension, increased supervision or other appropriate and necessary disciplinary actions. If an alleged abuse is substantiated, the agency will utilize disciplinary actions up to and including termination.

EMPLOYEE GRIEVANCE PROCEDURE

All current employees are entitled to file a good-faith written grievance regarding wages, hours, or working conditions without fear of reprisal. Terminated employees are not eligible to file a grievance. Any employee who makes a good-faith abuse or neglect report to the state or county authorities or participates in an investigation or proceeding also will not be discriminated against or be subjected to any form of retaliation.

General: Unless otherwise specified in this Handbook, a grievance must be filed in writing by employees within 48 hours of the event that is being grieved.

Step 1: The written grievance should be presented to the employee's immediate supervisor. The supervisor will provide a written response within five (5) days.

Step 2: If the employee is dissatisfied with the supervisor's response, the employee will present his/her grievance in writing to the CEO within 48 hours of receiving the supervisor's response. The CEO will schedule a meeting with the employee. The CEO will provide a written response to the employee within a reasonable time after the meeting. The CEO's decision is final.

The employee may initiate the grievance procedure at Step 2 if he/she decides the issue is too sensitive to discuss with the immediate supervisor.

Most grievances result from misinformation, lack of information, or misinterpretation of facts; therefore, most complaints can best be handled by a free and open discussion of the problem. Mutual trust, honesty, and sincerity are the basic ingredients to problem solving.

Non-Retaliation: CSS, Inc. shall comply with all applicable state and federal statutes, rules, and regulations with regard to non-discrimination and non-retaliation in employment practices. CSS, Inc. is committed to ensure ethical practices in supporting individuals and their guardians, families, and advocates. This includes the development of an atmosphere that supports the proper and timely reporting and handling of grievances and suspected abuse situations.

WAGES AND SALARIES

Paydays: Paydays will be on the fifteenth and the last day of the month. Except as described in this policy, or other arrangements have been made in advance, your paycheck will be available at the front desk between 11 a.m. and 1 p.m. If a change in dispersal location or time occurs, a notice will be posted. In the event you are unable to pick up your paycheck during the designated time, call the front desk with the requested change in time. Supervisors of 24-hour sites will distribute paychecks to their employees on-site. All paychecks will be disbursed to the named employee only, unless otherwise authorized by the employee in writing. To deviate from this, written/verbal approval must occur. If a payday falls on a weekend or holiday, the employee will be paid on the workday directly after the weekend or holiday.

Payroll Advancement: A payroll advance may be granted by the CEO when unforeseen, unplanned and unavoidable circumstances require a staff member to secure funds on short notice and the employee has exhausted all other reasonable sources of financial relief. An employee may receive one (1) pay advance within a calendar year. The maximum amount requested for an advance is \$250 or 50% of the employee's normal gross base pay for one (1) pay period, whichever is less. An employee who receives an advance will be required to sign a Payroll Advance Agreement. The advance pay must be repaid in full in the following pay period in which the advance was issued. If the employee's employment terminates prior to repayment of the advance, the advance balance due at the time of termination will be deducted from the employee's final paycheck, unless the amount due exceeds the deduction threshold under Oregon law. If the funds are not enough to satisfy the debt the employee will be required to make personal payment in full for the balance, or, (at the discretion of the ED), sign a promissory note for the balance.

To receive an advance the employee must submit a completed Payroll Advance Agreement to the CEO (or person deemed by the CEO) for approval. The signatures of **both** the employee requesting the advance and the CEO (or person deemed by the CEO) are required on the Payroll Advance Agreement for processing. A check will be issued by the CEO or Business Manager as soon as possible after approved documents are received for processing. Arrangements are to be made for check pick-up by the employee with the CEO (or person deemed by the CEO).

Work Schedule: All employees who work shifts of six-hours or longer are to take 30-minute meal periods as required by law. Under normal circumstances, meal periods will be unpaid because employees will be relieved of all duties during that time. Because graveyard shift employees are unable to leave the site, they will be paid for working meal periods in accordance with state law. All meal periods will be scheduled between the second and sixth hour worked, depending on the length of the employee's shift and his or her work load. Check with your supervisor for the exact time for your meal period. If you think you will not be able to complete a

meal period before your sixth hour worked, call your supervisor or Admin. cell to seek relief from duty or receive necessary approval.

All employees who work shifts of two hours or more are entitled to take at least one (1) paid 10-minute rest period break. Employees who work shifts longer than 6 hours will receive at least two (2) paid 10-minute rest period breaks. The first break is to be taken two (2) hours into the employee's shift and the other two (2) hours after the meal period. Meal periods and rest breaks may not be omitted in effort to have a longer break or to leave shift early. Breaks will be staggered in order to serve participants. CSS, Inc. reserves the right to change schedules.

| Length of work period | Number of rest breaks required | Number of meal periods required |
|------------------------------|--------------------------------|---------------------------------|
| 2 hrs or less | 0 | 0 |
| 2 hrs 1 min - 5 hrs 59 min | 1 | 0 |
| 6 hrs | 1 | 1 |
| 6 hrs 1 min - 10 hrs | 2 | 1 |
| 10 hrs 1 min - 13 hrs 59 min | 3 | 1 |
| 14 hrs | 3 | 2 |
| 14 hrs 1 min - 18 hrs | 4 | 2 |
| 18 hrs 1 min - 21 hrs 59 min | 5 | 2 |
| 22 hrs | 5 | 3 |
| 22 hrs 1 min - 24 hrs | 6 | 3 |

Workweek/Overtime: The workweek is Sunday to Saturday. Any time worked over 40 hours in a workweek by a non-exempt employee is considered overtime. Overtime must be authorized in writing and approved by the supervisor prior to working the overtime. A supervisor may also approve a schedule change within the same workweek to avoid overtime. In an emergency situation, employees may verbally notify their supervisors of the need to work overtime in advance of performing the work. Failure to obtain advance approval for overtime (or failure to notify a supervisor of the need to work overtime in an emergency situation) will result in disciplinary action up to, and including termination of employment. Employees are expected to arrive to their scheduled shift on time.

Your schedule may be temporarily or permanently changed to accommodate participant services. In the event a permanent shift change is necessary, the employee will be given a new job description, if warranted, and a job change will occur. A job change form will indicate the date of the change and will note the needed training schedule.

Voluntary Shift Trading: CSS, Inc. recognizes that from time to time employees may wish to trade shifts with each other. Voluntary shift trading is allowable within the same workweek, subject to advance supervisor approval. Once a voluntary shift trade is approved, employees involved in the trade will be responsible for

working on the date(s) and time(s) in accordance with the trade. The process to request a voluntary shift trade is as follows:

- All employees involved in the trade must sign and submit written voluntary shift trade requests.
- Matching requests must be submitted to the supervisors of the employees involved in the shift trade.
- Voluntary shift trade requests may be approved or denied at the supervisors' discretion.

Voluntary Schedule Adjustments: CSS, Inc. recognizes that from time to time employees may wish to make temporary changes to their regularly scheduled work shifts in order to adjust for anticipated or unanticipated events. Voluntary schedule adjustments are allowable within the same work week, subject to supervisor approval. Once a voluntary schedule adjustment is approved, the employee will be responsible for working on adjusted date(s) and time(s). The process to request a voluntary schedule adjustment is as follows:

- The employee must submit a written voluntary schedule adjustment request to his or her supervisor.
- Schedule adjustment requests may be approved or denied at the supervisor's discretion.

Salary Basis: In general, salaries of exempt employees are not subject to reduction because of the quality of work performed or the quantity of work performed. An exempt employee will usually receive his/her full salary (including any vacation taken during that week) for any week in which the employee performs any work.

Salaried employees need to record Sick time they have taken on the appropriate form but do not have to pull from their Sick bank if the time taken is anything less than three hours and if forty hours will be worked in the specific week.

CSS, Inc. prohibits any improper deductions from the salaries of exempt employees. It is CSS, Inc.'s intent to pay each employee, exempt or nonexempt, the proper and appropriate pay. If an exempt employee believes that his/her salary has been improperly reduced, the following complaint mechanism exists. First, the employee should report the matter to the HR Employee Relations Specialist. If the matter is not resolved to the employee's satisfaction, the employee may report the matter to the CEO. The decision of the CEO will be final in matters regarding allegations of improper deductions from the salaries of exempt employees.

Any employee who has been subject to improper deductions will be reimbursed no later than the payday following the date that the determination of the improper deduction was first made, unless otherwise required by law. CSS, Inc. will make

good-faith efforts to ensure compliance with the rules concerning deductions from the salaries of exempt employees in the future.

Compensation: CSS, Inc. receives funding that is through its funding source. Therefore, all increases are contingent upon increases in that fund. Compensation may also vary based on the funding for a specific program. CSS, Inc. will make every effort in its business practices to make adjustments to compensate employees fairly.

Reimbursement: Reimbursement will be made to employees for reasonable expenses preauthorized by the supervisor and incurred in the course of approved business. Reimbursement requests must be completed, authorized by the supervisor, and given to the CEO.

Mileage: Mileage may be reimbursed if the mileage is incurred in the course of approved business activities for employees, including placed employees. Mileage sheets are to be used for any business purpose when using either the agency vehicle or company vehicle. All mileage is to be turned into the Financial Specialist by the fifth (5th) of the month. Reimbursable mileage expenses will be reimbursed at the current rate established by CSS, Inc. on the fifteenth (15th) of the month. Mileage checks will be included in the 25th-9th pay period.

EMPLOYEE BENEFITS

Paid Sick Time and Personal Time Off (PTO): CSS, Inc. offers Paid Sick Time to all employees. Regular full-time and regular part-time employees may also participate in CSS, Inc.'s PTO program.

Paid Sick Time

Paid Sick Time is available to all employees. This includes, but is not limited to, temporary and on-call employees. The primary purpose of Paid Sick Time is to help reduce the impact to an employee's income when he or she requires time off from work for a doctor's appointment or to care for the employee's own illness or the illness of a family member. For purposes of this policy, a family member includes the employee's spouse, domestic partner, parent, child, grandparent, grandchild, parent-in-law, and a person with whom the employee was or is in a relationship of *in loco parentis*.

Regular full-time and regular part-time employees will be frontloaded:

- 40 Paid Sick Time hours (or a prorated amount if the employee's hire date is after January 1st) upon completion of 90 days of employment; and
- 40 Paid Sick Time hours on January 1st of each calendar year thereafter.

Unused Paid Sick Time hours for regular full-time and regular part-time employees will not rollover from year to year and will not be paid out upon termination of employment.

Temporary and on-call employees will accrue 1 hour of Paid Sick Time for every 30 hours worked, up to a maximum of 40 hours per year, beginning from date of placement or hire. Such employees may begin using accrued sick time after they have completed 90 days of service with CSS, Inc. Temporary employees who have completed 90 days of service with their respective staffing agencies, but less than 90 days of service with CSS, Inc., may request to use the sick time they have accrued with their staffing agency employers. CSS, Inc. will grant unpaid time off for the sick time approved by the staffing agency. Accrued, unused sick time will not be paid out upon termination of employment. However, up to 40 hours of accrued, unused sick time may be rolled over from one anniversary year to the next. Temporary and on-call employees who are hired into regular full-time or regular part-time positions will be converted to frontloaded Sick Time on their 1st day of service as a regular status employee as follows:

- An employee with 40 or fewer hours of accrued sick time will receive 40 hours of frontloaded Paid Sick Time hours. The accrued sick time hours will then expire.
- An employee with more than 40 hours of accrued sick time will receive an equivalent amount of frontloaded Paid Sick Time hours. The accrued sick time hours will then expire.

Employees who are rehired within 180 days of separation will be restored the number of Paid Sick Time hours that were lost at termination. Additionally, employees who separated before their 91st day of employment will not lose Paid Sick Time tenure if they are rehired within 180 days.

Paid Sick Time may be used in increments of 1 hour for any of the following reasons (Paid Sick Time Reasons):

- To care for the employee’s own mental or physical illness, injury, or health condition (including for diagnosis, care, treatment, or preventative care);
- To care for a family member’s mental or physical illness, injury, or health condition (including for diagnosis, care, treatment, or preventative care);
- For any OFLA-qualifying absence (see the Oregon Family Leave policy for more information);
- For time off related to Domestic Violence leave (see the Domestic Violence leave policy for more information); or
- For time off in the event of a public health emergency.

PTO

CSS, Inc. recognizes that there will be times when an employee is unable to attend work due to:

- A planned vacation
- Holidays including Religious holidays which fall on normally scheduled work days
- Personal or family illness
- Doctors appointments
- School volunteerism
- Unusual personal or family obligations
- Mandatory court appearances other than Jury Duty (specifically outlined later in this policy)
- Legal or other business or personal matters

Therefore, CSS, Inc. offers PTO to all regular full-time and regular part-time employees who have completed 12 months of service (PTO Eligible Employees). PTO Eligible Employees will receive the following PTO allotments on their 1 year anniversary dates:

| Hire Date Range | PTO Hours Awarded on 1 Year Anniversary Date |
|--------------------------|--|
| January 1 – January 31 | 39.96 |
| February 1 – February 29 | 36.63 |
| March 1 – March 31 | 33.33 |
| April 1 – April 30 | 29.97 |

| | |
|----------------------------|-------|
| May 1 – May 31 | 26.64 |
| June 1 – June 30 | 23.31 |
| July 1 – July 31 | 19.98 |
| August 1 – August 31 | 16.65 |
| September 1 – September 30 | 13.32 |
| October 1 – October 31 | 9.99 |
| November 1 – November 30 | 6.66 |
| December 1 – December 31 | 3.33 |

Thereafter, PTO Eligible Employees will receive the following PTO allotments on January 1st of each subsequent year:

| Length of Service as of January 1st | PTO Hours Awarded on January 1st |
|-------------------------------------|----------------------------------|
| 12 months – 23 months | 40 hours |
| 24 months – 47 months | 80 hours |
| 48 months – 107 months | 140 hours |
| 108 – 143 months | 200 hours |
| 144 – 179 months | 240 hours |
| 180 months of service or more | 296 hours |

PTO may be used in increments of 1 hour for any reason. However, if the employee requires PTO for a Paid Sick Time Reason, the employee must first exhaust his or her Paid Sick Time bank before using PTO hours. Unused PTO will not be carried over to the next calendar year nor will it be paid out to the employee at the end of the calendar year.

If an employee leaves their CSS, Inc. employment, whether voluntarily or involuntarily, they will be paid for all unused PTO they have remaining from their unused allotment during the current calendar year. Employees who voluntarily resign may not elect to use their remaining PTO in lieu of working through their intended last day of employment.

Additional Requirements and Information

For information about requesting and using Paid Sick Time and PTO, see the CSS, Inc. Requesting Time Off for Anticipated Events and Requesting Time Off for Unanticipated Events policies. It is the expectation of CSS, Inc. that for those absences that are protected by law, an employee must use their Paid Sick Time first followed by PTO, then LWOP will be granted.

CSS, Inc. reserves the right to request verification from a health care provider if an employee takes more than 3 consecutive scheduled workdays of Paid Sick Time or if abuse of these time off policies is suspected. CSS, Inc. will pay all reasonable costs for providing any required Paid Sick Time verification (including lost wages) that are not paid under a health benefit plan. All health information received by

CSS, Inc. will be treated as confidential and will not be released without the employee's permission.

Healthcare Coverage: CSS, Inc. will make every effort to provide its employees with some level of healthcare coverage, which includes medical coverage, prescription coverage, and voluntary dental coverage. The plan and its package will be made available to employees who are scheduled to work at least 25 hours per week. The effective date of coverage is the first day of the month following sixty (60) days of employment. Coverage through company-paid premiums ends on the last day of the month in which the employee ceases to be compensated by CSS, Inc., unless otherwise required by law. CSS, Inc. reserves the right to discontinue coverage or to change coverage and will provide notice of any such changes.

Dental Insurance: Employees may elect to participate in the dental insurance program. CSS, Inc. will contribute a portion of the monthly premium. This contribution is subject to change with a thirty-day notice. The plan and its package will be made available to employees working 25 hours per week after 60 days of employment.

401k: A 401k plan is a tax-qualified, defined-contribution pension account. Eligibility requirements for inclusion include working for CSS, Inc. for one year and having worked at least 1,000 hours. Enrollment periods are twice per year, in January and July, and follow a vesting scale:

| | |
|---------|------|
| 1 Year | 0% |
| 2-Years | 20% |
| 3-Years | 40% |
| 4-Years | 60% |
| 5-Years | 80% |
| 6-Years | 100% |

EAP: CSS, Inc. will provide an Employee Assistance Program (EAP) for employees who work at least 25 hours per week. The effective date an employee may use this benefit will begin the first of the month following ninety (90) days of employment. The EAP will provide counseling to help deal with personal problems such as alcohol and other substance abuse, marital and family difficulties, financial and emotional distress.

Supplemental Insurance: CSS, Inc. offers a supplemental insurance plan to its employees the first of the month following ninety (90) days of employment. This supplemental insurance is optional. The plan and its package will be made available to employees working 25 hours per week.

Life Insurance: CSS, Inc. provides a Life Insurance plan, including Accidental Death and Dismemberment insurance, to all employees who work 25 hours per week. The effective date for an employee's policy is the first of the month following ninety (90) days employment. This benefit is at no cost to the employee. Employees may choose to add to their plan at their own cost during any enrollment period.

Cafeteria Plan: Community Support Services, Inc. offers a Cafeteria 125 plan. Please see the HR Employee Relations Specialist for details.

Benefits during Unpaid Leave: During any approved Oregon Family Leave Act, federal Family Medical Leave Act, or jury duty leave of absence, CSS, Inc. will maintain an employee's group health insurance coverage under the same terms and conditions as though employee were working. Employees are required to pay their share of the monthly health insurance premiums by check to CSS, Inc. no later than the 15th of each month while they are on leave. If necessary, employees may be required to reimburse CSS, Inc. for payments made on their behalf upon return from leave. In some instances, CSS, Inc. may also recover premiums it paid to maintain health coverage for employees who do not return to work from leave.

If an employee requests or is placed on any other type of extended unpaid leave of absence, including unpaid Administrative Leave pending an investigation, group health benefits will cease on the last day of the month in which the employee ceases to be compensated. The employee may elect continuing coverage through COBRA and pay his or her own premiums each month of unpaid leave.

ATTENDANCE AND EMPLOYEE LEAVE

Attendance: Employees are expected to arrive at work on time according to their designated shift including a punctual return from all rest and meal breaks. Employees are also expected work until the end of their designated shifts unless given approval to leave by their supervisor or on-call supervisor via the Administrative Cell.

Employees may also be assigned additional shifts, referred to as mandatory coverage, by their supervisors. When mandatory coverage is required, Supervisors will give employees as much notice as reasonably possible under the circumstances. Failure to report for a mandatory coverage shift will have the same consequence as failure to report to a regularly scheduled shift.

Absent extenuating circumstances (i.e. hospitalization), if an employee does not call or show up to work for two consecutive days, it will be assumed that the employee has voluntarily resigned from CSS, Inc.

Absenteeism occurs when an employee is absent or not present at work during a normally scheduled work period. Absences are considered excused if they are Scheduled or ratified by a supervisor.

Employees who exhibit excessive unexcused absenteeism will be subject to the following:

- First occurrence: Written Action 1
- Second occurrence: Final Action Notice
- Third occurrence: Discharge

Excessive unexcused absenteeism means more than 3 unexcused absences in any 90-day period OR exhibiting a pattern of absenteeism. For example, a pattern exists when an employee has repeated unexcused absences the day before and/or after a scheduled day off or on desirable days off such as days before and/or after a weekend or holiday.

Tardiness occurs when an employee arrives late to work, returns late from rest and/or meal periods, or leaves more than 10 minutes prior to the end of his/her shift without prior approval. Employees are expected to arrive and stay on their designated shift as indicated on the schedule. Supervisors may exercise their discretion in imposing disciplinary action based on unexcused tardiness.

Employees with unexcused tardies will be subject to the following:

- First occurrence: Informal Warning
- Second occurrence: Written Warning within 1 year from first occurrence
- Third occurrence: Final Notice within 6 months from second occurrence

- Fourth occurrence: Discharge within 6 months from third occurrence or after 4 unexcused tardies in a two-year period.

A pattern of being late by less than 10 minutes will also warrant the above progressive discipline.

The following types of absences and tardies will not result in disciplinary action:

- Scheduled absences and tardies
- Absences and tardies that occur as part of an approved protected leave of absence (e.g. FMLA, OFLA, ADA, Paid Sick Time, etc.) even if they are not requested and approved at least two weeks in advance. Such absences will be treated as excused.

Requesting Time Off for Anticipated Events:

- Anticipated events are those absences that are known by the employee and may be scheduled in advance.
- Except as described below, employees will need to schedule their anticipated time off for vacations, holidays, and other personal matters two weeks prior to the time off requested.
- Employees may request time off throughout the year by giving 10 calendar days' notice for any Paid Sick Time Reason (see the Paid Sick Time policy).
- Anticipated event PTO requests will not be approved unless, at the time the request is reviewed, it appears that the employee will have sufficient PTO time in his/her bank to cover the requested days off. Employees must use accrued PTO during approved vacation and holidays. If, by the time the approved days off arrive, the employee's PTO bank is exhausted, the time off will no longer be approved and the employee will be expected to work his/her scheduled shift(s) unless otherwise required by law.
- Approval will be based on requests that have been submitted. Supervisors must approve or deny the request within 72 hours of receiving the leave request and will return a copy of the approval or denial to the employee. Employees who submit a leave request must wait to take the leave until it is approved.
- Approval for requested leave will be based on requestor's reason for taking time off, individual services, timeliness of the request, workloads, seniority, and the needs of the agency. In the event two employees request the same days off and CSS, Inc. may only approve one such request, priority will generally be given to the employee who submitted the request by the submission date deadline. If both employees submitted

their requests by the submission date deadline, then priority will generally be based on other factors such as seniority.

- If the Supervisor lawfully denies a time off request and the employee does not report to their shift the following will occur:
 - First occurrence: Final Notice
 - Second occurrence: Discharge

Requesting Time Off for Unanticipated Events:

- An unanticipated event is an absence that is not requested with at least 2-weeks' notice and are unplanned.
- Except as described below, employees who are unable to attend work due to unanticipated events (e.g. car trouble, unanticipated emergency, etc.) must call their Supervisors no less than 2 hours prior to the start of their shifts. Employees who are unable to attend work due to a Paid Sick Time Reason (see the Paid Sick Time policy) should call their Supervisors no less than 2 hours prior to the start of their shifts, or as soon as practicable. If the employee is unable to reach his or her supervisor, the employee must call the on-call Supervisor at their Program's Administrative Cell.
- The Supervisor or on-call Supervisor, may, at his/her discretion, excuse the absence or excuse a partial absence (e.g. the Supervisor excuses the first four hours of the employee's shift but instructs the employee to work the remainder of the scheduled shift). In making this decision, the Supervisor or on-call Supervisor will consider the following factors:
 - Whether the employee has PTO available;
 - The employee's attendance record;
 - Whether the unanticipated event occurred as a result of circumstances within the employee's control;
 - Whether the circumstances could qualify for protected leave such as FMLA, OFLA, ADA, or Paid Sick Time. The Supervisor or on-call Supervisor will complete the "Supervisor's Absentee Checklist" and will submit the form to the HR Compliance Specialist who will determine if the absence is a qualifying absence.
- Depending on the circumstances, the Supervisor or on-call Supervisor may need time to assess the situation. In that case, he/she will call the employee back within 2 hours to let the employee know if the absence will be excused.

- If the employee's same day absence request is not excused and the employee does not report to work, the following will occur:
 - First occurrence: Final Action Notice
 - Second occurrence: Discharge

- If an employee has exhausted his or her Paid Sick Time hours, PTO may be used for illnesses or injury of the employee or family member and for doctor/dentist appointments when it is not reasonably possible to schedule them during non-work hours. PTO used for health care provider appointments which are not medically urgent must be scheduled with the employee's supervisor with 2-weeks' notice.

- If an employee is out sick for more than 3 consecutive work days they may be required to submit documentation from a healthcare provider certifying that the employee is able to perform the essential functions of his/her job, with or without a reasonable accommodation, before returning to work. If the employee already has provided a certification and application for OFLA/FMLA covering the same period and/or condition this shall suffice.

- If an employee has 0 Paid Sick Time hours to use for an unexcused absence, the following will occur unless otherwise required by law:
 - First occurrence: Written Action 1
 - Second occurrence: Final Action Notice within 1 year from first occurrence
 - Third occurrence: Discharge within 2 years from second occurrence or any three occurrences within a three-year time period.

- If an employee fails to submit a required fitness for duty release from his or her health care provider, the employee will not be reinstated until such release is provided.

Finding Coverage / Calling Out

24 Hour: Once the designated on call Supervisor carrying the program's administrative cell has taken the call from the employee who is "calling out," they will notify the house phone where the employee works. The on-call Supervisor will complete the Supervisor Absentee Checklist to give to HR the next business day. The employee who is at the home is responsible for finding coverage and then informing the on-call supervisor on the program administrative cell along with the name of the employee who will be covering the open shift.

Relief may be found through the following order:

- Assigning employees currently working on shift.
- Calling the coverage contact list.
- Calling people on the agency phone list.
- In the event the employee on site needs to problem solve or get advice they will call the designated on-call supervisor after all other potential relief staff have been notified.
- In the event no coverage is found, the employee at the house may be required to provide coverage.

Employees are to follow all policies and are to call in each day absent from work, unless otherwise required by law.

Community Supports (Supported Living, in Home, and Brokerage): Once the Supervisor or designated on-call Supervisor on the program administrative cell has been notified by an employee “calling in” for their shift, they will locate the appropriate coverage. The on-call Supervisor will complete the Supervisor absentee checklist and give to HR next business day. It is the responsibility of the employee calling in to inform the supervisor/on-call Supervisor what activities or appointments are scheduled for the individuals to ensure continuity of care, to the best of their ability.

Relief may be found through the following order:

- Assigning employees currently working on shift.
- Calling the coverage contact list.
- Calling people on the agency phone list.
- In the event coverage is not found, then the on-call Supervisor will notify the staff carrying the E-Cell.
- Employees can be mandated to staff to ensure services.
- In the event the E-Cell is on shift, the on-call Supervisor will identify the appropriate person to cover, including themselves.

It may be possible to negotiate schedules with the individual who receives services, keeping in mind assessment hours and required services coverage. Employees are to follow all policies and are to call in each day absent unless otherwise required by law.

Family Leave Under State Law (OFLA): If you are an employee who has been employed at least 180 days immediately preceding the date your family leave would begin and you have worked an average of 25 hours per week during that

time period, you are eligible for family leave of up to 12 weeks in a leave year in accordance with applicable law. Tracking of the one-year period may be done by calendar year, a “rolling-forward” year, or a “rolling-backward” year. CSS, Inc. uses the calendar year.

Purpose of Family Leave

Family leave may be taken for the following purposes:

1. To care for a newborn child, a newly adopted child, a newly placed foster child under age 18, or an adult “child” who is incapable of self-care because of a physiological or mental impairment. Family leave includes time to effectuate the legal process required for placement of a foster child or adoption of a child.

Please note that employees are not required to work the 25-hour minimum average in order to qualify to use family leave for this purpose. This leave applies to both the father and the mother of the child. However, if both parents work for the same company, leave cannot be taken at the same time. Also, leave must be completed within 12 months after birth or placement.

2. To care for a family member with a serious health condition. For the purpose of this leave, “family member” includes an employee’s spouse; same-sex domestic partner; biological, adoptive, stepchild, foster child, or parent; parent-in-law; grandparents and grandchildren; and any person with whom the employee has an *in loco parentis* (i.e., in place of parents) relationship.
3. To recover from or seek treatment for a serious health condition that renders you unable to perform one or more of the essential functions of your regular position.
4. To care for your child if the child is suffering from an illness, injury, or condition that is not a serious health condition but requires that you care for the child. The availability of another family member to provide home care for the child will be considered by CSS, Inc. in determining whether you are eligible for this leave.

An eligible female employee may take an additional 12 weeks off within any year if she took leave because pregnancy or childbirth disabled her from performing any available job offered to her by the Company. Also, any eligible employee, male or female, who takes 12 weeks of parental leave, may take up to an additional 12 weeks of leave within the one-year period to provide home care to ill or injured children. However, if an employee uses less than 12 weeks of parental leave, no additional sick child leave is available, except for the balance of the initial 12 weeks, which may also be used for any other OFLA leave purpose.

When two family members work for the same company, both employees may not take family leave at the same time unless:

- One employee needs to care for the other employee who is suffering from a serious health condition;
- One employee needs to care for a child who has a serious health condition while the other employee is also suffering from a serious health condition; or
- Both family members are suffering from a serious health condition.

“Serious health condition” means an illness, injury, impairment, or physical or mental condition of an employee or family member:

1. That requires inpatient care in a medical care facility (such as a hospital or hospice) or residential facility (such as a nursing home). When a family member resides in a long-term residential care facility, leave shall apply only to:
 - Transition periods spent moving the family member from one home or facility to another, including time to make arrangements for such transitions;
 - Transportation or other assistance required for a family member to obtain care from a physician; or
 - Serious health conditions as described below;
2. That the treating healthcare provider judges to pose an imminent danger of death, or that is terminal in prognosis with a reasonable possibility of death in the near future;
3. That requires constant or continuing care, such as home care administered by a healthcare professional;
4. That involves a period of incapacity of more than three days requiring two or more treatments by a healthcare provider or one treatment plus a regimen of continuing care;
5. That involves any period of incapacity or treatment for a chronic serious health condition which requires periodic visits for treatment by a healthcare provider, continues over an extended period of time, and may cause episodic rather than a continuing period of incapacity, such as asthma, diabetes or epilepsy;

6. That involves permanent or long-term incapacity due to a condition for which treatment may not be effective, such as Alzheimer's disease, a severe stroke, or terminal stages of a disease. The employee or family member must be under the continuing care of a healthcare provider but need not be receiving active treatment;
7. That involves multiple treatments for restorative surgery or for a condition that, if not treated, would likely result in incapacity of more than three days (such as chemotherapy for cancer, physical therapy for arthritis, or dialysis for kidney disease); or
8. That involves any period of disability due to pregnancy or childbirth or any period of absence for prenatal care.

Requirements

Request for family leave must be made in writing. If the need for the leave is known to you in advance, you must give thirty (30) days' advance notice. If the leave is not known in advance, you must give verbal notice within 24 hours of the beginning of the leave, followed by confirmation in writing within three workdays after you return to work. Medical certification may be required supporting the need for leave due to the serious health condition of an employee or immediate family member or the need to provide home care to a child. However, medical certification will not be required to substantiate your need to be absent to provide home care for a child unless you are absent for more than three workdays in a one year period.

Under some circumstances, employees may take leave intermittently, which means taking leave in blocks of time or by reducing their normal weekly or daily work schedule. If leave is for a birth or placement for adoption or foster care, use of intermittent leave is subject to CSS, Inc.'s approval. However, OFLA leave may be taken intermittently whenever medically necessary to care for a seriously ill family member or because the employee is seriously ill and unable to work.

Schedule of Benefits

OFLA leave is without payment of wages. Employees, however, are required to utilize available PTO.

Employees may apply for OFLA leave to cover absences due to serious on-the-job injuries and illnesses pending acceptance of their workers' compensation claims. Upon acceptance, any approved OFLA leave time used for the workplace injury will be restored to the employee's OFLA leave bank. Additionally, no further OFLA time will be deducted for absences related to the approved workers' compensation claim. On the other hand, if the workers' compensation claim is denied, all approved OFLA leave time taken will be deducted from the employee's OFLA leave bank.

Reinstatement

Employees who return to work after taking OFLA leave will be reinstated to their former positions in accordance with applicable law. If you cannot be reinstated to your former position because that position no longer exists, you will be reinstated to an available, equivalent position with equivalent employment benefits, pay and other terms and conditions of employment.

Employees on leave must keep the CSS, Inc. apprised of their anticipated date of return to work; changes in medical status, address, or telephone number; and any other reporting obligation directed by the company. CSS, Inc. will generally require a release to return to work from an employee's treating physician before an employee will be allowed to return to work.

Other Requirements

If you use OFLA leave, you may be required to provide the following:

- Second or third medical opinions (at the Agency's expense), periodic recertifications, and fitness-for-duty reports;
- Weekly reports during OFLA leave regarding the employee's status and intent to return to work;
- Fitness-for-duty certifications.

When leave is needed for planned medical treatment to care for an immediate family member or the employee's own illness, the employee must try to schedule treatment so as not to unduly disrupt CSS, Inc.'s operation.

When an employee gives notice of OFLA leave, CSS, Inc. shall give the employee specific information on what is required of the employee and what might occur in certain circumstances, such as if the employee fails to return to work after OFLA leave.

Family Leave Under Federal Law (FMLA)

Community Support Services, Inc. will comply with applicable federal laws regarding family leave for the following purposes: the birth or adoption of a child; the placement of a foster child; when absence is necessary due to an employee's serious health condition; or to enable an employee to care for an immediate family member with a serious health condition.

Please note that an employee may be entitled to more than one leave for the same absence. For information on these leave-of-absence policies, contact the HR Compliance Specialist. Federal law requires Community Support Services, Inc. to give you notice in the handbook of the following information:

Eligibility

To be eligible for FMLA benefits, an employee must have worked for a total of at least 12 months and have worked at least 1,250 hours over the previous 12 months.

An eligible employee is entitled to a total of 12 workweeks of unpaid leave during a 12-month leave year for one or more of the following reasons:

- For the birth or placement of a child for adoption or foster care;
- To care for an immediate family member (spouse, child, or parent) with a serious health condition;
- To take medical leave when the employee is unable to work because of a serious health condition; or
- For any qualifying exigency, as determined by the Secretary of Labor, arising out of the fact that the employee's immediate family member (spouse, child, or parent) who is a member of the Armed Forces (including the National Guard and Reserves) is on, or has been notified of an impending call to, "covered active duty."
 - "Covered active duty" for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.
 - "Covered active duty" for members of the reserve components of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation.

An eligible employee is entitled to a combined total of 26 workweeks of unpaid Military Caregiver Leave during a 12-month leave year to care for an immediate family member (spouse, child or parent), who is a covered service member of the Armed Forces, with a serious injury or illness. A covered service member includes regular components of the Armed Forces as well as National Guard and Reserves. It also includes veterans who were members of the Armed Forces any time during the period of five years proceeding the date on which the veteran undergoes medical treatment, recuperation, or therapy.

Spouses employed by the same company are jointly entitled to a combined total of:

- 12 workweeks of family leave for birth or placement of a child for adoption or foster care; to care for the employee's own serious health condition; to care for a parent (but not parent-in-law) who has a serious health

condition; and for any qualifying exigency. Leave for birth or placement of a child for adoption or foster care must conclude within 12 months of the birth or placement; or

- 26 workweeks of leave to care for a covered service member with a serious injury or illness plus any of the reasons listed above.

Under some circumstances, employees may take leave intermittently, which means taking leave in blocks of time or by reducing their normal weekly or daily work schedule. If the leave is for birth or placement of a child for adoption or foster care, use of intermittent leave is subject to the employer's approval. However, FMLA leave may be taken intermittently whenever medically necessary to care for a seriously ill family member or because the employee is seriously ill and unable to work.

CSS, Inc. will use the rolling-backward year as its 12-month leave year.

Schedule of Benefits

Employees are required to use accrued, unused PTO (Personal Time Off) when the absence is due to their own serious off-the-job health condition. After PTO benefits are exhausted, employees will take leave with no paid benefit.

Employees who are absent due to serious on-the-job health conditions are eligible for workers' compensation benefits, and absences will be counted against FMLA entitlement.

Definition of a Serious Health Condition

"Serious health condition" has a different meaning under the FMLA. It means an illness, injury, impairment, or physical or mental condition that involves one or more of the following:

1. Hospital Care
Inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity or subsequent treatment in connection with or consequent to such inpatient care.
2. Absence Plus Treatment
A period of incapacity of **more than three consecutive calendar days** (including any subsequent treatment or period of incapacity relating to the same condition) that also involves:
 - **Treatment two or more times** by a healthcare provider, by a nurse or physician's assistant under direct supervision of a healthcare provider, or by a provider of healthcare services (e.g., physical therapist) under orders of, or on referral by, a healthcare provider; or

- Treatment by a healthcare provider on **at least one occasion** that results in a **regimen of continuing treatment** under the supervision of the healthcare provider.
- 3. Pregnancy
Any period of incapacity due to pregnancy or for prenatal care.
- 4. Chronic Conditions Requiring Treatments
A chronic condition that:
 - Requires **periodic visits** for treatment by a healthcare provider, or by a nurse or physician's assistant under direct supervision of a healthcare provider;
 - Continues over an **extended period of time** (including recurring episodes of a single underlying condition); and
 - May cause **episodic** rather than a continued period of incapacity (e.g., asthma, diabetes, epilepsy).
- 5. Permanent/Long-term Conditions Requiring Supervision
A period of incapacity that is permanent or long-term due to a condition for which treatment may not be effective. The employee or family member must be **under the continuing supervision of, but need not be receiving active treatment by, a healthcare provider**. Examples include Alzheimer's, a severe stroke, or the terminal stages of a disease.
- 6. Multiple Treatments (Non chronic Conditions)
Any period of absence to receive **multiple treatments** (including any period of recovery there from) by a healthcare provider or by a provider of healthcare services under orders of, or on referral by, a healthcare provider, either for restorative surgery after an accident or other injury or for a condition that would likely result in a **period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment**, such as cancer (chemotherapy, radiation), severe arthritis (physical therapy), kidney disease (dialysis).
- 7. Covered Service Member
An injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.

"Incapacity" means the inability to work, attend school, or perform other regular daily activities due to the serious health condition, treatment there for, or recovery there from.

“Treatment” includes examination to determine if a serious health condition exists and evaluations of the condition. Treatment does not include routine physical examinations, eye examinations, or dental examinations.

A regimen of “continuing treatment” includes, for example, a course of prescription medication (e.g., an antibiotic) or therapy requiring special equipment to resolve or alleviate the health condition. A regimen of continuing treatment does not include the taking of over-the-counter medications (such as aspirin, antihistamines, or salves), bed rest, drinking fluids, exercise, and other similar activities that can be initiated without a visit to a healthcare provider.

Reinstatement

Upon return from FMLA leave, the employee will be restored to his/her original job or to a job with equivalent pay, benefits, and other employment terms and conditions. In addition, an employee’s use of FMLA leave will not result in the loss of any employment benefit that the employee earned or was entitled to **before** using FMLA leave.

Under specified and limited circumstances when restoration of employment will cause substantial and grievous economic injury to its operations, Community Support Services, Inc may deny reinstatement to certain highly paid employees who are among the highest 10 percent of employees within 75 miles of the worksite (per FMLA guidelines) after using FMLA leave during which health coverage was maintained. If Community Support Services, Inc refuses to reinstate such an employee, it will:

- Notify the employee of his/her status as a “key” employee in response to the employee’s notice of intent to take FMLA leave;
- Notify the employee as soon as Community Support Services, Inc decides it will deny job restoration and explain the reasons for this decision;
- Offer the employee a reasonable opportunity to shorten the leave and return to work from FMLA leave after giving this notice; and
- Make a final determination as to whether reinstatement will be denied at the end of the leave period if the employee then requests restoration.

Other Requirements

Employees seeking to use FMLA leave may be required to provide the following:

- Thirty (30) days’ advance notice of the need to take FMLA leave when the need is foreseeable;
- Medical verification of the need for FMLA leave due to a serious health condition affecting the employee or an immediate family member;

- Second or third medical opinions (at the employer's expense) and periodic recertifications and fitness-for-duty reports; and
- Weekly reports during FMLA leave regarding the employee's status and intent to return to work.

When FMLA leave is needed to care for an immediate family member or the employee's own illness and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt Community Support Services, Inc. operation.

When an employee gives notice of FMLA leave, Community Support Services, Inc. shall give the employee specific information on what is required of the employee and what might occur in certain circumstances, such as if the employee fails to return to work after FMLA leave.

Leave taken as a result of a workers' compensation injury when the injury results in a "serious health condition" will be counted as FMLA leave.

Employees on FMLA leave must keep Community Support Services, Inc. apprised of their anticipated date of return to work; changes in medical status, address, or telephone number; and any other reporting obligations directed by Community Support Services, Inc. All employees who are either fully or partially released to return to work must report to Community Support Services, Inc. upon receipt of the release, as outlined in the "Employee Leave" section of this handbook. Community Support Services, Inc. will generally require a release to return to work from an employee's treating physician before an employee will be allowed to return to work.

Other Protected Leave

Oregon Military Family Leave: Employees who have worked an average of 20 hours per week are eligible for up to 14 days of unpaid leave per deployment of an eligible spouse or domestic partner. If multiple deployments occur in the same OFLA leave year, the employee is entitled to use OMFLA leave until his or her OFLA leave entitlement is exhausted. Employees need not perform services solely in the state of Oregon to be eligible for OMFLA leave.

OMFLA leave is included in the total amount of leave authorized under the Oregon Family Leave Act (OFLA). Also, to the extent that an employee's need for OMFLA leave is also covered by the Qualifying Exigency entitlements of the Federal FMLA, the OMFLA leave time will run concurrently with the employee's FMLA leave entitlement.

Purpose of Military Family Leave

During a period of military conflict, an employee who is a spouse or domestic partner of a member of the Armed Forces of the United States, the National Guard or the military reserve forces of the United States who has been notified of an impending call or order to active duty or who has been deployed, is entitled to a total of 14 days of unpaid leave per deployment that may be taken:

- (a) After the military spouse or domestic partner has been notified of an impending call or order to active duty and before deployment; and/or
- (b) When the military spouse or domestic partner is on leave from deployment.

The 14 days of unpaid leave are individual days on which you are normally scheduled. OMFLA leave need not be taken in one, uninterrupted period, but may be taken intermittently. If you take intermittent OMFLA leave, only the actual number of hours of leave taken will be counted toward the hours of OMFLA leave to which you are entitled.

"Domestic partnership" means two individuals of the same sex who have received a Certificate of Registered Domestic Partnership from the State of Oregon in compliance with ORS 432.405(1) and rules adopted by the State Registrar of the Center for Health Statistics.

"Period of Military Conflict" means a period of war:

- (a) Declared by the United States Congress;
- (b) Declared by executive order of the President of the United States; or
- (c) In which a reserve component of the Armed Forces of the United States is ordered to active duty.

Requirements

Requests for military family leave must be made in writing. A photocopy of the service member's orders may be required to verify that the requested leave is for qualifying purposes. An eligible employee seeking OMFLA must provide notice of the intention to take leave:

- (a) Within five business days of receiving official notice of an impending call or order to active duty or of a leave from deployment; or
- (b) As soon as is practicable when official notice is provided fewer than five days before commencement of the leave

Benefits

A military family leave is without payment of wages. You are, however, entitled to use accrued PTO to supplement your pay during the period of Oregon Military Family Leave.

Eligibility for health insurance continuation shall be in accordance with applicable law.

Reinstatement

Upon return from OMFLA leave, you will be reinstated to your former position in accordance with the law. If you cannot be reinstated to your former position because that position no longer exists, you will be reinstated to an available, equivalent position. If an equivalent position is not available at your former job site, you may be restored to an equivalent position within 20 miles of that job site. Additionally, any benefits you were entitled to prior to starting OFMLA leave will be restored in full upon your return to work.

If you give unequivocal notice of intent not to return to work from OMFLA leave, you are entitled to complete your approved OMFLA leave, provided that your original need for OMFLA leave still exists. However, CSS, Inc. may not hold a position vacant for you or restore you to an equivalent position upon completion of your leave. Also, CSS, Inc. may not restore your benefits upon the completion of OMFLA leave, except as required by federal COBRA laws.

Bereavement Leave: Eligible employees may take up to two weeks of unpaid leave to deal with the death of a family member by:

- (a) Attending the family member's funeral or alternative to a funeral;
- (b) Making arrangements necessitated by the death of the family member;
- or
- (c) Grieving the death of the family member.

You are an eligible employee if you have been employed at least 180 days immediately preceding the date your bereavement leave would begin and you have worked an average of 25 hours per week during that time period.

Bereavement leave must be completed within 60 days of the date you receive notice of the family member's death. In the unfortunate event of multiple deaths within the same year, you may take up to two weeks of bereavement leave for each family member until your OFLA leave entitlement is exhausted.

For the purpose of Oregon bereavement leave, "family member" includes an employee's spouse; same-sex domestic partner; biological, adoptive, step-, or foster child or parent; parent-in-law; grandparents and grandchildren; and any person with whom the employee has an in loco parentis (i.e., in place of parents) relationship.

Requirements

Request for Oregon bereavement leave must be made in writing. If the need for the leave is known to you in advance, you must give 30 days' notice. If the leave is not known in advance, you must give verbal notice within 24 hours of the beginning of the leave, followed by confirmation in writing within three workdays after you return to work.

Eligible employee must notify the HR Compliance Specialist of the duration of their bereavement leave up, which will be up-to 2 weeks of paid leave (if PTO is requested) or unpaid.

Reinstatement

Employees on leave must keep CSS, Inc. apprised of their anticipated date of return to work, updated contact information, and any other reporting obligation directed by CSS, Inc.

Jury Duty: CSS, Inc. recognizes the occasional civic obligation of our employees to serve on juries. Employees may use PTO during the jury duty or may take Leave Without Pay (LWOP). When an employee receives a summons, he or she should complete a leave request and submit it to the employee's supervisor along with a copy of the summons.

If the jury duty is canceled, the employee is expected to report to his or her shift. If the employee is excused early from jury duty, the employee must call his or her supervisor to determine if they should report to their shift.

Disability Leave: Reasonable accommodations will be made for qualified individuals with disabilities, so long as the accommodation(s) do not create an undue hardship for CSS, Inc.

Military Leave: A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. Time off from work under an approved military leave of absence will not affect the employee's attendance record.

The leave will be unpaid. However, employees have the option to use any available PTO for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the HR Compliance Specialist for more information or questions about military leave.

Veterans Day: Employees who are Eligible Veterans may also take Veteran's day off (or another day in lieu of Veteran's Day) as an unpaid holiday, so long as they follow the appropriate notification procedures.

An Eligible Veteran is someone who:

- A. Served on active duty with the Armed Forces of the U.S.
 - a. For more than 178 consecutive days and was discharged or released under honorable conditions; or
 - b. For 178 consecutive days or less and was discharged or released from active duty under honorable conditions and has a disability rating from the U.S. Dept. of Veterans Affairs; or
 - c. For at least one day in a combat zone and was discharged or released from active duty under honorable conditions.
- B. Received a combat or campaign ribbon or an expeditionary medal for service in the Armed Forces of the U.S. and was discharged or released from active duty under honorable conditions; or
- C. Is receiving a nonservice-connected pension from the U.S. Dept. of Veterans Affairs.

Eligible Veterans must provide at least 21 calendar days' notice to CSS, Inc. of their intent to take Veteran's Day off. The notice must be accompanied by documents showing that the employee is an Eligible Veteran. If an Eligible Veteran does not provide notice in time, CSS, Inc. may deny his/her time off request.

CSS, Inc. will approve an Eligible Veteran's request unless doing so would cause an undue hardship. In that case, CSS, Inc. will allow the Eligible Veteran to choose another day off after Veteran's Day (but within the same year) as a replacement for Veteran's Day.

Leave for On-the-Job Injuries: CSS, Inc. provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers injuries and illnesses sustained in the course of employment that require medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides income protection benefits after a short waiting period or, if the employee is hospitalized, immediately.

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

Neither CSS, Inc. nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during your voluntary participation in off-duty recreational, social, or athletic activity sponsored by CSS, Inc.

If an employee is on leave due to an on-the job injury and then receives medical clearance to return to full or partial duty, the employee must supply a copy of the release and a fitness-for-duty certificate to the HR Compliance Specialist within seven (7) calendar days. Correspondence will be kept between the HR Compliance Specialist, the workers' compensation insurance company, and the employee, unless otherwise prohibited by law.

Crime Victim Leave

Employees who are the victim of a crime may be eligible for leave in order to assist in the prosecution and trial of the accused. This leave is unpaid leave, but employees may choose to use any available PTO.

In order to be eligible to take this leave, you must have worked for CSS, Inc. at least 25 hours per week for the 180 days immediately preceding the leave. You must provide reasonable notice of the intention to take leave to attend a court hearing, and provide a copy of any hearing notice prior to taking the leave.

Leave Due to Domestic Violence or Stalking: Employees who are victims of domestic violence, harassment, sexual assault or stalking ("DVHSAS"), or who are the parents or guardians of a minor child or dependent who is a victim of DVHSAS may be granted an unpaid leave of absence for the following reasons unless such leave creates an undue hardship:

- Seek legal or law enforcement assistance or remedies, including preparing for and participating in protective order proceedings or other civil or criminal legal proceedings related to domestic violence, sexual assault, or stalking;
- Seek medical treatment for or to recover from injuries caused by domestic violence, sexual assault, or stalking of the eligible employee or the employee's minor child or dependent;
- Obtain, or assist a minor child or dependent in obtaining, counseling from a licensed mental health professional related to an experience of domestic violence, sexual assault, or stalking;
- Obtain services from a victim services provider for the eligible employee or the employee's minor child or dependent;

- Relocate or take steps to secure an existing home to ensure the health and safety of the eligible employee or the employee's minor child or dependent.

DVHSAS leave is generally unpaid. However, employees may use their accrued Sick Time or PTO.

If feasible, eligible employees must provide reasonable advance notice of the need to take DVHSAS leave. CSS, Inc. may require the employee to provide certification that the employee meets the leave eligibility requirements. An employee may do so by providing documentation such as a police report, protective order, or letter from an attorney or health care professional. All such records are confidential and will not be released without the employee's express permission unless otherwise required by law.

SUBSTANCE ABUSE POLICY

For many years, CSS, Inc. has had a strong commitment to its employees to provide a safe work environment and promote high standards of employee health. Consistent with the spirit and intent of this commitment, CSS, Inc. has established this substance abuse policy regarding Drug, alcohol, and marijuana abuse.

Our goal is to establish and maintain a work environment that is free from the effects of alcohol, Drug, and marijuana abuse.

While CSS, Inc. has no desire to unreasonably interfere with the private lives of its employees, we expect our employees to report to work in a condition to perform their duties in a safe, effective, and efficient manner.

CSS, Inc. recognizes that employee off-the-job, as well as on-the-job, involvement with Drugs, alcohol, and marijuana can have an impact on the workplace and may present a substantial risk to the employee who is using alcohol, Drugs, and marijuana on the job and/or to the employee's co-workers. This substance abuse policy is effective for all employees.

Prohibited Conduct

The following conduct is prohibited by CSS, Inc. under the guidelines of this substance abuse policy:

1. Consuming, manufacturing, buying, selling, distributing, sharing, or possessing Drugs, alcohol, or marijuana on company property, regardless of whether you are on paid time. This prohibition extends to property owned, leased, or controlled by CSS, Inc., including parking lots. This prohibition also extends to company equipment and vehicles on or off our property.

You will be considered in possession of Drugs, alcohol, or recreational marijuana if these substances are found in your personal belongings or vehicles brought on company property, as well as when these substances are found on your person.

2. Reporting to work or returning to duty following breaks or meal periods with **any** Drugs or alcohol in your system, regardless of when or where the alcohol or Drugs were consumed. For marijuana or Prescribed Medications, reporting to work impaired, regardless of when the marijuana or Prescribed Medication was consumed.
3. Failing to promptly and fully disclose all felony convictions, plea bargains, and parole/probationary terms that involve buying, selling, transportation, manufacture, cultivation, possession, or consumption of any controlled substance, including alcohol and marijuana.

Disclosure must be made directly to your Program Manager. This disclosure requirement will apply to all convictions and plea bargains that occur after the effective date of this policy and all parole/probationary terms that are finalized after the effective date of this policy.

4. Failing to fully cooperate with any aspect of the Agency's enforcement of this substance abuse policy, including, but not limited to, inspections, professional evaluation for Drug, alcohol, and marijuana dependency, refusal to submit to required testing, providing diluted or altered samples, providing non-human samples, or failure to comply with rehabilitation conditions imposed by the Agency or rehabilitation counselors.

CSS, Inc. defines "Drugs" as all controlled substances and medications containing controlled substances that are illegally obtained or used in a manner inconsistent with prescription conditions. For purposes of this policy, the terms "Drug" or "Drugs" do not include marijuana.

The following policy applies to medication containing controlled substances that are legally obtained and used consistent with prescription conditions ("Prescribed Medications"). For purposes of this policy, the term "Prescribed Medication" does not include marijuana, even if an employee possesses a valid prescription for it:

The use of Prescribed Medications before reporting to work and during work hours is approved, provided there is no medically stated caution preventing the employee from performing his/her job safely and adequately (for example, operating mechanical equipment). If a prescribed medication affects job performance, an employee must inform his/her supervisor that he/she is taking medication prescribed by the employee's treating physician prior to beginning work. An employee is subject to this requirement each day he/she is taking the prescribed medication. **Employee misuse of prescription medication will be treated as the prohibited use of Drugs as outlined in this policy.**

Employees who engage in any prohibited conduct will be subject to discipline, including discharge.

Types of Testing

For purposes of this policy, the term "Failure to Pass" includes confirmation of any detectable presence of drugs or alcohol in the employee's or applicant's system; confirmation of a level of marijuana in the employee's system that evidences impairment or use of marijuana while on duty; providing an adulterated sample; providing a non-human sample; providing a diluted sample; providing a sample from someone other than the test subject; failing to cooperate with the testing staff; failing to provide a sample at the requested time; and refusing to submit to testing.

- **Pre-Employment Testing**

CSS, Inc. may invite applicants who have been offered conditional employment to consent to a pre-employment illegal drug screen. The applicant will be asked to authorize CSS, Inc. to conduct the illegal drug screen through CSS, Inc.'s designated physician or laboratory testing facility.

Failure to pass the pre-employment drug screen may lead to revocation of the offer or employment or immediate termination of employment if the employee has already started working.

- **Reasonable Suspicion Testing**

When reasonable grounds exist to believe an employee has reported to work impaired by alcohol, Drugs, or marijuana, CSS, Inc. will require that the employee submit to appropriate tests to detect the existence or level of impairment, if any, of such alcohol, prohibited Drugs, or marijuana in the employee's system.

Observation may be based on short-term indicators, such as blurry or bloodshot eyes, slurred speech, alcohol on the breath (body odor), and/or abnormal appearance or behavior.

Employees who are required to submit to reasonable suspicion testing are prohibited from transporting themselves to the collection site. A supervisor or management employee will provide transportation.

Failure to Pass a reasonable suspicion test may result in disciplinary action, up to and including termination of employment.

- **Post-Accident Testing**

Any employee who is involved in a job-related accident that results in death or bodily injury to anyone (other than an injury that requires only minor first-aid treatment), and/or that results in \$500 or more of property damage, will be required to immediately submit to post-accident testing for the detection of impairment due to Drugs, alcohol, or marijuana, unless CSS, Inc. concludes at the onset that there is no reasonable possibility that Drug, alcohol, or marijuana use by the employee was a contributing factor to the reporting injury.

For employees who are incapacitated, our first concern, of course, will be medical treatment. However, upon our request, all such employees will be required to authorize the release of medical records to reveal whether Drugs, alcohol, or marijuana were in their system.

Failure to Pass a post-accident test may result in disciplinary action, up to and including termination of employment.

Searches

When CSS, Inc. believes there is reasonable suspicion that an employee is in possession of Drugs, alcohol, or marijuana during work time or on company property, as described above, all personal items (such as packages, bags, lunchboxes) being carried on or removed from the company premises are subject to search. This right to search includes searches of personal vehicles parked in company parking lots and adjacent areas. Likewise, all company property, including, but not limited to, desks, equipment, vehicles, will remain the property of the Agency and will be subject to search at the Agency's discretion.

No employee or other person will be forcibly searched or detained. Efforts will be made to respect reasonable integrity and privacy.

All Drugs or Drug paraphernalia found in the possession of an employee or on the company premises will be released to a law enforcement agency.

Safeguards

CSS, Inc. recognizes the sensitivity of enforcement of this policy. CSS, Inc. will use qualified medical personnel and management personnel to administer this policy.

CSS, Inc. will use equipment, procedures, and facilities that have a high degree of accuracy and integrity in testing and analysis. Any employee who wishes to dispute a Failure to Pass result, including a positive test result, must notify the HR Employee Relations Specialist of his/her dispute after being informed of the test result.

Test results and other information concerning Drug, alcohol, and marijuana investigations will be treated confidentially and released only when there is a need to know.

Rehabilitation Assistance

Employees who have alcohol, Drug, and/or marijuana dependency problems, or feel they may have such problems, are encouraged to contact their supervisor or the HR Employee Relations Specialist. Although CSS, Inc. will support voluntary treatment efforts for employees with Drug, alcohol, and marijuana dependency problems who voluntarily seek assistance, it is up to each employee to pursue treatment **before** dependency problems result in unsatisfactory performance or attendance, safety violations, etc., and **before** the employee violates this substance abuse policy.

When an employee voluntarily reports a Drug, alcohol, or marijuana dependency problem and seeks assistance, that employee will be placed on a leave of absence or adjusted work hours to allow for inpatient or outpatient rehabilitation treatment. The employee must comply with all treatment and after-care recommended by the treatment program or a substance abuse professional. The employee will not be

permitted to work until such time as a competent medical authority, approved by the Agency, has certified that the employee has controlled the problem and is able to safely perform the job assignment.

The time an employee is off work undergoing rehabilitation is unpaid. However, employees may draw their unused, accumulated vacation pay and sick leave. In addition, employees who are receiving health insurance coverage may be eligible for insurance benefits as outlined in their plan.

Any employee who discloses that he/she has alcohol, Drug, and/or marijuana dependency problems **after** the employee has been notified that he/she must submit to Drug, alcohol, or marijuana testing and/or after dependency problems have resulted in unsatisfactory performance or attendance, safety violations, or violations of company rules or policies **is not** entitled to take advantage of the rehabilitation assistance program discussed above.

An employee undergoing a treatment program with the Agency's agreement in order to avoid discharge will be required, as a condition of continued employment, to agree in writing to:

- Comply with all treatment, rehabilitation, and after-care, as determined by a substance abuse professional or treatment program (CSS, Inc. will pay for the initial evaluation by the substance abuse professional); and
- The terms of a Rehabilitation and Return to Work Agreement, including follow-up testing, as may be required by CSS, Inc.

The employee's employment continues to be "at will." Entering into a Rehabilitation and Return to Work Agreement does not alter the at-will employment relationship. In addition, all costs of a treatment program are the sole responsibility of the employee.

VEHICLE POLICY

As an authorized driver of a company vehicle, you have been given certain privileges. You assume the duty of obeying all motor vehicle laws and driving in a safe manner and driving defensively to prevent injuries and property damage.

The purpose of this policy is to ensure the safety of those who drive company or personal vehicles. Vehicle accidents are costly to the company and potentially to the employee, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate all vehicles in a safe manner and to drive defensively to prevent injuries and property damage. As such, CSS, Inc. endorses all applicable state motor vehicle regulations relating to driver responsibility. CSS, Inc. expects each driver whether in a company car or in a personal car doing CSS, Inc. business, to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most crucial factor in driving safely.

Driving is an essential function of the majority of CSS, Inc. positions. Employment in a current shift may be contingent on maintaining an approved driving record.

CSS, Inc. will comply with the expectations laid out by the insurer of company vehicles. CSS, Inc. will ensure that transporting individuals will be done in a respectful, gentle, and safe manner.

Driver Qualifications:

1. Authorized employee of company
2. An "acceptable driver" means that an employee is able to drive company vehicles as well as his/her own personal vehicle for business purposes. An employee's status will be rated either acceptable or unacceptable by CSS, Inc.'s insurance company. Examples of automobile driver guidelines are listed at the end of the MVR section.
3. All employees who are in a potential driving position are required to maintain a valid Driver's License. This will be placed in the employee's file. CSS, Inc. will verify each employee's driving record prior to employment, yearly or whenever else is necessary. Driving onto CSS, Inc. property or engaging in CSS, Inc. business without a valid driver license and insurance is prohibited. CSS, Inc. reserves the right to investigate an employee's driving record and take whatever action necessary or appropriate based on the information gained.
4. In the event an employee receives a moving violation or is involved in an accident, whether on or off the clock, he/she is to report to HR immediately (no later than 24 hours). If a report is not made to HR at the appropriate time and the incidence is evidence on the employee's record

at the annual review date, the employee will be subject to disciplinary action up to and including discharge.

MVRs/Automobile Driver Guidelines:

Your personal driving record is a reflection of your overall driving habits and directly affects our insurance costs. Your personal driving is your responsibility and our concern. Motor Vehicle Records (MVRs) will be ordered periodically to assess driving records. An unfavorable record will result in the loss of company vehicle driving privileges or employment. A standard method of evaluation for all prospective and current drivers MVRs will be used. If an employee's driving record is at any time determined to be unacceptable, management will do its best to reassign the employee to another position until the employee's record once again reflects an acceptable status. If there is no available reassignment position, the employee's employment will be terminated.

As a means of verifying driver performance, MVRs will be obtained on drivers pursuant to the following schedule:

1. During the selection and placement process for new hires, including temporary placement.
2. Annually for existing drivers.
3. In conjunction with involvement in a serious preventable collision, multiple minor preventable collisions, or citation for moving violations while driving during the course of employment.
4. MVRs will be reviewed against the driver performance standards. **Drivers with unacceptable records will not be permitted to drive during the course of employment.**

CSS, Inc. will abide by all relevant Fair Credit Reporting Act rules with respect to obtaining driver MVR reports. Based on Accident/violation history, an employee's driving record becomes unacceptable if one or more of the following occurs:

- Three or more accidents (regardless of fault) in the last three years
- Any Type A violation in the past three years
- Any combination of accidents and Type B violations totaling four or more in the past three years

Designation of Type A and V Violations are based on a survey of stated point system. Violations receiving higher points are classified as Type A.

Type A

- Driving while intoxicated
- Driving under the influence of drugs
- Negligent homicide arising out of the use of a motor vehicle
- Operating during a period of suspension or revocation
- Using a motor vehicle for the commission of a felony
- Aggravated assault with a motor vehicle

- Operating a motor vehicle without the owner's consent (grand theft)
- Permitting an unlicensed person to drive
- Reckless driving
- Speed contest
- Hit and Run (Bodily injury or Property Damage)

Type B Violations

- All moving violations not listed as Type A violations

Driver Expectations:

1. Company vehicles are to be driven for company business. Personal use of company vehicles is prohibited. No unauthorized persons are allowed to ride in company vehicles.
2. The use of a company vehicle while under the influence of intoxicants and other drugs is forbidden and is sufficient cause for discipline, including dismissal (see violation description).
3. All passengers and drivers operating or riding in the company vehicle must wear seat belts at all times.
4. Report any mechanical difficulties or repair needs to the front desk receptionist.
5. Drivers are responsible for the security of the company vehicles being used by them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
6. Key fob will be picked up by all company drivers and used each time the vehicle is started.
7. Company drivers will ensure the vehicle safety check is completed and ensure the emergency phone is charged.

Personal use of company cars and use of personal vehicles:

Employees who drive company vehicles shall not, at any time, use company vehicles for personal reasons. This policy shall be strictly enforced with disciplinary action, up to and including termination.

When using personal vehicles for company business, the following applies:

1. Regular vehicle maintenance is required according to motor vehicle laws (tires, lights, turn signals, windshield wipers, mirror, etc.)
2. All motor vehicle laws must be followed
3. Personal business cannot be conducted on company time or using company mileage
4. Maintain all mileage documents as required
5. Comply with any vehicle safety checks
6. Maintain the legally required amount of insurance and keep proof of such insurance in the vehicle

7. In the event of an accident, the employee is responsible for his/her own auto insurance deductible. If an accident occurs during working hours, the employee must notify their supervisor immediately to investigate the accident. Employee will comply with all regulations and laws.

Safety Rules:

1. Inspect company vehicle prior to trip to ensure that is in safe operating condition.
2. Complete the mileage record and the safety pre-check and post-check using the designated form.
3. If a vehicle does not pass inspection, report the action that was taken by staff.
4. Vehicles must be in a safe operating condition.
5. Ensure emergency gear is in the vehicle, including:
 - First aid kit
 - Roadside emergency kit
 - Bloodborne kit
 - Natural disaster kit
 - Accident kit
 - Fire extinguisher
 - Flip phone
6. Pre-plan the activity, the time, and the safest route.
7. The radio must not be on unless there is a natural disaster or otherwise indicated by an individual's Individual Support Plan (ISP).
8. The driver and all passengers must wear their seat belts and seat belts must be secured before driving.
9. Back up safely with defensive driving.
10. Drivers must be physically and mentally able to drive safely. Fatigue, medications, and physical injuries can impact an employee's ability to safely operate a vehicle.
11. Drivers must conform to all traffic laws and make allowances for adverse weather and traffic conditions.
12. Speeding and aggressive behavior will not be tolerated.
13. The use of cell phones is prohibited while driving and employees must pull over safely to use their phone. Oregon's distracted driver law must be followed at all times, which prohibits driving while holding or using an electronic device, including when stopped at a stop sign or while in traffic. Employees must safely park before using their electronic devices. CSS, Inc. will provide a single touch GPS, as needed for new locations.
14. The emergency phone must be taken in the 24-hour homes (SL as instructed). The phone must remain on silent and used for emergencies only while in the community.
15. Hitchhikers and passengers other than company employees or individuals served are not permitted in company vehicles or personal vehicles when they're being used for business purposes.

16. Cargo should be secured and all doors locked when the vehicle is moving and when it is parked.
17. Follow all Behavior Support Plan (BSP) and ISP communication guidelines to ensure safety in the vehicle.
18. Eliminate any and all distraction. Use good judgment to determine if returning to the site is necessary due to distractions, traffic conditions, weather, or behavior.

Traffic Violations:

An employee is responsible for payment of any moving or non-moving traffic violations that occur while driving a company vehicle or a person vehicle while engaging in company business.

If you are in an accident: (company vehicle)

An accident kit will be kept in each company vehicle containing:

1. An accident report form
 2. DMV Report
 3. Pencil
 4. Camera phone to call and take photographs
- A. **Minor accidents** with no injury and limited (\$1,000.00 or less) or no damage: Contact the designated administrative cell for instructions and supervisor will complete accident investigation. In the event there is no property damage or injury, the DMV report does not need to be completed.

In an attempt to minimize the results of an accident, the driver must prevent further damages or injuries and obtain all pertinent information and report accurately.

- B. **Major Accidents** secure the vehicle by:
- ✓ If possible, move the care to a safe location
 - ✓ Turn on hazard warning lights
 - ✓ Set parking brake
 - ✓ Shut off engine
 - ✓ Extinguish any fires using the available fire extinguisher
 - ✓ Protect the accident scene, if necessary
 - ✓ Set out emergency warning deflectors
 - Aid passengers and injured persons:
 - ✓ Check for injuries, utilize CPR and first aid skills as needed
 - ✓ Evacuate vehicle if in danger of fire, collision, or submersion
 - ✓ Stay calm and support individual to be calm
 - Report Accident
 - ✓ Contact emergency medical services, police, fire, 9-1-1. Be courteous and truthful and obtain police badge number.

- ✓ Contact the designated program administrative cell (supervisor is to go out immediately.)
- Report/Record accident facts and information on the accident report form (if injury occurred). A CSS, Inc. accident report must be completed if there were any injuries.
 - ✓ Exchange driver's information listed on your certificate of insurance. At a minimum, write down: Driver's name, driver's license number and state, phone number, address, insurance company and policy number, license plate number.
 - ✓ Be prepared to provide the following additional information when you return to the office: Make, model and year of vehicle, damage to vehicle, injury to driver (if any), date, time, road and weather conditions, names and phone numbers of any passengers, injuries to any passengers, names and phone numbers of any witnesses, copies of any photographs.
 - ✓ When local police respond to the incident, request the investigating officer's name, badge number, phone number, and report form. If the local police will not file a report (because damage is minimal and there are no injuries), ask them to make a note in their records that you called in the accident.
 - ✓ Complete 3-page accident report form with diagram.
 - ✓ Take pictures of vehicle, accident scene, and injured parties. Reporting a claim will be done with instruction from the on-call supervisor on the program administrative cell.

Phone numbers to be aware of include:

- 9-1-1 – Contact local police immediately
 - (503) – Program Administrative Cell
- The on-call supervisor on program admin cell, front desk receptionist, HR Compliance, and COO must meet to assign tasks, assign a main contact, and determine next steps.

DO NOT DISCUSS ACCIDENT OR PROVIDE INFORMATION TO AN UNAUTHORIZED INDIVIDUAL, ADMIT GUILT OR FAULT TO ANYONE AT THE SCENE OF THE ACCIDENT, OR SIGN ANY STATEMENTS

An employee who has had an accident in a company vehicle must immediately be reevaluated in defensive driving skills. In the event an accident occurs during business hours, the manager will determine if testing is needed pursuant to the CSS, Inc. drug-testing policy.

Corrective Action for Minor Violations:

1. Receiving a non-moving violation (parking ticket). Supervisor will provide counseling to discuss record and improvement with employee. Fines are to be paid by the employee.

2. Most moving violations including, but not limited to, using a cell phone, texting, failure to stop at red light or stop sign, failure to yield right of way, and following too close: Employee will receive counseling and be reminded of responsibility to drive safely and in a courteous manner in accordance with defensive driving principles. Fines are to be paid by the employee.
3. Involved in one preventable accident without personal injury or damage in excess of \$1,000.00: Manager to discuss recorded improvement with employee in a formal written warning. If negligent, employee may be required to pay for the damage.
4. More than one occurrence noted above or failure to use seat belt: Defensive drivers program required. Driver to pay first \$50.00 of class.

MAJOR VIOLATIONS MAY RESULT IN IMMEDIATE TERMINATION

Major violations include, but are not limited to:

1. Reckless driving
2. Fleeing the scene of an accident
3. Driving under the influence
4. Any preventable accident resulting in personal injury
5. Any preventable accident resulting in property damage in excess of \$1,000.00

Emergency break downs

Drivers are required to make certain that the vehicle is equipped with required emergency gear. Drivers are to report any irregularities to limit the possibility of breakdown. CSS, Inc. will ensure proper maintenance of the vehicle regularly.

- All vehicles will be equipped with fully charged fire extinguisher, fuses, first aid kit, emergency hazard kit, emergency phone, natural disaster kit, and accident kit.
- Drivers must not start their work assignment if the emergency gear is not available.
- Drivers must complete the safety check of the vehicle by doing a complete walk around and look before marking each box.
- When a breakdown occurs:
 - ✓ Safely stop and secure the vehicle
 - ✓ No company vehicle (personal vehicle in the course of business) should be left unattended until the parking brake has been properly set and the driver is confident the vehicle is secure from moving. If a breakdown occurs while the vehicle is in motion, the driver should activate the emergency hazard warning signal flashers and park as far out of traffic as possible.
 - ✓ Safely initiate all warning devices within 10 minutes of the breakdown.
 - ✓ Notify the designated program administrative cell and give the exact location information of the vehicle and instructions will be provided.

- ✓ Leave the vehicle in the event it is unsafe to remain at the scene and an individual is at risk. If leaving the vehicle is necessary, ensure that the designated administrative cell phone is informed.

Rental procedures

Rental vehicles will only be rented with a company credit card. Any vehicle rental agreement for Community Support Services business must be made in CSS, Inc.'s name. Be certain to add "for CSS" after your signature on the rental agreement. The driver of the car will provide the driver license and be named as driver.

1. Rental vehicles may be procured to conduct CSS, Inc. business as authorized by the CEO or designee
2. CSS, Inc. automobile insurance carrier provides secondary liability coverage on rental vehicles used to conduct CSS, Inc. business
3. Employees are to ensure the following additional insurance on the rental agreement is obtained. See acceptance or denial below of coverage.
 - a. Option Damage Waiver – **Accept**
 - b. Optional Person accident insurance – **Deny**
 - c. Personal effects coverage – **Deny**
 - d. Supplemental liability – **Deny**
4. Rental inspection
 - a. Inspect the exterior and interior of the rental vehicle for damage prior to leaving the parking lot. Make certain a written notation is made on the rental agreement by the rental agent before signing.
 - b. Inspect the rental vehicle at the time of return to the rental company. Make certain a written notation indicating whether there is any additional damage is made by the rental agent on the agreement.

Safety Committee

Reviewing accidents and employer's overall driver safety record to determine if there should be changes in policy or procedure, or if other corrective action (such as training, equipment changes, etc.) should be implemented.

HR

1. Work with front desk and CEO to ensure all steps of accident and follow up is completed with all insurance companies.
2. Review vehicle accidents with Safety Committee.
3. Reviewing driver records of individual employees at hire and annually thereafter. Taking action when driving privileges should be suspended or revoked.
4. Reviewing all other issues that arise with respect to compliance with this policy.

5. Review driving on the GPS system report to COO and to Safety Committee as is appropriate. Create reports as requested.

ON THE JOB ACCIDENT AND INJURY REPORTING

Employee process following an accident or injury while on the job:

1. Promptly and accurately report any accident or injury that occurs at work immediately, no matter how minor it may seem. All employees have the right to report work-related injuries and illnesses. Employers are prohibited from discharging or in any manner discriminating against employees for reporting work-related injuries or illnesses.
2. Contact your supervisor. If your supervisor is not on shift or available, call the Admin cell phone so that an investigation may take place.
3. Complete the Injured Worker Packet.

If medical care is needed:

1. The Investigating Supervisor will ensure that the employee completes an 801 form in addition to the Accident/Injury report. You may also contact Human Resources.
2. The 801 form included in the Injured Worker Packet will be completed and turned into the HR Compliance Specialist immediately after being seen by a healthcare professional.
3. The employee is urged to read the *Guide for Workers recently hurt on the job*, which is included in the Injured Worker Packet, carefully.
4. The health care provider should provide a completed 827 form to the injured worker when being seen for treatment. This form needs to be turned in with the 801 form to the HR Compliance Specialist.

How an employee will obtain medical treatment:

1. An employee may obtain treatment from a health care professional of their choice. CSS, Inc. will not choose the health care provider.
2. Some providers have limits on the services they offer. The employee is responsible for inquiring about these limits.
3. The Employer's name and insurance information must be provided to the health care professional.

If the employee is not able to return to work right away:

1. The health care provider may approve time off of work. The insurance

company will notify the employee of his or her eligibility for benefits.

2. Community Support Services, Inc. may have light duty work available during recovery depending on the restrictions and limitations concerning the injury. The employee should tell his or her health care provider that light duty work may be available and cooperate with CSS, Inc.'s efforts to find suitable light duty work.

Employer: Community Support Services, Inc

WCD: 7856362

Insurer: Saif Corporation 1-800-285-8525
400 High Street SE Salem, Oregon 97312

Policy no: 485533

EXPOSURE TRAINING, EVALUATION AND FOLLOW UP

Training: Initial information regarding Blood borne pathogens and Hepatitis B vaccination will be provided prior to initial assignments to tasks where occupational exposure may occur.

Complete Blood borne training will be conducted within two weeks of the employee's hire date and will include the identified topics listed below concerning blood borne pathogens and other potentially infectious materials. Other related topics for training are First Aid, Universal Precautions, Chemical Hazards, Infectious Control, Food Handling, Confidentiality, and other topics referenced by OSHA standards.

All employees will receive annual refresher training for Blood borne pathogens including the following:

1. The OSHA standard for Blood borne pathogens
2. Epidemiology and symptoms of Blood borne diseases
3. Modes of transmission of Blood borne pathogens
4. Exposure control plan
5. Procedures that will be used at each site to control exposure to blood or other potentially infectious materials
6. Control methods which will be used at the facility to control exposure to blood or other potentially infectious materials.
7. Personal Protective Equipment
8. Who should be contacted in the event of an exposure?
9. Post exposure evaluation and follow up
10. Signs and labels used at each site.
11. Hepatitis B vaccination

Post exposure evaluation and follow up: In the event there is a Blood borne exposure the following is to occur:

1. The CSS, Inc. employee who is exposed to the blood borne pathogen must immediately notify his or her supervisor. If the supervisor is not on shift or unavailable the employee must phone the Administrative Cell.
2. An Accident/Injury report will be completed as well as a Blood borne Exposure report.
3. An 801 is to be issued by the Investigating Supervisor or the HR Compliance Specialist. If there is an injury, or there is mucosa exposure, or exposure of verified cuts, abrasions or dermatitis on the skin that has been exposed to blood, it must be listed on the 801 form.

4. The HR Compliance Specialist and or the Director is to be notified of any exposure to ensure proper follow up.

Evaluation: All employees who incur an exposure incident will be offered a post-exposure evaluation at the hospital, treatment and follow up in accordance with OSHA standards including Hepatitis B immune globulin immunization and HIV testing if recommended by the health care professional. If an employee does not wish to have the evaluation they will be asked to sign a declination form.

Follow up:

1. Documentation of the routes of exposure and the circumstances related to the incident.
2. If possible, the identification of the source individual and status of the source individual. The blood of the source individual will only be tested after written consent is obtained for HIV, HCV and HBV.
3. Results of the source individual will be made available to the exposed employee. The exposed employee will be informed about applying laws and regulations' concerning disclosure of the source individual's identity and status. Written informed consent must be obtained.

Laws regarding confidentiality of information will be followed in regard to revealing the source of contamination. Employees will be trained.

1. The employee will be advised to report and seek medical evaluation for any acute fever related illness that occurs within 12 weeks after the exposure incident. Such illnesses, particularly one characterized by fever, rash or swollen glands or nodes may be indicative of recent HIV exposure.
2. If the test results are negative the employee should be tested 6 weeks, 12 weeks and at 6 months to determine whether transmission has occurred.
3. During this follow up period, especially the first 6-12 weeks after exposure, when most infected persons show evidence of antibodies to the HIV virus, employers should follow U.S. Public Health Services recommendations for preventing transmission of HIV.
4. No further follow up of an employee exposed to infection as described above is necessary if the source individual also test negative to HIV antibodies, unless the source person is at high risk to HIV infection. In the latter case, a subsequent specimen (e.g., 12 weeks following exposure) may be obtained from the employee for antibody testing.

The employee will be given appropriate counseling concerning precautions to take during the period after the exposure incident. The employee will also be given information on what potential illnesses to be alert for and to report any related experiences to appropriate Personnel including the HR Compliance Specialist or CSS, Inc.'s Director.

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COMMUNITY SUPPORT SERVICES INC.

ACKNOWLEDGMENT OF RECEIPT OF PERSONNEL HANDBOOK

I acknowledge that I have received a copy of the Personnel Handbook of Community Support Services Inc. (CSS, Inc.), which is effective February 1, 2018, and that I have been given adequate opportunity to read it. I further acknowledge that I have been given an opportunity to ask questions about any terms or conditions that I do not understand and I acknowledge that CSS Inc. has responded to my questions. If I have any questions about CSS Inc.'s policies and procedures in the future, I understand that I should consult the HR Employee Relations Specialist.

I understand that CSS, Inc. reserves all rights necessary to the efficient and orderly management of its business. The Handbook is intended to be a guideline to its practices, *not* a contract. It may become necessary for CSS, Inc. to change this Handbook and its policies from time to time as it deems necessary for the management of its business. I acknowledge that I have read, understand, and will comply with CSS, Inc.'s job-site safety policies as currently listed and as may be subsequently modified.

I recognize my employment is at-will and may be terminated with or without notice, at any time, for any reason not prohibited by law, at the discretion of either CSS, Inc. or myself.

I also understand that no manager, supervisor, or employee of CSS, Inc. has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the CEO has the authority to make any such agreement and then only in writing. Therefore, any past or future promises contrary to or in any way different from this handbook, including my right and the right of CSS, Inc. to terminate our relationship at our individual discretion, is not valid unless it is in writing and signed and dated by the CEO.

Employee Signature

Date

Employee Name (Please Print)