



Personnel Policy Handbook

Approved by the Board of Directors: February 08, 2017

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MISSION STATEMENT

Easter Seals provides exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities.

EASTER SEALS VALUES

These values are the foundation of Easter Seals and will guide our actions:

COMMITMENT

We believe that charitable services are at the core of our mission. Our staff and volunteers have a long-standing commitment to serve those for whom no other resources exist.

INTEGRITY

We provide our services ethically, and with commitment to integrity. We expect people to hold a high moral standard. When faced with an ethical dilemma, we do what is right, regardless of the consequences.

RESPECT

We respect each other. We value the uniqueness and dignity of each individual, and appreciate the strength of diversity and inclusion.

SHARED PURPOSE

We share a sense of purpose. We have an enthusiastic sense of mission. We believe that to better meet our mission, we must work as a unified nationwide organization.

EXCELLENCE

We value excellence. We value people who get involved and show a sense of urgency. We believe it takes excellent, confident and accountable people to create innovative solutions that are valued by the people we serve.

CUSTOMER-FOCUSED

We are customer-focused. We believe that the people who use our services, and their satisfaction, are our main reasons for being, and we put their needs at the top of all our priorities.

INDEPENDENCE

We foster independence. We believe in greater independence for all people with disabilities. We strive for and continually seek to create solutions that enhance independence for children and adults with disabilities or other special needs.

Welcome

Congratulations! You have made an important decision by joining Easter Seals. We are one of the oldest and largest voluntary health agencies in the states that we do business in and the entire United States. Not only have you joined hundreds of local staff, consultants and volunteers, but you are now part of a national network that employs thousands of people and serves over one million people annually.

As you become more familiar with our organization, I am sure you will be impressed, as I continue to be, with all of the good that occurs within our services. We constantly receive high marks from our accrediting bodies, excellent results from quality assurance teams, enthusiastic support from our donors and more importantly, praise from the people we serve. The latter is due entirely to the dedication and commitment of each of our staff.

You do make a difference! Everyone we have on staff at Easter Seals is an important, contributing member of a team whose main purpose is to enhance the lives of people with disabilities and their families.

As you walk through the halls of our facilities, or visit our many community sites, let yourself experience the achievements of the people we serve, the efforts of our staff and the determination of our volunteers. I am sure that if you do, you will be constantly rededicated to our collective mission and reinforced in the decision you made to join our staff.

You work for a great organization with outstanding human resources. Your performance and commitment will add to our successful outcomes, and you have an opportunity for a very satisfying career.

Larry J. Gammon
President & CEO

Introduction

Easter Seals New Hampshire, Easter Seals Vermont, Easter Seals Maine, Easter Seals Rhode Island, Farnum Center and Webster Place are affiliates of Easter Seals Inc. in Chicago, Illinois. Our membership agreement entitles us to serve people in New Hampshire, Vermont, Maine, and in Rhode Island. As part of the agreements, we are given exclusive rights to fundraise in those states.

We are governed by local, volunteer Boards of Directors, and with the exception of a few National mandates, are relatively independent.

We make our own employment decisions, develop and manage our own program plans, budgets and human resources.

On the other hand, we are eligible for, and receive, outstanding public relations material, program consultation, marketing information and planning data from our National office. We also participate in the Easter Seals National Annual Campaign and mail campaigns for fundraising purposes, as well as events like the Walk for Easter Seals.

Locally, we are the most comprehensive human service agency in our service areas, with offices throughout New Hampshire, Vermont, Maine, and Rhode Island. As a result, we are one of the largest Easter Seals in the United States, and provide the most diverse services of any similar agency.

Disclaimer

The information outlined in this Personnel Handbook is specific in nature to Easter Seals New Hampshire, Vermont, Maine, Rhode Island **and** to Farnum Center and Webster Place, hereinafter called "Agency" and serves as a reference guidebook to outline the Agency's policies, procedures and benefits. Its content is subject to change at any time at the discretion of the Agency. It is the Agency's intent that the policies contained in this handbook comply with all federal, state and local requirements when enacted, and that, from time to time, new policies may be in force prior to a formal amendment of this handbook.

The Easter Seals Personnel Policy Handbook is not intended to create, nor should it be construed to constitute, any type of employment contract, promise or guarantee between the Agency and its employees. This manual is also not intended to provide any assurance of continued employment. Rather, it is simply intended to describe the Agency and its present policies and procedures. These policies may be changed from time to time, with or without notice, as the Agency deems appropriate.

All employees are “at-will” and may voluntarily leave employment or may be terminated by the Agency at any time and for any lawful reason without notice. Any oral or written statements or promises to the contrary are expressly disavowed and should not be relied upon by any prospective or present employee.

Management Functions

The Agency retains the right to exercise customary management functions. These include the right to dismiss, assign, supervise and discipline employees; to establish and modify compensation and benefits for all employees; to determine and change starting and closing times and weekly schedules; to transfer employees within departments or into other departments; to determine and change work force size and qualifications; to establish, change or abolish its policies, practices, procedures, rules and regulations; to determine and change methods by which its operations are to be carried out; to assign duties to employees according to the needs and requirements determined by the Agency; to establish the essential functions of each position and to carry out all ordinary administrative functions.

Nondiscrimination/Equal Employment Opportunity

Easter Seals is an equal opportunity employer. It is the policy of Easter Seals not to discriminate against applicants and employees on the basis of race, color, religion, gender (including pregnancy, childbirth and related conditions), sexual orientation, citizenship status, creed, marital status, age, disability, ancestry, genetic information, gender identity or expression, military or veteran status, domestic violence victim status, national origin, or any other characteristic protected by law. This policy shall apply to employment decisions and actions regarding:

- Hiring, placement, upgrading, transfer, promotion or demotion, advertising, recruitment, or solicitation for employment;
- Responses to workplace complaints;
- Rates of pay or other forms of compensation and benefits during employment;
- Selection for training;
- Responses to requests for leave;
- Responses to requests for reasonable accommodations;
- Layoff, recall or termination.

Responsibility for compliance and continued implementation of these policies on equal opportunity employment will be carried out by the Chief Human Resources Officer. For further information please refer to the Open Door Policy, found in section 3-8.

The decision to join, or not to join, or be a member of, or not be a member of, a labor organization is that of the employee; and Easter Seals will not consider that decision as a condition of securing or continuing employment.

Employees may always exercise individual choice with respect to partisan political activity and no employee, at any level will use his/her Easter Seals authority or position for the purpose of interfering with, or influencing, the result of a nomination for, or election to, an office.

ACKNOWLEDGMENT / RECEIPT

I have received a copy of the Easter Seals 2017 Personnel Policy Handbook and have either read it or have had it read to me carefully. I understand all of its rules, policies, terms and conditions and agree to abide by them. I realize that failure to do so may result in disciplinary action or termination. I understand and agree that my employment may be terminated at-will, so that both Easter Seals and I remain free to choose to end our work relationship at any time. I also understand that Easter Seals remains free to change, revise, or eliminate any or all of the employment benefits provided in the Handbook at any time. I understand that nothing in this collection of personnel policies in any way creates an express or implied contract of employment between Easter Seals and me. I also understand that this collection of personnel policies is only intended to provide a better and more understandable working atmosphere so long as the employee/employer relationship exists.

_____ Date

_____ Employee's Signature

_____ Employee's Printed Name

_____ Date

_____ Employer's Representative's Signature

EASTER SEALS

POLICY: Physical Examinations
SECTION: 2-1
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The hiring of all employees is contingent upon satisfactory completion of a Medical Health Questionnaire Form. The Medical Health Questionnaire form will be completed as part of the post-offer/pre-employment process. This form will be reviewed by one of the Agency's nurses. If necessary, the employee may be required to complete a physical examination. The physical exam would be conducted at no cost to the employee at an organization/clinic with which the Agency contracts.

Employees, at their option and expense, may elect to have their personal physicians conduct the exams. Physicals completed by outside physicians must be recorded on the standard Agency form and include a determination by the physician that the employee is capable of performing the essential job functions based on the physical requirements established for that position.

When transferring to a new position within the Agency, the employee will be assessed based on the physical requirements for the new position. This may require a physical examination.

Because of the nature of the Agency business, some employees may be required to have a physical examination at the time of hire and regular, subsequent physical examinations if required by the licensing agencies. The extent of the examination will be in accordance with the requirements of the licensing agency.

In addition to the physical exam requirements, Special Transit Services ("STS") driving personnel are subject to pre-employment and ongoing Drug and Alcohol testing according to the standards set by Department of Transportation. Refer to the STS Drug and Alcohol Policy for complete details.

When required by program licensing agencies, employees will either be required to show results of a TB screening prior to the start of employment or have the TB screening as part of the new hire process. Subsequent TB screenings will be conducted in accordance with program licensing requirements. The TB screening will be conducted by the Agency, or an outside organization/clinic contracted by the Agency at no cost to the employee.

For the benefit and protection of its staff, the Agency will offer the Hepatitis B vaccination series to Program Staff at no cost to the employee (refer to the Agency Safety Manual for further details).

EASTER SEALS

POLICY: Motor Vehicle and Auto Insurance Policy
SECTION: 2-2 to 2-5
PAGE: ONE OF FOUR
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
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The prime objective of this policy is to maintain safe and qualified drivers in the provision of Agency services. All staff are expected to follow applicable state or federal laws or regulations regarding the use of cell phones or Personal Digital Assistant (PDA's) at all times, including any laws requiring the use of hands-free technology. The use of cell phones, PDA's or hands-free devices while transporting clients is strictly prohibited.

Staff may not use a hand-held cell phone while operating a vehicle on Agency business— whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages, and text messages. If the need to use a cell phone arises, staff must pull over to the side of the road or another safe location.

All staff that regularly transports Agency clientele is subject to:

- A satisfactory State Motor Vehicle records check from their state of residence, and
- Auto insurance policy requirements as specified below.

A. *Pre-employment Insurance Requirements*

Documentation of current auto insurance coverage, at the established limits, is a pre-employment requirement for positions which include driving responsibilities.

Such staff are hired with the understanding that proof of auto insurance is a condition of their employment or offer of employment, and as such, must provide proof of auto insurance, at the established limits, prior to beginning work. Failure to provide the required insurance documentation may result in termination of employment.

B. *Minimum Insurance Limits*

\$100,000/\$300,000 liability coverage
\$50,000 property damage coverage
\$5,000 medical payments

Additionally, for staff that are required to regularly drive their personal vehicles for Agency business but do not routinely transport clients, the Agency requires proof of insurance. While insurance coverage at the Agency-established limits specified above is not required for these staff positions, it is recommended. These staff are hired with the understanding that proof of their insurance is a condition of employment and is expected to be furnished to the Human Resources office prior to their beginning work.

C. *On-going Requirements*

The Human Resources office must receive proof of continued insurance coverage within two weeks of the insurance policy expiration.

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POLICY: Motor Vehicle and Auto Insurance Policy
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It is the responsibility of each member of the staff who has driving responsibilities to notify his/her supervisor immediately if his/her insurance coverage is terminated, suspended or lapsed for any reason. Failure on the part of the staff to notify the supervisor will result in disciplinary action up to and including termination.

Failure to comply with this employment documentation requirement can result in unpaid suspension and/or termination of employment. Moreover, a lapse in coverage may result in immediate termination of employment.

Motor Vehicle Records Requirement

Proof of current, valid driver's license and a satisfactory Motor Vehicle Records check is a pre-employment requirement for all staff that regularly transport Agency clientele, for staff who are required to regularly drive their personal vehicle for Agency business, but do not routinely transport clients, and all STS staff.

A. License

For staff relocating to NH, VT, & RI, proof of a current license from the State from which the employee has moved will be acceptable documentation. However, the Agency requires those employees to provide proof of a driver's license from the state in which they reside within 60 days of the employee's relocation to that State.

B. Motor Vehicle Records

All staff listed above is hired with the understanding that a satisfactory Motor Vehicle records check from their State of residence for the past three years is a condition of their employment. Offers of employment for the positions listed are made subject to the employee's providing a satisfactory Motor Vehicle Record prior to beginning work. Moreover, the continued employment of staff holding these positions is subject to a satisfactory Motor Vehicle Records check at least annually.

A satisfactory Motor Vehicle Record shall meet the following criteria:

- No more than one (1) moving violation conviction (includes distracted driving), excluding driving under the influence of alcohol or controlled substance, within the twelve months immediately preceding the inquiry/application.
- No more than two (2) moving violation convictions (includes distracted driving), excluding driving under the influence of alcohol or controlled substance, within twenty-four months immediacy preceding the inquiry/application.

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POLICY: Motor Vehicle and Auto Insurance Policy
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- No conviction within the preceding 7 years of operating a motor vehicle under the influence of alcohol or controlled drugs, leaving the scene of a motor vehicle accident, reckless operation of a motor vehicle, or operating to endanger.
- In addition to the above guidelines, the Agency's insurance company will have the final authority to decide whether the applicant's/employee's motor vehicle record is satisfactory.

An unsatisfactory Motor Vehicle records check for staff holding these positions will result in disciplinary action which may include suspension and/or termination of employment or employment offer.

C. On-going Requirements

The Agency will obtain an updated Motor Vehicle Record on each employee (as applicable) on an annual basis, at minimum. Employees must maintain a satisfactory driving record as described above. Violations in excess of the frequency established will be grounds for disciplinary action up to and including termination.

Employees are required to notify their immediate supervisor of any violation or conviction of a driving offense, whether or not such incidents occur during business hours. Failure to report such violations can be considered grounds for disciplinary action up to and including termination.

The following may also result in the immediate termination of employment:

- The arrest, conviction or indictment for leaving the scene of a motor vehicle accident, reckless operation of a motor vehicle, or operating to endanger.
- Involvement in a motor vehicle accident that has a direct bearing on the driver's ability to operate a motor vehicle.
- A violation or conviction that a driver was under the influence of alcohol, prescription drugs or controlled substances.

The following offense and discipline schedules shall apply to events surrounding the operation of an Agency vehicle on or off Agency business or of a personal vehicle while transporting clients. The Agency will apply particular scrutiny to those situations described herein when a vehicle is involved while transporting Agency clients.

- Two preventable (according to National Safety Council driving standards and confirmed by the accident review committee) property damage accidents in a 12 month period will result in disciplinary action up to and including termination
- Two preventable bodily injury accidents in 12 months will result in disciplinary action, up to and including termination.

EASTER SEALS

POLICY: Motor Vehicle and Auto Insurance Policy
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- Arrest, conviction or indictment for operating a motor vehicle under the influence of alcohol or controlled drugs.
- Any conviction while driving an Agency vehicle on or off Agency business or personal vehicle on Agency business, under the influence of alcohol or controlled substance such as identified in New Hampshire RSA 265 or other applicable statutes shall result in immediate termination.
- Conviction for speeding violation, first offense in 12 months, at a speed of:
 - Less than 20 MPH greater than the posted limit will result in no less than a written warning.
 - 20-25 MPH greater than the posted limit, will result in disciplinary action, up to and including immediate termination, but not less than a 2 day unpaid suspension.
 - Greater than 25 MPH greater than the posted limit, will result in a disciplinary action, up to and including termination, but not less than a 5 day unpaid suspension.

Defensive driving training will be offered on a regular basis at the Agency's cost and is mandatory for all employees with driving responsibilities.

For all STS Drivers: disqualification of driving privileges will result from arrest, conviction or indictment involving the conviction of a crime where the employee used a motor vehicle to commit the crime. Other disqualifying factors include all items previously listed in this policy and the following factors, but not limited to:

- Arrest, conviction or indictment for deviant behavior such as rape, deviant sexual relations or sexual assault.
- Arrest, conviction or indictment involving the manufacture, illegal transportation, possession, sale or use of controlled drugs.
- If financial security is required and is not on file with the Agency.
- Inability to obtain state of New Hampshire school bus roster certification.

An STS employee must have the proper driver's license to operate an Agency vehicle and, when appropriate, conform to the commercial driver's licensing (CDL) program. All other licenses with respect to job activity, such as a school bus permit and EMS license, shall be maintained in good standing when necessary.

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POLICY: Criminal Record Background Check
SECTION: 2-6 to 2-7
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REVISED DATE: MARCH 31, 2014
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All direct program staff are subject, as a condition of employment, to a *Criminal Records Background Check*. This Criminal Records Background Check shall include any state where the employee has lived or worked for the past three years. Additional background checks will be conducted as required by program licensing agencies and according to the procedures under relevant state law.

A. *Pre-employment Requirements*

Criminal Records Background Check is a pre-employment requirement for all direct care positions. In addition to direct care positions, all staff including but not limited to STS staff, school related staff, Finance, Human Resources, Development, Facilities and IT staff may be subject to Criminal Records Background Checks.

All staff employed in these positions is hired with the understanding that a satisfactory Criminal Records Background Check is a condition of their offer of employment. Offers of employment are made with the understanding that a satisfactory Criminal Records Background Check must be received prior to beginning work.

All covered employees are expected to cooperate with this process. That cooperation includes, but is not limited to: a complete and accurate application for employment; authorization to conduct the Criminal Records Background Check; responding in a complete, accurate and honest manner to questions from Agency representatives regarding information disclosed in the application for employment and the Criminal Records Background Check report(s). Failure to cooperate will be grounds for the termination of employment or withdrawal of an offer of employment with the Agency.

Because of the timing associated with obtaining a Criminal Records Background Check from some states, the Agency reserves the right to make an exception when circumstances may otherwise delay an employee's employment. Should an exception be made, in all cases it is expected that an official Background report be provided within a specified time. The Agency also reserves the right to suspend the employee's employment or offer of employment until a satisfactory report is received, and to terminate employment if a satisfactory report is not received. In such cases, suspension of employment will be at an unpaid status. Any misrepresentation of an employee's criminal history may be grounds for immediate termination of employment.

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POLICY: Criminal Record Background Check
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B. On -going Requirement

The Agency reserves the right to obtain, at any time, a Criminal Records Background Check for any employee. When the employee's consent or authorization is required to obtain such a report, this consent will be a condition of continued employment with the Agency.

Criminal Records Background Check reports will be retained in the employee's personnel file and/or in a separate confidential file, as required by law. Access to these files is restricted to the employer and duly authorized representatives of the Agency who have a need to know the information contained therein. All reports showing any conviction will be taken under advisement by an Internal Committee represented by the Program Vice President, Chief Human Resources Officer and the President or designee. This Committee has the authority to make the final determination on the report. If criminal record reports are obtained from a third party reporting agency, the employee or applicant will be given an opportunity to explain entries in the report before an adverse decision is made and will receive information on how to correct any inaccurate information. Information obtained through this process may result in the termination of employment if recommended by the Agency Internal Review Committee.

Employees are required to notify their immediate Supervisors of any arrest, citation or conviction occurring after the commencement of their employment with the Agency. The determination of whether any such arrest, citation or conviction has any bearing upon the employee's employment with the Agency is in the sole discretion of the Agency. Failure to report such violations may be considered grounds for disciplinary action up to, and including, termination.

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POLICY: Health Certification
SECTION: 2-8
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The Agency may require, at any time if there is a reasonable basis to believe that an employee cannot perform the essential functions of the job or that an employee poses a direct threat to him/herself or to others, that an employee furnish the Program Vice President and/or Chief Human Resources Officer or designee with a statement from a physician or other qualified professional attesting to the employee's physical and/or mental capacity for continued employment in the employee's current position. Pending review of the physician's or other qualified professional's statement, the Program Vice President may place an employee on leave. The employee may be terminated if the information confirms that the employee has a qualifying physical or mental disability and the employee, with or without reasonable accommodation, is unable to perform the essential functions of the job.

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POLICY: Professional Certification
SECTION: 2-9
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All professional staff must meet and maintain state, federal and Agency certification and licensing requirements associated with the duties of the staff appointment. A current copy must be provided to the Human Resources Department, where it will be maintained in the individual's personnel file.

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POLICY: Staff Acting as Professional Consultants
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The Agency recognizes that on occasion staff may have the opportunity to provide training and/or consulting services to outside institutions, agencies or groups. Staff should obtain prior written approval from their program Vice President or designee prior to providing such services.

Consultants and Consultant fees:

1. If staff represent the Agency to outside institutions, agencies, or groups and conduct activities on Agency time, the Agency will receive the full fee paid for such activities.
2. If a staff member represents his/her profession and not the Agency on personal time, he/she will receive the full fee for consultant services. The staff member must be clear that the services are not provided in association with the Agency. Therefore, it would be inappropriate to use Agency materials, documents or name while providing these services. Staff will not be covered under the Agency's liability insurance or workers' compensation policy while providing such services.

When consulting work by staff in any of these areas is to be conducted on a regular basis, such work must receive the prior approval of the President.

Staff may not treat or service any patient/client of the Agency privately or in any way divert work the Agency is prepared to perform without specific and prior approval by the Senior Vice President. To do so may be considered a serious breach of ethics and subject the employee to immediate dismissal.

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POLICY: Keys
SECTION: 2-11
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REVISED DATE: MARCH 31, 2014
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Employee requests for keys (and/or key cards) and access to a building, or certain offices within the facilities, shall be submitted in writing to the Director responsible for building maintenance and security. Keys may be issued to employees when authorized by the President or designee where access is necessary and appropriate. Facility keys are loaned to staff with the agreement that they will not be reproduced without approval from facility management personnel or appropriate department head. A temporary key must be returned according to the conditions of the loan and a key loaned on a longer term basis must be returned when an employee terminates employment with the Agency. Keys must be surrendered either to the exiting employee's manager or to Human Resources staff during the Exit Interview.

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POLICY: Care of the Facility
SECTION: 2-12
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The care and protection of furniture, fixtures and equipment is very important. Employees can help by making sure that the specific work area to which the employee is assigned is kept as neat and orderly as possible. Employees are urged to take pride in their work environment, decorating and arranging areas in a professional and customer focused manner.

Companion employees should work with the individuals served to create a home environment that is warm, safe and comfortable.

EASTER SEALS

POLICY: Privacy Policy
SECTION: 2-13
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The Agency respects an individual's need to maintain a certain level of privacy in the workplace. However, employees must understand that all desks, work stations, file cabinets and other property provided for employees are the property of Easter Seals. The Agency reserves the right to search any desk, work station or other property provided for employees at any time at its discretion, with or without advance notice.

The computer network, including all data and files and applications, and the telephone network, including the voice mail system are the property of the Agency. All material and information created, transmitted, received or stored on the system are the property of the Agency and may be searched by authorized personnel. Users should not expect privacy with respect to the material and information stored on the system.

Also, the Agency reserves the right to confiscate cellular phones issued by the Agency at any time at its discretion, with or without notice. Staff using Agency issued cell phones should have no expectation of privacy, including with regard to information stored on the phone or internet usage or call history.

Exception:

Companion Staff:

Easter Seals reserves the right to make periodic scheduled and unscheduled visits to the home for the purpose of monitoring quality and compliance and will make recommendations to enhance the quality of life of the individual served. This includes, but is not limited to: safety, hygiene and overall personal welfare of the individual served.

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POLICY: Closings
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Easter Seals recognizes the fact that inclement weather and other emergencies can affect our ability to open and/or stay open for business and staff's ability to get to work. Although the safety of our staff is paramount in any emergency, it is important to understand that some of our services will need to continue operations, and therefore staff will be expected to report to work. No policy can cover every potential emergency situation, so this policy covers the most common. Fortunately, emergencies and inclement weather days are infrequent, but these are the guidelines for when they occur.

24/7 Programs (Residential, Substance Abuse, etc.):

Essential staff (direct support staff, supervisory staff, clinical staff, etc.) is needed to ensure the safety and well-being of individuals being served. Therefore, every effort must be made to report to work during inclement weather events. Staff persons who are already at work when inclement weather arrives must be prepared to stay on shift until they are relieved by incoming staff. Staff should be prepared (change of clothes, toiletries) to stay at work for extended periods of time when necessary.

Program Closure Full Day:

Only under severe weather conditions will program closings be considered. The decision to close a program will be coordinated through the Senior Vice President(s). The following are examples of when a program and/or services may be closed:

- Governor declares a state of emergency.
- Senior Vice President reviews road conditions and determines the roads are too hazardous to transport clients.

If the decision is made to close a program, all efforts will be made to notify employees promptly. Examples of communication include: outgoing message on the Agency's main line will be changed to reflect the closure, news outlets will be notified where appropriate and supervisory staff will be expected to notify their team members.

Program Closure Partial Day:

Should inclement weather occur prior to the start of the work day, or during the work day, the Senior Vice President will make the determination regarding a delayed opening or early program closure. Staff (at the discretion of the program director) will be sent home as the program needs and census declines.

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POLICY: Closings
SECTION: 2-14 to 2-15
PAGE: TWO OF TWO
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: FEBRUARY 08, 2017
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APPROVED BY: BOARD OF DIRECTORS

Compensation During Program Closures:

- Exempt staff will receive their full salary for their normal work hours,
- Nonexempt staff will receive their hourly pay for their scheduled hours, part-time staff will be paid if normally scheduled to work that day and only for those hours which the staff would normally work,
- If during a staff's scheduled vacation time, the Agency is closed, the staff member must still use his/her paid time off for that day, and
- During partial program closures, staff will be paid for their scheduled hours for the remainder of the day.

General:

- In the event of inclement weather, we encourage staff to use their best judgment with regards to their safety and their travel to work. Staff who choose not to report to work due to inclement weather must notify his/her supervisors immediately and use his/her paid time off time for that day.
- During program closures, staff is expected to work at home if feasible (and would not use PTO).
- Planned program closures (not due to inclement weather):
 - The Child Development and Family Resource Center (NH) and the Child Development Center (Auburn Street) will typically close during the week of the Fourth of July and between the Christmas and New Year's Day holiday.
 - The ESME Child Development Center will typically close during a week in the month of August and between the Christmas and New Year's Day holiday.
 - During planned closures, staff will be required to use all available paid time off. Non-exempt (hourly) staff that do not have enough PTO to cover the planned closure will not be paid.
 - Facilities and Kitchen Staff working at locations with planned closures may be required to work in an alternative location.

Exceptions:

- STS school year staff will not be paid for program closures. STS full year staff must use available PTO to be paid for closures. Administrative and Team Lead staff is expected to report to work unless otherwise directed by the Vice President or Operations Manager.
- ESNH Jolicoeur School Staff are expected to report to the residential program when the school is closed (follow Manchester School District for day students).
- Companion staff are expected to provide services during program closures. Compensation will be at the regular rate of pay for all hours worked, and time and one half for hours worked over 40 during a one week period.

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POLICY: **Introductory Period**
SECTION: **2-16**
PAGE: **ONE OF ONE**
ORIGIN DATE: **DECEMBER 1, 1998**
REVISED DATE: **MARCH 31, 2014**
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APPROVED BY: **BOARD OF DIRECTORS**

The first six months of employment with the Agency is generally considered to be an introductory period. This constitutes an introductory evaluation period for both the Agency and the new employee. Employment during the introductory period remains at-will and may end before the expiration of six months.

In this introductory period, the supervisor will evaluate work performance, professionalism, abilities and attendance and will inform the employee of progress and needed progress in the area to which he/she is assigned.

A performance review will normally be conducted prior to the close of the introductory period by the employee's immediate supervisor. The employee will be evaluated in the areas of quality and quantity of work, job knowledge, professionalism, initiative, organizational and communication skills, judgment, internal and external relationships, safety compliance, attendance, punctuality and client relations.

Additionally, there will be times when, due to performance, it may be necessary to extend the introductory period beyond the original six months in order to more fully evaluate the appropriateness of the match between the job requirements and the employee's skill set. Upon completing the introductory performance review, a supervisor may, at his/her discretion, extend the initial introductory period for up to 90 days.

Employees who change positions within the Agency will be subject to an introductory period in their new positions. For employees who change positions, the same Agency protocols apply with respect to the introductory evaluations.

If the supervisor is unable to complete the review within the specified time frame, a Review Extension Request form will need to be completed. In such cases, performance evaluations which occur after the evaluation period, but cover the introductory time period, will satisfy this policy requirement. The supervisor will need to indicate the reason for the review needing to be late and the anticipated completion date. The form will need to be reviewed and approved by the program Vice President and then submitted to the Human Resources Department for final approval.

Please note: If an employee continues employment after the introductory period, the employment relationship remains "at will" which means that the employee or the Agency remain free to terminate the employer relationship at any time, with or without cause or reason and with or without notice. Nothing in this policy or handbook shall confirm greater rights upon employees after their completion of the introductory period with regard to conditions of, protections relating to or duration of employment with the Agency.

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POLICY: Internal Transfer Procedure
SECTION: 2-17
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The Agency recognizes that there are times when an employee may wish to explore and pursue alternative jobs within the organization. In such circumstances, the Agency supports and encourages staff position changes when those changes represent growth opportunity and/or realignment of the employee's skills to provide a better job match or a position suited to the employee's needs.

The Human Resources office maintains information on available positions throughout the Agency. Staff interested in exploring other positions in the Agency are encouraged to contact the Human Resources office.

In those situations where an employee initiates the discussion and the prospect of transferring to another department and/or position, every effort will be made to support the employee's confidentiality as he/she explores those opportunities. However, it is important that the employee realize that, as the discussions continue and a transfer seems likely, it will be necessary for the employee's current supervisor to be contacted for a reference prior to the final job offer.

In situations where the transfer may be initiated by a department supervisor, it is the Agency policy that discussion occurs with the appropriate department Vice President before any direct contact is made with the employee.

In all cases, it is expected that the final transfer negotiations will include an appropriate transition period (30 days) allowing for coverage as needed for the current department.

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POLICY: Work Week
SECTION: 2-18
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
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The Agency defines its work week as seven consecutive 24-hour periods beginning 12:00 AM Sunday, and ending 11:59 PM the following Saturday. Each facility has an established work schedule which will generally allow the employees reasonable time to accomplish their duties. Responsibilities of professional personnel may require an additional time commitment. The employee's supervisor will define and explain the work schedule. The Agency expects the employee to comply with this schedule. An employee may request a flexible work schedule, but the Agency is not required to honor all requests. The Agency will not take any adverse action against any employee who requests a flexible work schedule.

All personnel will record their hours of work into PeopleSoft HRMS Self Service (with the exception of STS staff) on a daily basis. All time is to be verified by supervisory staff according to the payroll processing deadlines. Lunchtime is generally not included in the accumulated hourly totals.

Companion Staff:

Sleep Time – The employee may agree to exclude from hours worked bona fide regularly scheduled sleeping periods of not more than 8 hours, provided adequate sleeping facilities are furnished by the employer and the employee can usually enjoy an uninterrupted night's sleep. No reduction is permitted unless at least 5 hours of sleep is taken.

Alone time – Client Alone time is excluded from hours of work. Alone time is defined as a client's time allowed without supervisor as documented in the Individual Service Agreement.

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POLICY: Performance Review
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ORIGIN DATE: DECEMBER 1, 1998
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In addition to the initial six-month review, each employee's performance should be reviewed at least annually. The performance review is an opportunity not only to discuss performance in light of job expectations, but also to discuss issues and opportunities for growth and development.

The employee's immediate supervisor will conduct the annual performance evaluation which will be reviewed and approved by the President or appropriate Vice President. During the performance review, the supervisor will evaluate the employee in the areas of quality and quantity of work, job knowledge, professionalism, initiative, organizational and communication skills, judgment, internal and external relationships, safety compliance, attendance, punctuality, and customer service.

If an individual should experience a change in his/her position status (promotion for example), the review date will be adjusted to reflect the change in status and a 6-month introductory review will be conducted and again annually thereafter.

If the supervisor is unable to complete the review within the specified time frame, a Review Extension Request form will need to be completed. The supervisor will need to indicate the reason for the review needing to be late and the anticipated completion date. The form will need to be reviewed and approved by the program Vice President and then submitted to the Human Resources Department for final approval.

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POLICY: Salary Review
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REVISED DATE: MARCH 31, 2014
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APPROVED BY: BOARD OF DIRECTORS

A salary program is maintained that takes into account the Agency's capacity to meet costs of services, rates paid by other agencies for work of comparable scope and difficulty and the desire to compensate employees at levels commensurate with their value to the Agency. In addition, we offer employee benefits that are in keeping with the best practice of our business community.

It is the policy of the Agency to compensate all employees on a fair, equitable basis and to recognize demonstrated performance and contribution to the successful operation of the Agency.

To that end, the Agency has adopted a position evaluation program. Under this program Agency positions are evaluated and grouped into levels with corresponding wage/salary ranges. Each range has a minimum and maximum wage/salary. The salary ranges may be adjusted from time to time in consideration of changes in the prevailing labor market and the Agency's fiscal position.

Among the components considered when evaluating Agency positions under this program are such factors as Knowledge, Experience, Responsibility/Accountability, Independent Action and Level of Supervision/Management Control.

Salaries are reviewed annually. During the annual performance review a salary adjustment may be made based on performance. With the exception of adjustments to correct inequities, merit increases will be effective on the anniversary date of employment, unless otherwise specified. All salary adjustments are based on individual performance, salary range or ranges that apply to the position and the financial resources of the Agency.

If an employee reaches the maximum point of his/her position range, there will be no further adjustments to the employee's base pay until there is an adjustment to the range itself.

Any supervisor that has reviews outstanding for his/her direct reports will not receive a pay increase until all reviews are submitted. Salary increases, if warranted, for supervisors who submit reviews late will not be retroactive.

Exception:

Companion compensation is based on agency negotiated contracts.

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POLICY: Travel Expenses
SECTION: 2-21
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Staff will be reimbursed at the Agency-approved rate for use of personal vehicles while on approved assignments for the Agency.

Employees who must incur out-of-pocket expenditures, such as lodging and meals, will be reimbursed whenever the travel expense is approved by the President or designee, and receipts for expenditures are submitted with the travel voucher.

Additional expenditures, which are in excess of reasonable per diem costs, must receive advance approval of the President or designee.

Travel expenses must be submitted no later than the close of business on the 15th of each month for travel incurred in the prior month and employees will be reimbursed no later than five working days thereafter. Expenses submitted later than 45 days after the date incurred may not be approved for payment.

Exception:

Companion staff members are not eligible for travel reimbursement.

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POLICY: Cellular Phones & PDA's
SECTION: 2-22 to 2-24
PAGE: ONE OF THREE
ORIGIN DATE: SEPTEMBER 1, 2005
REVISED DATE: JUNE 10, 2015
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

This policy outlines the use of Easter Seals and personal cell phones and other PDA's at work and the safe use of these devices by employees. Courtesy and confidentiality protocols are expected to be followed when using cell phones. Phone ringing during meetings can be disruptive. Cell phones and PDA's should be switched to silent/vibrate during meetings.

1. Company-Provided Cellular Phones/PDA's

Where job or business needs demand immediate access to an employee, Easter Seals may issue a business cell phone or PDA to an employee for work-related communications. Staff persons who are issued an agency cell phone should have no expectation of privacy with regard to their use of those phones. Easter Seals issues a cellphone number along with each company issued device and reserves the right to change the number or confiscate or inspect issued devices at any time, for any reason.

Employees in possession of Agency equipment such as cellular phones or PDA's are expected to protect the equipment from loss, theft or damage. Upon separation of employment, or at any time upon request, the employee may be asked to produce the equipment for return or inspection.

Each cell phone user has a specific calling plan, which has been set up based on anticipated usage for the type of position and job requirements. Easter Seals will pay the monthly charge for the plan that is established. Any charges beyond this are to be reimbursed to Easter Seals by the cell phone user that month. Exceptions may be authorized for charges over the plan with written request and supervisor approval.

Easter Seals reserves the right to change an employee's plan. If circumstances change and an employee believes a different plan is warranted, the employee may make a written request to his or her supervisor explaining the reason that the business needs have changed. With the approval of the employee's Vice President, the request will be submitted to the Purchasing/Payables Supervisor for final approval.

2. Personal Cellular Phones/PDA's

While at work, employees are expected to exercise the same discretion in using personal cellular phones and PDA's as is expected for the use of company phones. Excessive use of cell phones/PDA's during the work day, regardless of the phone used, can interfere with productivity and be distracting to others. Employees are encouraged to make any personal communication (i.e.: calls, text messages, etc.) on non-work time whenever possible. Easter Seals will not be liable for the loss of personal cellular phones or PDA's brought into the workplace.

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3. Cellular Phones/PDA's with Camera/Video Recording Capabilities

The use of camera phones, PDAs, or other audio or video recording-capable devices may constitute an invasion of an employee's personal privacy, a violation of Clients' rights policies, a violation of State and/or Federal Regulations including but not limited to information protected by HIPAA. Therefore, the use of camera or other video recording-capable devices is prohibited without prior permission from the program Senior Vice President and written consent of the person(s) present at the time.

4. Use of Personal Cell Phones/Personal Devices for Business Purposes

Employees whose job duties require the frequent need for a cell phone or PDA as determined by their program Vice President and choose to use their own personal wireless device, may receive a monthly voice/data plan reimbursement to cover the costs when used for Agency-related business. Only in extenuating circumstances will further reimbursement for voice/data plan costs be available to such employees. All other employees may submit infrequent business-related cell phone expenses for individual reimbursement.

Determining Employee Eligibility: Employees with job duties that require the frequent need to use a cell phone/PDA for business purpose are eligible, typically including:

- Employees with 24/7 response requirements. Employees available for emergency contact (e.g., duties require them to be contacted anywhere/anytime).
- Employees on the road or in the field (typically out of the program location, or office on business) who are required to remain in touch with others.

Confidentiality Requirements for Cellular and PDA Use: Cellular phones and other PDA's pose a significant security risk because they can be used to communicate customer protected health information (PHI). Employees must not download, maintain or transmit customer PHI onto/from cellular phones and other PDA's without first obtaining written authorization from the program Senior Vice President and taking other appropriate precautions. Employees must be aware of their surroundings so as not to be overheard when discussing confidential information on a cell phone.

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Establishing the Payment of Reimbursement: Employees who are eligible for reimbursement for voice or data plans will be paid through the Travel and Expense Module in People Soft Financials. Employees will be trained how to enter this once the supervisor and the Vice President of the program have determined if the request meets the criteria and intent of the policy. The front page of the employee's cell phone bill will need to be included showing that the employee has been charged for the device. The reimbursement does not constitute an increase to base pay, and will not be included in the calculation of any salary adjustments.

Payment to the Employee: Payment will be made once approved in the system and will follow the Travel and Expense reimbursement schedule in Accounts Payable.

Use of Device: The employee must retain an active device as long as a device reimbursement plan is in place. The device may be used for both business and personal purposes. Extra services or equipment may be added at the employee's expense.

5. Safety Issues for Cellular Phone and PDA Use

All employees are expected to follow applicable state or federal laws or regulations regarding the use of cell phones or PDA's at all times. The use of cellular phones while driving poses a safety risk of serious injury and/or possibly death. Therefore, employees whose job responsibilities include regular or occasional driving and who are issued a cell phone or PDA for business use are expected to use hands-free equipment while driving. Hands-free equipment will be provided with company issued phones and PDA's to facilitate the provisions of this policy.

The use of cell phones or PDA's while transporting individuals we serve is strictly prohibited. In emergency situations, employees who need to use a phone while transporting individuals are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or use hands-free operations, refrain from discussion of complicated or emotional matters and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in unfamiliar areas.

Texting on cell phones while the vehicle is in service or idling in traffic is strictly prohibited. Employees who are charged with traffic violations resulting from the use of their phone or PDA's while driving will be solely responsible for all liabilities that result and may be subject to disciplinary action.

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POLICY: Audio and Video Devices
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After careful consideration, Easter Seals has determined to use audio and video devices to ensure the safety of employees, to provide added supervision, and to monitor the behavior of Agency clientele.

1. Camera Locations

Easter Seals has installed video cameras in some of our Child Development Centers, Residential Facilities, Special Transit Service Vehicles and entrances to buildings. Each of these locations was chosen because they are areas where employee expectations of privacy are minimal. All areas subject to video monitoring will be identified by signs that are clearly posted.

2. Use of Video or Audio Recording Devices

The use of camera phones, PDA's or other audio or video recording capable devices within Agency programs, facilities, or events may constitute an invasion of an employee's personal privacy. Therefore, the use of camera or other video-capable recording devices within Easter Seals facilities is prohibited without the express prior permission of senior management and of the person(s) present at the time.

3. Use and Retention of Footage

In the event of a reported or observed incident or potential crime, the recorded footage may be used to assist in the investigation of the incident and may be turned over to law enforcement personnel, if appropriate. Any staff member disciplined as a result of the video tape shall have the opportunity to view the tape which is the basis for the disciplinary action.

Only those portions of the recording relevant to the incident resulting in a complaint shall be reviewed, unless additional footage may need to be reviewed to find the recording of the incident. At no time will persons other than those in a management position with Easter Seals or law enforcement, third parties pursuant to a subpoena, or persons who are the subject of the recording have access to the footage made in the course of surveillance. Personal information contained on the footage will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

Footage from the surveillance cameras will be kept for no more than 30 days, unless required for the purposes outlined in this policy. Footage from surveillance cameras located on Agency vehicles will be kept for no more than 10 days unless Easter Seals determines that the recording is relevant to a disciplinary proceeding or a court requires retention. However, if disciplinary action is taken as a result of conduct disclosed by the video tape, that video tape shall be retained until such a time as the disciplinary action is complete.

4. Ownership of Recordings

Easter Seals shall own any images and/or sounds downloaded from the recording devices and shall treat recordings in accordance with all applicable federal and state laws governing privacy.

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Purpose

Easter Seals (Easter Seals NH, VT, ME, RI, Farnum Center and Webster Place), recognizes that the Internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, blogs and wikis. However, employees' use of social media can pose risks to Easter Seals' confidential and proprietary information, reputation and brands, and can jeopardize the Agency's compliance with business rules and laws.

To minimize these business and legal risks, to avoid loss of productivity and distraction from employees' job performance and to ensure that the Agency's IT resources and communications systems are used for appropriate business purposes, Easter Seals expects its employees to adhere to the following guidelines and rules regarding use of social media.

While this policy does not apply to personal use of social media, Easter Seals encourages its employees to participate responsibly in these media because of the likelihood that members of the public may view an employee's private postings. Employees must not use their Easter Seals e-mail address for personal use of social media.

Compliance with Related Policies and Agreements

All of Easter Seals' other policies remain in full force and effect in connection with the use of social media. Employees should always adhere to them when using social media. In particular, the following policies should be kept in mind:

- Information Technology Manual
- Privacy Policy
- Media Communications Policy
- Crisis Communications Policy
- Confidential Information Policy
- Code of Conduct
- Letter of Reference

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Social media should never be used in a way that violates any other Agency policies or employee obligations. If an employee's post would violate any of Easter Seals' policies in another forum, it will also violate them in an online forum. For example, employees are prohibited from using social media to:

- 1 Violate Easter Seals' IT resources and communications systems policies.
- 2 Violate Easter Seals' confidentiality and clients' rights policies.
- 3 Circumvent or violate Easter Seals' ethics and standards of conduct policies.
- 4 Maliciously defame, harass or disparage Easter Seals or its affiliates, employees, customers, clients, business partners, suppliers, vendors or other stakeholders.
- 5 Circumvent policies prohibiting unlawful discrimination, harassment or retaliation against current employees or applicants for employment.
- 6 Violate privacy policies (for example, never access private password protected sites of co-workers or other Easter Seals stakeholders without permission).
- 7 Violate any other laws or ethical standards (for example, never use social media in a false or misleading way, such as by claiming to be someone other than yourself).
- 8 Write recommendations or make referrals for friends or colleagues if the recommendations can be misconstrued or appear as an endorsement by Easter Seals, as such references, positive and negative, can be attributed to Easter Seals and create legal liability for yourself and the Agency.

The above policies do not restrict employees from engaging in any protected activity, such as the ability to complain about, and act in concert with regard to, terms and conditions of employment.

Employees who violate Easter Seals policies will be subject to discipline, up to and including termination of employment.

Personal Use of Social Media

Personal use of social media is never permitted on working time or by means of the company's computers, networks and other IT resources and communications systems.

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- Employees should use their personal email address to distinguish themselves from Easter Seals when social networking in a personal capacity and for non-Easter Seals sponsored or endorsed business activities.
- Employees should ask the Human Resources Department if they have any questions about what is appropriate to include in a blog or social networking profile. Employees should remember that if they would not want a manager or others at Easter Seals to see their comments, it is unwise to post them to the internet.
- While communication through social media networks is primarily a *personal* matter, this is not the same as it being *private*. In a lot of cases, written conversations inside these networks can be found through search engines such as Google. Even in cases where only an employee's contacts can see what is written, it is a possible that one of them will forward what the employee has said and make it visible to a wider audience. As a result, personal conversations within social media networks should be considered public rather than private.

No Expectation of Privacy

All contents of Easter Seals IT resources and communications systems are the property of the Agency. Therefore, employees should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on the company's electronic information and communications systems.

1. Employees are expressly advised that in order to prevent misuse, the Agency reserves the right to monitor, block, intercept and review, without further notice, every employee's activities using the company's IT resources and communications systems, including but not limited to social media postings and activities. Employees consent to such monitoring by their acknowledgement of this policy and their use of such resources and systems. This includes, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies, to the extent permitted by law.

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2. The Agency may also store copies of such data or communications for a period of time after they are created, and may delete such copies from time to time without notice.
3. Employees must not use the Agency's IT resources and communications systems for any matter that they desire to be kept private or confidential from the Agency.
4. Employees should understand that they cannot be required to provide their access information to their personal social media account to any supervisor or any representative of Easter Seals.

Business Use of Social Media

If employees are required to use social media as part of their job duties, for the Agency's marketing, public relations, recruitment, corporate communications or other business purposes, they must first seek approval for such communication from their Program Director, who will then seek final approval from the Development Department. Likewise, if employees are contacted for comment about Easter Seals for publication, including in any social media outlet, they should direct the inquiry to Development Department and do not respond without written approval.

- Some Easter Seals staff may be interested in engaging in internet conversations for work-related purposes, or may be asked by supervisors or leadership to participate, in support of Easter Seals' organizational objectives. Such engagement on behalf of Easter Seals, including establishment of official external sites representing Easter Seals, must be approved and coordinated through the Development Department.
- Use of external Web sites for work-related purposes (e.g. photo sharing through Flickr.com) must be first approved by the Development Department.
- If employees want to use online Social Media Collaborations for the purpose of public awareness or fundraising, the Development Department should be contacted to evaluate and approve these opportunities. Top consideration for such collaborations will be given to individuals or businesses already having an established relationship of support with Easter Seals.

Guidelines for Employees' Responsible Use of Social Media

The following sections of the policy provide employees with common-sense guidelines and recommendations for using social media responsibly and safely, in the best interests of the employee and the Agency.

1. Avoid social media communications that might be misconstrued in a way that could damage the Agency's goodwill and business reputation, even indirectly. This prohibition does not restrict an employee's right to engage in protected activity in regards to terms and conditions of employment.

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2. Employees are personally responsible for what they communicate in social media. Employees should remember that what they publish might be available to be read by the masses (including the Agency itself, future employers and social acquaintances) for a long time. Employees should keep this in mind before they post content.
3. If employees disclose their affiliation as an employee of Easter Seals, they should include a disclaimer that their views do not represent those of the Agency. For example, consider adding language such as “the views in this posting do not represent the views of my employer” to your social networking profile.
4. If an employee communicates about work or Easter Seals in general, the employee should disclose his or her connection to and role at Easter Seals. Always strive to be accurate in your communications about Easter Seals and remember that statements have the potential to result in liability for the employee or Easter Seals. Be respectful, professional and honest in social media communications.
5. Each social networking site publishes its own Terms of Use and Privacy Statement. Employees should be familiar with the terms posted on each site they participate in.
6. Employees should carefully consider whom they allow to become their “friend” or part of their “network” and remove those they are not comfortable having in their “network”. Supervisors are discouraged from “Friending” staff they supervise.
7. Remember that a “private” network is never truly private.
8. Employees should change the setting to their personal profile as appropriate to limit who can view their personal details.
9. If employees are uncertain or concerned about the appropriateness of any statement or posting, they should refrain from making the communication until they discuss it with a supervisor and/or the Human Resources Department.
10. If employees see content in social media that disparages or reflects poorly on Easter Seals or its stakeholders, they should contact the Human Resources Department. Protecting the Agency’s goodwill, brands and reputation is every employee’s job. This provision is not intended to restrict any employee’s right to engage in protected activity with regard to the terms and conditions of their employment.

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11. Employees who do engage in online social networking and blogging activities are expected to remain respectful of Easter Seals, its employees, clients, partners, and any other affiliates and competitors (as well as their products, services, and affiliates). Material should not be posted that is obscene, vulgar, defamatory, threatening, discriminatory, harassing, abusive, hateful or embarrassing to another person or entity. Employees should not engage in activity that reflects or may reflect negatively on Easter Seals. This provision is not intended to restrict an employee's right to engage in communications about the terms and conditions of their employment.
12. Do not "friend" or otherwise correspond through social media sites with individuals currently being served or who were previously served by Easter Seals. Exceptions must be pre-approved by the Vice President of the department.
13. Employees should consider the impact of connecting with their client contacts after a particular engagement has ended and take precautions to continue to protect our clients' confidentiality.
14. Employees should review information they may have posted online prior to their employment with Easter Seals and consider its appropriateness in relation to their current role and responsibilities.

Respect Intellectual Property and Confidential Information

Employees are prohibited from disclosing or discussing any of the Agency's confidential or proprietary information, or any information regarding the Agency's clients or business partners, or details of a particular client engagement, in any email (without the express permission of the SVP or CHRO) , or online social networking or blogging activities.

1. Do not use the Agency's logos, brand names, taglines, slogans or other trademarks, or post any confidential or proprietary information of the Agency, without prior written permission from the Development Department.
2. Do not post any pictures that are the property of Easter Seals, or any clients without prior approval from the Development Department.

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3. Do not publish, distribute or share materials that are for internal Easter Seals use only (e.g., Easter Seals guidance, policies, procedures, directories, training materials, methodologies, or other materials that can be considered Easter Seals' intellectual property.)
4. Never identify Easter Seals' clients and/or work performed for its clients in social media postings.
5. Do not make references to client names or specific client engagements or otherwise provide information that may be used to identify a client in an online professional history. This is especially true when listing Easter Seals as a current or prior employer.
6. Do not post information or comments that may put Easter Seals clients' relationships at risk, call the Agency's independence into question, or offer opinions on clients or public policy contrary to Easter Seals positions, if it may appear that the opinions are those of Easter Seals.
7. Honor the privacy rights of the Agency's current employees by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.
8. Respect people's right to privacy and do not take photos or videos without their permission, unless approved in advance by the Development Department.
9. Be conscious of unintended use of Easter Seals name and logo. Posting photos, images, video or other content that may display the Easter Seals logo such as on branded apparel or other Easter Seals items, may inadvertently disclose information about Easter Seals or impact Easter Seals brand and reputation by reflecting negatively on Easter Seals.

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Respect Your Co-Workers and Other Easter Seals Stakeholders

The foundation of reputation with Easter Seals clients and business partners is built upon trust. Online activities must uphold the Agency's professional obligation of maintaining confidentiality and privacy. Employees should not post anything that co-workers or Easter Seals' customers, clients, business partners, suppliers, vendors or other Easter Seals stakeholders would find offensive, such as ethnic slurs, sexist comments, discriminatory comments, insults or obscenity.

1. Employees should not post anything identifying or related to their co-workers or Easter Seals' customers, clients, business partners, suppliers, vendors or other Easter Seals' stakeholders without their written permission.
2. If an employee encounters negative opinions or comments about himself or herself or Easter Seals, do not try to have the post removed or send a written response that will escalate the situation. Forward this type of communication to the Human Resources Department.
3. Easter Seals strongly urges employees to report any violations or possible or perceived violations of the above policies to your supervisor and/or the Human Resources Department.

ACKNOWLEDGEMENT OF RECEIPT AND REVIEW

I have received and read a copy of the Social Media Policy and understand its contents. I understand that Easter Seals expressly reserves the right to change, modify or delete its provisions without notice.

[EMPLOYEE NAME - Print]

[EMPLOYEE Signature]

[Date]

EASTER SEALS

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Easter Seals strives to ensure that all activity by or on behalf of the organization is in compliance with all applicable laws and regulatory requirements. This policy is intended to guide employees in carrying out his or her responsibilities in a lawful and ethical manner.

1. OBEY THE LAW - Every employee, contractor and vendor is expected to be familiar with the general legal requirements relevant to his/her/its duties. Laws and regulations can be learned through in-service training programs, from supervisors, by reviewing Easter Seals policies and by asking questions of the Compliance Officer. It is expected that employees, contractors and vendors will ask for assistance when necessary to understand their legal obligations.

Any violations or suspected violations must be reported immediately. Reports may be made in person, through inter-office mail, email, telephone or in writing to the Vice President of your Department, the Chief Human Resources Officer, or by phone on the Compliance Hotline (800) 870-8728 ext. 3001.

2. KEEP ACCURATE RECORDS - Easter Seals must maintain accurate and complete patient and business records. Every employee, contractor and vendor is expected to comply with Easter Seals, payer and government requirements regarding record keeping for both consumer and business records. All records and reports are to be prepared accurately and retained in accordance with applicable requirements.

3. REPORT INFORMATION TRUTHFULLY - Easter Seals staff must carry out their responsibilities and communications with honesty and candor. All communications within Easter Seals and to outside entities must be accurate and truthful. No employee or contract service provider shall make false or misleading statements to any consumer, person or entity doing business with Easter Seals.

4. BEHAVE ETHICALLY - In furtherance of Easter Seals' commitment to the highest standards of integrity and excellence, employees will accurately and honestly represent the organization and will not engage in any activity intended to defraud anyone of money, property or appropriate services.

Easter Seals Directors, officers, committee members and key employees, as well as other employees, owe a duty of undivided and unqualified loyalty to the organization. Persons holding such positions may not use their positions to profit personally or to assist others in profiting in any way at the expense of the organization. Additionally, Easter Seals Directors, officers and key employees, as well as other employees, are expected to regulate their activities so as to avoid actual impropriety and/or the appearance of impropriety which might arise from the influence of those activities on business decisions of the organizations.

Every employee, contractor and vendor is expected to adhere to high ethical standards when acting on behalf of Easter Seals. Additionally, employees, contractors and vendors are expected to be loyal to Easter Seals and to avoid using their position for personal gain.

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5. MAINTAIN CONFIDENTIALITY - Easter Seals employees, contractors and vendors will strive to maintain the confidentiality of client/consumer, business and other confidential information in accordance with applicable organization, legal and ethical standards.

Every employee, contractor and vendor is expected to follow Easter Seals policies regarding confidentiality. Employees, contractors and vendors must acknowledge their understanding of the Easter Seals Confidentiality Policy by signing the Disclosure of Information Agreement. This agreement must also be signed annually as part of each employee's performance review.

6. REPORT POSSIBLE VIOLATIONS - Easter Seals is committed to ethical and legal conduct that is compliant with all relevant laws and regulations and to correcting non-compliant activity wherever it may occur in the organization. Every effort will be made to maintain, within the limits of the law, the confidentiality of any individual who reports possible misconduct. There will be no retribution or discipline for anyone who reports a possible violation in good faith. However, any person who deliberately makes a false accusation with the purpose of harming or retaliating against another person will be subject to disciplinary action.

Every employee, contract service provider or other contractor and vendor is responsible for reporting any activity by any co-worker, physician, contractor or vendor that appears to violate any applicable laws, rules, regulations, (i.e. thefts, bribes, kickbacks, acceptance or offering of gifts, insurance fraud, violation of consumers' rights, including confidentiality, accounting and billing matters, violation of health and safety laws, improper use of medical records, harassment and discrimination). Such reporting enables Easter Seals to investigate potential problems quickly and to take prompt action to resolve them.

Reports may be made in person or by e-mail, interoffice mail, hotline, voicemail, telephone or in writing to any of the following:

- ❖ The Easter Seals Compliance Officers, Elin Treanor (603) 621-3462 or etreanor@eastersealsnh.org and Tina M. Sharby (603) 621-3417 or tsharby@eastersealsnh.org
- ❖ The Confidential Compliance Hotline 1-800-870-8728 ext. 3001
- ❖ Human Resources Department (603) 621-3439 or hrhelp@eastersealsnh.org
- ❖ Your Department Vice President
- ❖ Chief Human Resources Officer, Tina M. Sharby (603) 621-3417 or tsharby@eastersealsnh.org
- ❖ Compliance Committee Chairperson, Heath Hooper (603) 621-3541 or hhooper@eastersealsnh.org

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POLICY: Pressing Charges Against Individuals Served
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Easter Seals provides services to individuals who present a variety of challenging behavior. Employees should expect to work with individuals who can, at times, be verbally abusive, physically aggressive and sexually inappropriate.

In most cases this behavior will be addressed through the individual's treatment planning process. Employees should expect to be trained on the proper techniques for handling difficult behavior. Employees should immediately discuss, with their supervisor, any concerns or issues they have with an individual's behavior.

Criminal charges should not be filed against the individuals served by Easter Seals unless it is determined by the team to be a clinically appropriate intervention. Employees who choose to press charges against any individual without clinical and administrative approval may not be able to continue employment with Easter Seals.

EASTER SEALS

POLICY: Media & Crisis Communication Policy
SECTION: 3-1
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The most important elements in dealing with a crisis event or media issue are information and planning. All crises and potential “incidents” should be reported to a supervisor. The supervisor should communicate all pertinent information through the proper channels to the Program Vice President, and then to the Chief Development & Communications Officer and the President & CEO.

In the event of a crisis, and depending on its severity and duration, the Crisis Management Team shall be activated and charged with the overall strategy of how to handle the situation and implement the plan of action. The team shall consist of the President & CEO, Chief Human Resources Officer, Senior VP and VP of the program(s) involved, Chief Development & Communications Officer, and Vice President of IT. Advice of the Agency’s legal counsel shall be sought on a case by case basis. Please refer to the Crisis Management Plan for more details as to the responsibilities of the Crisis Management Team.

The Chief Development & Communications Officer is designated as the crisis communications lead person, directing and coordinating all aspects of Easter Seals’ response including managing the messages and the media.

Generally, the Chief Development & Communications Officer, or their designee, will act as the spokesperson for Easter Seals NH, interacting with the media and other inquirers. Other spokespeople could include program Vice Presidents. However, if the event is significant in nature, the President & CEO will represent the organization.

Only the chief spokesperson and back-up spokespeople are authorized to release information to the media and the public. All other staff and members of the Board of Directors should be professional and helpful to the media by connecting them with the Senior Development Officer and/or the President & CEO. Messages taken from the media should include the reporter’s name, media outlet’s phone number, and the reporter’s deadline.

All comments to the media should be guided by professionalism and transparency, and serve to mitigate the crisis while reinforcing the leadership role of Easter Seals.

Personnel matters are to remain confidential, to the extent permitted by law.

When possible, responses should be proactive, responsive, and action-oriented.

Easter Seals recognizes the importance of media relations to the public trust. In times of crisis, maintaining effective media relationships will be particularly critical in bolstering public confidence in the non-profit sector as a whole.

EASTER SEALS

POLICY: Personnel Files
SECTION: 3-2
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Employee files are maintained by the Human Resources Department and are considered confidential. Managers and supervisors other than the Human Resources Department staff may only have access to the personnel file information on a need-to-know basis.

A manager or supervisor considering the hire of a former employee or transfer of a current employee may be granted access to the file, or limited parts of it on a need-to-know basis.

Managers and/or supervisors who maintain employee records must ensure that such records are kept in a locked and secure file with no access by other staff.

Files maintained by managers/supervisors must be submitted to the Chief Human Resources Officer upon request and at the time of staff transfer or separation of employment. Original documents, when possible, should be maintained in the Human Resources personnel file.

Personnel files are to be reviewed in the Human Resources Department. Exceptions may be made when necessary and with the prior approval of the Chief Human Resources Officer or his/her designee.

Representatives of government, law enforcement agencies, or funding agencies, in the course of their duties may be allowed access to file information. This decision will be made at the discretion of the Chief Human Resources Officer and may require a valid subpoena or court order.

Personnel file access by current employees and former employees upon request will generally be permitted within three days of request. Requests for copies of personnel file must be submitted to the Human Resources Department in writing. Copies will generally be made available within five business days of the receipt of the request.

Personnel files are maintained by the Human Resources Department for seven years after the date of separation.

Medical Files

File containing Health Questionnaire forms, work related injury and/or illness and medical leaves are considered to be medical files. These files are located and maintained in the Occupational Health and Wellness office at 555 Auburn Street, Manchester, NH.

EASTER SEALS

POLICY: Corrective Action Procedure
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As integral members of the Agency, staff is expected to accept certain responsibilities and adhere to acceptable behavior and performance standards.

It is our desire to assist all employees in adjusting to their positions and the Agency's standards. In situations where there is unsatisfactory performance, misconduct, or violation of an Agency policy, it is the Agency's goal to offer the employee an opportunity to correct his/her unsatisfactory performance before more serious measures such as suspension or discharge are imposed. However, the Agency reserves the right to suspend or terminate an employee at any time with or without cause.

Disciplinary action shall be taken when, in the judgment of a supervisor, the situation warrants corrective action. Depending upon the history, circumstances and seriousness of the situation, corrective action may take the form of discussion, written notice, suspension or termination of employment.

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POLICY: Separation Process
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The Agency reserves the right to terminate, suspend or discipline any employee at its discretion. Unsatisfactory work performance, unacceptable conduct and changes in budget/staffing patterns are among the reasons an employee may be discharged at the discretion of the Agency.

Additionally, acts of misconduct may subject an employee to disciplinary action up to and including termination. Acts of misconduct which are grounds for immediate termination and suspension shall include, but not be limited to, the following:

- Falsification of official records and time sheets
- Stealing or removing Agency property without prior authorization.
- Possession of weapons on work premises or on Agency business
- Insubordination
- Possession of, or under the influence of, unauthorized alcoholic beverages or illegal drugs or drunkenness on work premises or on Agency business
- Destruction of property
- Failure to provide service to any patient, student or client when such service is within the normal and usual responsibility of the position
- Abusive treatment of patients, clients, students or co-workers
- Conduct which compromises the safety or well-being of clients, co-workers or other agents of Easter Seals
- Conduct which is detrimental to the reputation of Easter Seals or disruptive to the working operations of the Agency (but an employee's right to engage in protected activity with regard to terms and conditions of employment shall be considered in determining whether discipline is appropriate)
- Failure to meet the established position qualifications/standards, including attendance.

In cases where dismissal or suspension is warranted, it is the responsibility of the immediate supervisor to ensure that approval for such action is obtained from the appropriate Vice President before termination action is taken. In their absence, the Chief Human Resources Officer should be consulted.

Should it be necessary to dismiss an employee, no advance notice is required. Paid time off will be paid as outlined in the leave time policy.

Exception:

Companion staff live in the client's home, and as such, should employment be terminated, the staff must leave the clients' home. The staff member may need to leave the home within 24 hours. Every attempt will be made to work with the employee to secure temporary/alternative housing (maximum of 30 days) and to return their personal belongings.

EASTER SEALS

POLICY: Resignation
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An employee is expected to submit to his/her supervisor a notice of resignation stating the reason in writing. All employees are expected to give appropriate notice. For exempt staff, a minimum notice of one month and for non-exempt staff a minimum of two weeks is expected. A longer period of notice, in accordance with the responsibilities of the position, may be appropriate. Department heads/supervisors may make an exception to the notice period depending upon their staffing needs at that time.

Upon resignation, an eligible employee will be paid time off as outlined in the Paid Time Off Policy. Depending on the circumstances and if permitted by applicable law, outstanding debts owed to the Agency will be deducted from an employee's final check. Companion staff is required to provide a minimum of 30 days' notice of intent to resign.

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POLICY: Letter of Reference
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It is the policy of the Agency to refer all requests for employment references to the Human Resources Department. In circumstances of voluntary resignation or job elimination, Department Heads or Vice Presidents may elect to issue the departing employee a letter of reference. The Chief Human Resources Officer must review and approve all letters of reference prior to their being issued to the requesting employee. Under no circumstances shall any supervisor issue a letter of employment reference of any type to an employee who has been discharged involuntarily or for reasons other than job elimination or resignation. All reference requests for discharged employees must be referred to the Chief Human Resources Officer. All requests for employment references or employment verification must contain the employee's or former employee's signature, or electronic signature authorizing the release of information. The following information may be released:

Employment Verifications:

- Whether the individual is currently employed with Easter Seals,
- The employee's current or last job title,
- The dates of employment, and
- Wage information including the current or final salary paid to the employee.

Employment References:

- All of the above information listed under employment verifications,
- How well and employee met performance expectations, as long as the information has supportable documentation, and
- Primary job responsibilities.

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POLICY: Exit Interviews
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The opportunity to meet with a representative of the Human Resources Department for an Exit Interview is available to staff. The interview traditionally allows an opportunity to provide feedback and the collection of information to identify workplace factors that may have led to the employee's decision to leave the Agency, identify any trends requiring any attention, or any opportunities for improving retention strategies.

Staff participation in the exit interview is on a voluntary basic and information received will be confidential, to the extent possible.

Staff will have the option of a face-to-face or telephone interview with a member of the Human Resources Department. If an exit interview is not scheduled or the staff member chooses not to participate in an exit interview, he/she will be encouraged to complete an electronic, anonymous exit survey.

Employee badges, facility keys and any other Agency property such as cell phones, and laptop computers are collected at Exit Interviews if not previously turned in by the employee.

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POLICY: Open Door Policy
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Occasionally misunderstandings arise and there are times when it becomes necessary for workplace complaints, problems or disputes to be discussed. Employees are encouraged to air any issues they may have regarding work relationships or conditions over which the Agency may have some control.

The following outlines the procedures recommended for addressing and resolving employee difficulties:

- A. An employee who has a work-related problem should, if appropriate, first discuss the problem with his/her supervisor.
- B. If the problem has not been resolved between the employee and the supervisor, the employee should prepare a summary of the problem in writing and bring the matter to the Vice President/Chief Human Resources Officer. The Chief Human Resources Officer will review the problem with the employee, determine a response, and identify the appropriate people who should be involved in the resolution of the matter. Any meeting with the employee and his/her department head may include the employee's supervisor as deemed necessary and appropriate.
- C. If the preceding attempts have not resulted in satisfactory resolution of the problem, the employee may prepare a written summary of the problem for the Agency President to review.

The Agency will attempt to promptly address and respond to all such matters within seven (7) days of receipt of the written notice.

Please Note: Employees with complaints that involve sexual harassment or other forms of illegal discrimination, workplace violence or a violation of the Agency's weapons policy, or safety issues should follow those complaint procedures and report such matters immediately.

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POLICY: Punctuality/Absence
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Because the absence of one staff member normally will impose a burden on co-workers and hamper the services the Agency renders, absences and tardiness, if deemed necessary, must be kept to an absolute minimum. If an employee is ill, or if, for some other reason, a late arrival or absence is unavoidable, he/she must notify his/her supervisor directly as soon as possible prior to the beginning of the work shift. If the employee cannot call, he/she should have someone else relay the message. Employees should refer to their program specific policies for more details.

Any employee who is absent from work for two consecutive scheduled work days without directly reporting to his/her supervisor the reason for the absence is considered to have resigned voluntarily.

Unauthorized absence during work hours without notifying your supervisor is considered a violation of personnel policies. Companion staff must request respite 30 days prior to taking planned time off.

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POLICY: Employment of Relatives
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The Agency permits the employment of qualified relatives of employees as long as such employment does not, in the opinion of the Agency, create actual or perceived conflicts of interest. For purposes of this policy, a relative is a spouse, child, parent, sibling, grandparent, grandchild, in-law or step relation, or anyone living in the same household as the employee.

Individuals who are related by blood or marriage are permitted to work in the same Agency facility, provided no direct reporting or supervisory/management relationship exists. In the event of a marriage between two employees in a supervisor/employee relationship, it will be necessary for one employee to transfer to another department or terminate employment.

The President will have the authority to administer this policy and rule on any exceptions.

EASTER SEALS

POLICY: Sexual or Other Workplace Harassment *
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ORIGIN DATE: DECEMBER 1, 1998
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It is the Agency's policy to maintain a working environment free from sexual harassment or harassment on the basis of race, color, religion, gender (including pregnancy, childbirth and related conditions), sexual orientation, gender identity or expression, citizenship status, marital status, military or veteran status, creed, national origin, ancestry, age, genetic information, disability, or any other characteristic protected by law. To achieve this environment, appropriate methods, such as affirmatively addressing the subject, expressing strong disapproval, developing appropriate sanctions and informing employees of their right to raise the issue of harassment are utilized to alert employees to the issue and to engage them in preventing any problems.

Unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

This applies to sexual harassment by employees as well as, but not limited to, visitors, customers, volunteers, contractors, or vendors of the Agency. Sexual harassment or other illegal harassment is unacceptable in the workplace and in other work-related settings, such as business meetings, client sites and business-related social events.

The determination of what constitutes sexual or other prohibited harassment will depend upon the specific facts and the context. The key question will usually be whether the conduct was unwelcome and whether it has the purpose or effect of creating an intimidating, hostile or offensive work environment or unreasonably interfering with work performance. Depending on the severity of the behavior, a single incident could be grounds for discipline, up to and including discharge.

Inappropriate sexual behavior can include, but is not limited to:

- Conversations with sexual innuendo such as sexually suggestive comments or jokes or comments of a sexual nature, or derogatory comments about gender;

Sexual or Other Illegal Harassment*

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POLICY: Sexual or Other Illegal Harassment *
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- Questions about an employee's private sexual life; requests for sexual favors; or graphic, degrading or condescending comments about an employee's appearance, dress or anatomy;
- Repeated social invitations when the invitee has previously indicated that he or she is not interested in accepting such invitations;
- Circulating material (by any method, electronically or otherwise) which ridicules a gender or which is sexually suggestive, or other forms of discriminatory ridicule directed at specific individuals;
- Undesired, intentional physical contact (e.g., touching, pinching), or any threats or suggestions of undesired contact;
- Display of sexually suggestive calendars, objects, cartoons, computer applications, photographs or any other similar display.

Sexual or other illegal harassment, in any form, will not be tolerated. If any employee, male or female, believes that he or she is being sexually harassed or harassed on any other prohibited basis, or otherwise subjected to inappropriate sexual behavior, he or she is encouraged to ask the offender to stop engaging in the objectionable behavior. If such requests are ineffective or impractical, he or she should report any incident(s) to their Supervisor and/or the Chief Human Resources Officer, Tina M. Sharby at (603) 621-3417, or 555 Auburn Street, Manchester NH 03103 or by e-mail at tsharby@eastersealsnh.org. Anyone who has concerns about sexual or other prohibited harassment or has witnessed or heard of objectionable conduct is also strongly encouraged to report or discuss the concerns with the persons identified above. We strongly encourage employees to report objectionable or offensive behavior promptly. A prompt report facilitates effective resolution with minimum disruption to the workplace and the lives of the individuals involved. Complaints will be investigated promptly.

If from the investigation, it is found that the complaint is valid, immediate, appropriate disciplinary action will be taken. Discipline may range from a written warning placed in the offending employee's personnel file to immediate termination.

Harassment and retaliation for filing a complaint or cooperating in an investigation violates this policy and is unlawful even if sufficient evidence to substantiate the complaint is not found. Similarly, no reprisals will be taken against any individual for participating in good faith in any investigation of harassment complaint. Any reprisals or concerns about reprisals should be reported to the individuals identified above.

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POLICY: Sexual or Other Illegal Harassment *
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* Unique Nature of Our Workplace

Easter Seals provides services to some individuals whose conduct or behavior may, at times, be sexually inappropriate or otherwise inappropriate. In most cases this conduct or behavior will be addressed through the Agency's or program's treatment planning process. If you are uncomfortable with the behaviors of the individuals you serve, you should promptly discuss your concerns with your program's director. All reasonable efforts will be made to respond to your concerns. However, there are occasions when program guidelines and the needs of our consumers will require a level of tolerance for inappropriate behavior that would not otherwise be tolerated under this policy. If intolerable conditions persist you should contact your program director to explore the possibility of reassignment or other opportunities with the Agency.

Employees who have concerns about harassment in the workplace can also contact the state anti-discrimination agency. For example:

Vermont Staff
Human Rights Commission
14-16 Baldwin Street
Montpelier, VT 05633-6301
1 (800) 416-2010
TTY: (802) 828-2480

All Staff:

In addition to the above policy, if you believe you have been subjected to sexual harassment, you may file a formal complaint with the EEOC. Using our policy process does not prohibit you from filing a complaint with the EEOC. The EEOC generally has a 180 day period for filing a claim, but this time period may be extended in certain circumstances.

The United States Equal Employment Opportunity Commission (EEOC)
John F. Kennedy Federal Building
475 Government Center
Boston, MA 02203
(800) 669-4000
TTY: (800)669-6820

EASTER SEALS

POLICY: Alcohol and Drug-Free Workplace
SECTION: 3-14
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The Agency is committed to providing a safe and healthy work environment for its employees and clients. To achieve and maintain a workplace free of drugs and alcohol, and the harmful influences and effects resulting from drugs and alcohol, the Agency prohibits the possession, consumption, distribution, manufacturing, dispensing or selling alcohol or controlled substances, in all Agency work places or facilities. No Agency employee shall report to work or remain at work while under the influence of drugs (including prescription or other legal drugs if the employee is thereby physically or mentally impaired) or alcohol. If an employee is in such a condition he or she should make, or cooperate with others who should make arrangements for the person to return home safely. For the purposes of this policy, drugs includes any drug which is not legally obtainable and/or any drug which is legally obtainable, such as a prescription drug, but which is not legally obtained, is not being used for prescribed purposes, is not being taken according to prescribed dosages, or causes employee to be impaired during working time. Violation of these prohibitions may result in discipline up to and including discharge.

As a condition of employment, all employees directly engaged in performing work under federal contracts must agree to comply with this policy and must agree to notify, in writing, the Chief Human Resources Officer no later than 5 days after any conviction for a workplace violation of a criminal drug statute. For the purposes of this notice requirement, a conviction includes a guilty finding, a no contest plea, and/or an imposition of sentence by any judicial or quasi-judicial body for any violation of a criminal statute involving the unlawful manufacture, distribution, dispensation, possession or use of drugs. The Agency will report such convictions to the federal government within 10 days. Any employee who is convicted of such a crime is also subject to discipline up to and including discharge.

If deemed appropriate by the Agency, employees who violate this policy or are convicted of drug and/or alcohol related crimes may be asked, as a condition of reinstatement to employment, to complete a drug screening test at the Agency's expense and/or a rehabilitation or counseling program at the employee's own expense.

The Agency's employee assistance program (EAP) is also available to assist employees in these situations.

Exceptions:

Companion staff must follow instructions provided by Agency nursing staff with regards to assisting the client with the client's prescription medication. The companion staff must keep their own prescription medication in a securely locked location.

Companion staff are permitted to consume alcohol in the home, but cannot be under the influence while on agency paid time.

EASTER SEALS

POLICY: Confidential Information
SECTION: 3-15
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Employees are required to maintain the confidentiality of matters which are indicated by the nature of their jobs. Employees may have access to confidential information regarding the Agency or fellow employees in the course of their job duties. It is a serious responsibility that an employee in no way divulge or discuss any confidential information and that such information be used only in the performance of duties.

Information concerning the condition and treatment of any patient/client is highly confidential and normally may not be discussed, reviewed or shared with anyone not responsible for the immediate care of the patient/client. Violators of this policy can be dismissed and may be involved in legal proceedings.

The treatment, care and problems of any patient/client should not be discussed in the hallways or outside the Agency.

EASTER SEALS

POLICY: Change of Records
SECTION: 3-16
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Employees are required to notify the Human Resources Department of any change in their personal data such as address, telephone number, marital status, dependent information, legal name, license revocation, or emergency contact. Supervisors or the Human Resources Department will have the necessary change of records form.

EASTER SEALS

POLICY: Solicitation and Distribution Policy
SECTION: 3-17
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

In order to avoid interruptions of work and to protect employees from unnecessary annoyances, Easter Seals employees are not permitted to solicit other employees on working time for any purpose, e.g., collections, memberships, selling, contributions, subscriptions, chances or similar activities.

Solicitation by an employee for any cause or organization is prohibited during his/her working time or during the working time of the employee being solicited. Distribution of literature during working time also is not permitted. This does not apply to solicitation or distribution by Easter Seals for Easter Seals events and charitable causes.

This section does not apply during those periods of time when employees are properly not performing actual job duties, such as break or lunchtime. However, distribution of literature in work areas is prohibited at all times.

Visitors who are not employees may not enter the facility or be on Easter Seals property, unless there on business with Easter Seals. Employees who are not scheduled to work may not be on Easter Seals property.

Exception:

Companion staff must notify the staff member's supervisor of any individual/visitor that will be in the home for more than 24 hour or overnight. Other guests may be permitted to visit in the home.

EASTER SEALS

POLICY: Professional Image
SECTION: 3-18
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Easter Seals relies on its staff to project a positive image for our Agency. This can be accomplished partially through the wearing of attire appropriate to the job duties and responsibilities currently being performed. A detailed dress code is difficult to keep current, to enforce and is unnecessary if management and staff cooperate in maintaining the Agency's professional appearance.

To that end, staff must be aware of how they dress and should dress appropriately for what they are doing on a particular day. Staff who will be attending meetings or meeting with a customer should dress in business attire. Appropriate dress is casual or business casual depending on your responsibilities. Some positions may require a more formal standard of dress, please check with your program supervisor. In addition, Easter Seals wants to provide a workplace that is free from offensive behavior, harassment of any kind and free from safety hazards. Therefore, the following is a list that outlines examples of unacceptable clothing:

- Shorts that are more than five (5) inches above the kneecap,
- Spandex or other form fitting clothes,
- Bare Feet,
- Sexually provocative clothing (clothing that may be considered to be too revealing, too tight, exposes the chest or stomach, observable lack of undergarments or exposed undergarments),
- Clothing with profanity, nude or semi-nude pictures, sexually suggestive slogans, cartoons, etc.,
- Clothing which is noticeably worn or tattered,
- Clothing that depicts political or social issues, alcohol, drugs, logos or cartoons that may be considered offensive,
- Slippers.

Managers are expected to discuss staff job assignments and appropriate dress with their employees. If there is any doubt regarding the appropriateness of particular attire, it should be discussed with the immediate supervisor/department head. Anyone whose attire is not appropriate may be asked to change and any loss of time incurred as a result may be at the expense of the employee.

Exception:

Companion staff members are responsible for creating a warm, safe and inviting home environment, as such, staff members are permitted to dress more casually than indicated by this policy, for example: bare feet, and slippers are permitted, but in no case is sexually suggestive clothing permitted when interacting with clients.

EASTER SEALS

POLICY: Tobacco
SECTION: 3-19
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The Agency is committed to providing a safe and healthy work environment for its employees, visitors, clients and families. As health care providers and leaders in our field, Easter Seals has adopted a tobacco-free and vape free environment policy.

This policy will apply to:

- All staff transporting clients during company working time, whether they are in their personal vehicles or a business vehicle.
- All staff, visitors, and clients both during business hours as well as off hours, including evenings and weekends while on agency operated property/building(s).
- Breaks for the purpose of using tobacco products or e-cigarettes and similar devices are not permitted.

Failure to comply with all components of this policy will result in disciplinary action that can lead up to, and include, employment termination. The Vice Presidents and Directors shall assure that this policy is communicated to everyone in their area of responsibility.

Exception:

Residential programs where residents of the home are smokers, the residents may smoke and clients of our drug and alcohol programs may be permitted to smoke in designated areas.

EASTER SEALS

POLICY: Weapons
SECTION: 3-20
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

To ensure the safety of our clients and staff, the Agency does not allow weapons on its premises. The definition of “Weapons”, for the purposes of this policy, is any instrument or device designed, or customarily used, to inflict harm (physical pain or injury) on a person. Weapons, include, but are not limited to firearms (eg. Pistol, rifle or shotgun regardless of the caliber of ammunition), explosives, knives, swords, axes, machetes, bat, clubs, sling shots, bow, or stun guns.

Our Agency staff may refuse to treat clients who have weapons in their possession. If a client arrives at an Agency site for services with a weapon, he/she may be asked to leave the facility. In the event the client refuses to leave the Agency facility, Agency staff should immediately contact the local police to escort him/her from the premises and otherwise deal with the matter. Staff should not attempt to disarm the person and should at all times seek to preserve peace and protect the safety of staff and clients.

Reports to local police would be followed (the same day in most cases) with a report (initially a telephone call, but later in writing) to the Chief Human Resources Officer with a complete description of events, actions and consequences.

***Maine Locations:**

Maine MRS Title 26, Chapter 7, Section 600 allows an employee who has a valid permit to carry a concealed firearm under Title 25, chapter 252 to keep a firearm in the employee's vehicle as long as the vehicle is locked and the firearm is not visible. This subsection does not authorize an employee to carry a firearm in a place where carrying a firearm is prohibited by law.

Companion Staff:

Companion staff members who wish to possess a weapon must request a Weapons Agreement from the program director prior to bringing a weapon(s) into the home. All State laws regarding the possession of firearms will be followed.

EASTER SEALS

POLICY: Gifts
SECTION: 3-21
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Employees are discouraged from accepting gifts of more than \$25.00 in value from patients/clients or firms with which the Agency does business.

EASTER SEALS

POLICY: Provision of Services to Relatives
SECTION: 3-22
PAGE: ONE OF ONE
ORIGIN DATE: JULY 13, 2010
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The Agency permits employees to provide direct services to relatives (spouse, child, parent, sibling, grandparent, grandchild, in-law or step relation, or anyone living in the same household as the employee) as long as such employment is fully disclosed to the appropriate Vice President and it does not, in the opinion of the Agency, create actual or perceived conflicts of interest.

The President will have the authority to administer this policy and rule on any exceptions.

EASTER SEALS

POLICY: Administrative Leave
SECTION: 3-23
PAGE: ONE OF ONE
ORIGIN DATE: FEBRUARY 08, 2017
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Administrative leave is authorized when it is necessary to temporarily remove an employee from the employee's position with the Agency. Employees may be placed on administrative leave while reviewing/investigating performance concerns, or an external event. Examples of when an employee may be placed on administrative leave include, but are not limited to: an internal review or investigation, an allegation of misconduct made against the employee by a coworker, person served, or parent, an investigation of an external event such as an arrest, or an allegation of misconduct made against the employee by an alleged victim or law enforcement agency.

Administrative leave does not, in itself, imply that an employee will be disciplined or even that an allegation is credible. It simply allows the Agency and/or external source to investigate the situation, maintaining the employee's present status while at the same time, removing the employee from the environment, eventually leading to either return to work, discipline, or termination. We expect that most investigations will be concluded within a 60 day period, or sooner. The ability to return the employee to his/her position will be evaluated when a leave is expected to continue beyond 60 days.

When an employee is placed on administrative leave, the leave will be designated as one of the following:

1. Temporary Reassignment: when circumstances allow, and it is appropriate, we will temporarily reassign a staff member until the administrative leave is concluded.
2. Unpaid Administrative Leave: employees who are placed on leave due to non-compliance with any law, organizational policy / requirement or any other conduct that warrants removing the employee from the worksite will be an unpaid administrative leave. Employees placed on unpaid administrative leave may use any available paid time off, otherwise the leave is unpaid.
3. Paid Administrative Leave: employees who have been reported to have violated the rights of persons served by our agency, and who are the subject of an external investigation may be placed on a paid administrative leave.

Employees will continue to be covered by the Agency's group health insurance plan during the administrative leave, as long as the employee pays their portion of the premium for coverage during the administrative leave. Coverage of all insurance may stop if the employee fails to pay for the employee's portion of the premium.

EASTER SEALS

POLICY: Employment Classifications
SECTION: 4-1
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

All employees are classified as exempt or non-exempt in accordance with the Fair Labor Standards Act.

Exempt employees are those employees exempt from the overtime pay provisions of the Fair Labor Standards Act. Exempt employees, generally speaking, are employees whose jobs are executive, administrative and/or professional in nature and whose salaries meet certain minimum requirements. Exempt employees in the Agency are salaried employees and do not receive overtime pay for hours worked.

Non-exempt employees are those employees entitled to overtime pay under the Fair Labor Standards Act. Non-exempt employees are paid on an hourly basis and as such are paid one and one-half times their regular rate for all actual hours worked in excess of forty hours a week.

Regular - Employees who are hired to work on a part- or full-time basis for consecutive weeks throughout the year.

Per Diem - Employees who are hired part- or full-time to work on an occasional basis to cover for regular staff during vacations or periods requiring temporary staff support, generally based on Agency need.

1. **Full-time** - Employees hired to work 30 hours per week or more for consecutive weeks throughout the year
2. **Part-time** - Employees hired to work 29.9 hours or less per week for consecutive weeks throughout the year
3. **School Year** - Employees hired to work the school calendar up to 10 months of the year
4. **Seasonal** - Employees hired to work part time or full time on a seasonal basis, i.e. Camp
5. **Temporary**- Employees who are hired part- or full time for a specified for a limited period of time.
6. **Companion** – Employees who are hired to provide care and live in the home of the individual served.

EASTER SEALS

POLICY: Employment Payment of Wages
SECTION: 4-2
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Wages and salaries will be paid by check bi-weekly. School year staff will be paid over a ten-month period.

The Agency does not allow payroll advances.

During vacation leave, an employee may:

- Arrange to pick up his/her own check on the regular payday during the vacation
- Designate a previously authorized person to pick up his/her paycheck which may require written authorization
- Request that his/her check be held until he/she returns from vacation
- Direct Deposits will be processed as scheduled

EASTER SEALS

POLICY: Direct Deposit
SECTION: 4-3
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Arrangements can be made through the Payroll Department to have an employee's paychecks deposited directly into his/her regular checking or savings account or in a combination of up to three different accounts. For further details please contact the Payroll Department.

EASTER SEALS

POLICY: Holidays
SECTION: 4-4
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: SEPTEMBER 1, 2015
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The Agency observes the following holidays:

New Year's Day	Thanksgiving Day
Memorial Day	Friday following Thanksgiving
Christmas Day	Fourth of July
Labor Day	Martin Luther King Day

A holiday falling on a Saturday will be observed on the preceding Friday and a holiday falling on a Sunday will be observed on the following Monday. A holiday falling within the vacation period of an employee or during paid medical leave is not counted as part of the vacation or medical leave period.

Due to the nature of the Agency services, some staff may be required to work on a holiday. In this event another day may be taken as holiday. At the discretion of the supervisor, an extra day's pay may be given if a day off cannot be scheduled.

In light of the nature of our Residential Services, some holidays will be recognized on the actual date of the holiday. The Human Resources office maintains and publishes the annual *Holiday Schedule* which specifies the holidays to be recognized Agency-wide and those specific to Residential Services.

Full and part-time employees will be compensated for holidays if a holiday falls on his/her regularly scheduled work day. The employee will be compensated for the number of hours he/she was scheduled to work that day. However, because the Agency attempts to accommodate flexible work schedules when possible, not all staff will be compensated for all holidays as listed above.

The employee must work his/her normally scheduled work day prior to and after the holiday in order to be eligible for holiday pay, unless prior approval has been obtained from his/her supervisor.

NOTE:

Special Transit Services School Year staff will not be paid for holidays.

Companion staff members are not eligible for holiday pay. In addition, companion staff members are responsible for providing day coverage or arranging respite with the staff member supervisor during observed holidays.

EASTER SEALS

POLICY: Paid Time Off Policy
SECTION: 4-5 to 4-8
PAGE: ONE OF FOUR
ORIGIN DATE: AUGUST 15, 2004
REVISED DATE: SEPTEMBER 1, 2015
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The Agency provides an opportunity for all eligible employees to take time away from their work responsibilities and respond to personal or family needs by taking time off. Paid Time Off (PTO) is the Agency's way of providing this time off. PTO can be used for vacation, sick, personal, and bereavement.

Regular full and part-time employees working 20 or more hours per week will accrue paid time off after the completion of a three-month waiting period. Time begins to accrue immediately upon hire, but cannot be used until the three-month waiting period has been satisfied. PTO is based on the employee's date of hire, and is prorated based on the number of hours scheduled to work.

Example: Full Year Non-Exempt Staff, 1st year of employment working 30 hours = 9 PTO days
9 PTO Days x 6 PTO hours = 54 Total PTO Hours / 26 pay periods = 2.08 PTO Accrual per pay period

Time will be accrued as follows for non-exempt staff:

- ◆ In the first year of employment PTO will accrue on a bi-weekly basis up to a maximum of nine (9) days.
- ◆ In the second through tenth year of employment, PTO will accrue on a bi-weekly basis up to a maximum of twenty (20) days.
- ◆ After the completion of ten years of service, PTO will accrue on a bi-weekly basis up to a maximum of twenty-five (25) days.

Time will be accrued as follows for exempt staff:

- ◆ In the first year of employment PTO will accrue on a bi-weekly basis up to a maximum of twelve (12) days.
- ◆ In the second year of employment and beyond, PTO will accrue on a bi-weekly basis up to a maximum of twenty-five (25) days.

Time will be accrued as follows for school year staff:

- ◆ In the first year of employment PTO will accrue on a bi-weekly basis up to a maximum of six (6) days.
- ◆ In the second year of employment and beyond, PTO will accrue on a bi-weekly basis up to a maximum of ten (10) days.
- ◆ School year staff are eligible to use PTO during the school year and, if applicable, while working the summer program. Prior to the start of the new school year any balances remaining will be transferred to the extended illness bank.
- ◆ School year staff PTO is to be used for sick, personal or bereavement only. Vacations are to be scheduled within the school year calendar.
- ◆ Special Transit Services Staff are not eligible for PTO.

EASTER SEALS

POLICY: Paid Time Off Policy
SECTION: 4-5 to 4-8
PAGE: TWO OF FOUR
ORIGIN DATE: AUGUST 15, 2004
REVISED DATE: SEPTEMBER 1, 2015
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Maximum Paid Time Off Accumulation: Employees may accumulate five days more than their annual accrual. Once this maximum is reached, additional PTO will not be accumulated. Exceptions will need to be approved by the President. School year employees accrue time for the current school year only and unused PTO cannot be carried forward.

Unused Paid Time Off:

- ◆ Employees terminated during the first six months of employment are not eligible to be compensated for unused paid time off (accruals during the first six months are not considered vacation).
- ◆ Non-exempt employees are eligible to be paid for accrued but unused time upon separation as follows, (percentages considered equivalent to vacation accrual):
 - ◆ Less than one year of service not to exceed 30% of the balance.
 - ◆ Service of more than one year, but less than ten (10) years not to exceed 38% of the balance.
 - ◆ Service of more than 10 years not to exceed 44% of the balance.

Unused Paid Time Off:

- ◆ Exempt employees are eligible to be paid for accrued but not used time upon separation as follows, (percentages considered equivalent to vacation accrual):
 - ◆ Less than one year of service not to exceed 32% of the balance.
 - ◆ More than one year of service not to exceed 44% of the balance.
- ◆ Employees who are terminated for gross misconduct, or who resign without a proper notice will not receive payment for unused time.
- ◆ Employees who become ineligible for PTO will be eligible to receive their prorated percentage, (considered equivalent to vacation accrual) of PTO at the time of the status change.
- ◆ School year employees are not eligible for PTO upon termination.

EASTER SEALS

POLICY: Paid Time Off Policy
SECTION: 4-5 to 4-8
PAGE: THREE OF FOUR
ORIGIN DATE: AUGUST 15, 2004
REVISED DATE: SEPTEMBER 1, 2015
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Extended Illness Bank

Each calendar year employees that are eligible for PTO may transfer PTO to the extended illness bank. A maximum of five days of PTO time accrued but not used may be transferred to the extended illness bank.

In addition, in January of each year, Easter Seals will contribute to the extended illness bank as follows to all staff regularly scheduled 20 or more hours per week:

First year of employment:	Three (3) days
Second through fifth year of employment:	Four (4) days
Five or more years:	Five (5) days

The extended illness bank can accumulate time to a maximum of sixty (60) days. Employees must use seven calendar days of PTO (for each illness / injury, etc) prior to accessing the extended illness bank. If the employee has less than seven days available, all time must be used. Use of time in the extended illness bank requires physician certification and may be used in conjunction with the Family and Medical Leave Policy.

Extended Illness Bank is not payable upon separation.

General Information:

- Employees are responsible for managing their time. Scheduled time off must be approved in advance by the program supervisor or in accordance with established program policies. Unplanned illness should be reported as soon as possible. Every employee is expected to follow program procedures for calling out sick.
- All PTO must be used before a leave without pay can be approved. PTO cannot be used to extend service or in lieu of a notice of resignation. The last day worked is considered to be the last day of employment. Scheduled and unscheduled PTO will not be considered as hours worked for the purposes of calculating overtime.
- Excessive unscheduled PTO use may result in disciplinary action. Supervisors may require employees to produce a physician's statement at their discretion.
- Staff who changes status from full-time to part-time, temporary to regular, or full-year to school-year will have adjustments made to their PTO balances as appropriate. Staff members who become ineligible for PTO will be paid out a percentage of their accrued but not used balance.

EASTER SEALS

POLICY: Paid Time Off Policy
SECTION: 4-5 to 4-8
PAGE: FOUR OF FOUR
ORIGIN DATE: AUGUST 15, 2004
REVISED DATE: SEPTEMBER 1, 2015
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Exception:

- Companion staff members are not eligible for paid time off. Companion staff will accrue respite funds for coverage which will be available for use at their discretion, subject to prior supervisory approval. The respite accrual is intended to be used to provide alternative coverage so that companion staff can take planned time off for vacation, or other time needed.
- Respite accrual will begin upon employment and is not subject to any waiting period. Accrued respite is valid during the current benefit year only and unused respite accruals cannot be carried forward. Respite dollars will accrue on a quarterly basis. Under exceptional circumstances, the Agency may authorize an advance of respite accrual before respite has been accrued. Any advance will be limited to the current year accrual only. Anytime an advance is made, it is done with the understanding that should the companion staff terminate employment before respite is accrued; the amount owed to the agency will be paid back. Unused respite accruals are not payable at the time of termination of employment.

Paid Time Off
4-8

EASTER SEALS

POLICY: Personal Leave of Absence
SECTION: 4-9 to 4-10
PAGE: ONE OF TWO
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

Easter Seals realizes that circumstances may arise which require an employee to be absent from work for reasons other than vacation, sick or bereavement. This policy is intended to provide a leave of absence for exceptional circumstances. Some examples of the reasons that will justify a personal leave of absence include:

1. If the employee (or a child, parent or spouse and other relatives as required by law) is a victim of a crime (including but not limited to; domestic violence, stalking, or sexual assault) the employee will be granted time off to prepare for and attend court proceedings, to receive medical treatment or to attend to medical treatment for a victim, or to obtain other necessary services to remedy a crisis caused by the violence.
2. To attend court, legal, or investigative proceedings associated with the prosecution of a crime, including to attend court as a witness pursuant to a subpoena.
3. Where authorized by law, to take leave when an employee who is a member of a fire department, rescue squad, or emergency services agency is called into service.
4. Other personal reasons.

Unless otherwise prohibited by state law, personal leaves of absence are subject to the following conditions:

1. Approval of a personal leave without pay is dependent on the circumstances of each case and consideration will be given to the needs of the Agency. The Agency may deny the leave if it would sustain an undue hardship from the employee's absence and for other reasons permitted by applicable law.
2. If the purpose of the leave is because the employee or a family member is a victim of a crime, the employee will be required to provide a copy of the notification of court proceedings to the HR department. The employee may also be required to provide certification of the family relationship to the crime victim.
3. The employee must use all accrued paid time off leave before the personal leave of absence without pay takes effect.
4. In exceptional circumstances extended periods of leave without pay may be granted, at the sole discretion of the Agency.
5. Request for personal leave of absence must be in writing and sent to Human Resources. The leave request must state reasons and specific dates for the leave and, where possible, must be approved by the program Vice President and Chief Human Resources Officer.

EASTER SEALS

POLICY: Personal Leave of Absence
SECTION: 4-9 to 4-10
PAGE: TWO OF TWO
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

6. At the discretion of the Agency, all insurance benefits which are provided at the time the personal leave of absence takes effect may be continued, at the employee's current contribution rate for the entire period of the personal leave of absence without pay. Extensions of such benefits, in most cases, will be at the expense of the employee.
7. An employee on personal leave of absence cannot accrue paid time off between the time the approved leave begins and the time the employee returns to work or terminates employment with the Agency.
8. Easter Seals does not discriminate against applicants/employees because the individual seeks to obtain a protective order or refuses to seek to obtain such an order.
9. Request for personal leaves for more than 14 days requires prior approval of the President.
10. The Agency will not discipline or retaliate against an employee or deprive the employee of any pay or benefits for taking leave authorized under this policy.
11. The documentation pertaining to the requested leave, including the facts relating to any domestic violence will be kept confidential to the extent practicable.

EASTER SEALS

POLICY: Bereavement Policy
SECTION: 4-11
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
APPROVED BY: BOARD OF DIRECTORS

The Agency allows the use of up to three days of paid time off for the death of a loved one. In the event that the employee does not have accrued leave time the Agency may, at the discretion of the supervisor, opt to advance leave time. However, leave time taken before the actual time has been accrued will be offset with future accrued time. The employee has the option to take the time without pay.

For the purpose of this policy, immediate family shall include the following: Parents, Step-Parents, Spouse or Significant Other, Child, Sibling, Grandparent, Grandchild, Parent-in-Law.

Exception:

Companion staff may request respite to take time off due to the death of a loved one.

EASTER SEALS

POLICY: Family and Medical Leave of Absence (including Worker's Compensation)
SECTION: 4-12 to 4-17
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The Agency's traditional focus has been on providing a family-friendly work environment for its employees and makes every effort to accommodate unusual or trying circumstances that temporarily interfere with the employee's work routine.

Employee eligibility requirements

To be eligible for a leave of absence under this policy, an employee must:

1. have been employed for at least 12 months, which need not be consecutive. Separate periods of employment will be counted, unless the break in service exceeds seven years. However, separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service; and
2. have worked at least 1,250 hours during the 12 months preceding the commencement of the leave. Absences due to USERRA-covered military service are counted as hours worked.

Reasons for Family and Medical leave

Eligible employees may be entitled to take a leave of absence for the following reasons:

1. The birth of a child or the placement in your home of a child for adoption or for foster care;
2. The need to care for your spouse, son, daughter or parent who has a serious health condition;
3. A serious health condition that prohibits you from performing essential functions of your job;
4. The need to be absent because of a qualifying exigency arising out of your spouse, son, daughter or parent being on active duty or being notified of an impending call or order to active duty in the Armed Forces in support of a contingency operation. The qualifying reasons must be one of the following: short-notice deployment; military events and activities; child care and school activities; financial and legal arrangements; counseling; rest and recuperation; post-deployment activities; and additional activities that may arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.
5. The need for you, as the spouse, son, daughter, parent or next of kin to care for a current member of the Armed Forces, including National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Note: This leave is not to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

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5(a). An employee whose spouse (including same-sex spouse), son, daughter, parent or next of kin is a covered service member may take up to 26 weeks of leave in a single 12-month period. The leave may commence as soon as the individual receives the call-up notice.

1. son or daughter means the covered service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.
2. parent means a covered service member's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. It does not include in-laws.
3. next of kin means the nearest blood relative, other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of this leave. When no such designation is made and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin.

Covered active duty means:

1. for members of a regular component of the Armed Forces -- duty during deployment of the member with the Armed Forces to a foreign country.
2. for members of the reserve components of the Armed Forces, i.e., National Guard and Reserves -- 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 as defined in section 101(a)(13)(B) of title 10, United States Code.

Covered service member means:

1. a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
2. a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

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Amount of leave available

An eligible employee may take up to a total of 12 weeks of leave in a 12-month period. The amount of leave available is determined by looking at the amount used during the 12 months preceding the date leave would begin; the total amount of leave available in this 12-month period may not exceed 12 weeks. Leave for birth or adoption must be taken in consecutive weeks within 12 months after the child's birth or placement of the child by adoption or foster care.

Eligible employee may take one 26-week leave period in a single 12-month period to care for a service member. The right to take this leave does not renew once a new 12-month period begins and all this leave must be taken in a single 12-month period, although it may be taken intermittently or on a reduced schedule. FMLA leave already taken for other FMLA circumstances will be deducted from the total 26 weeks available.

Different rules for the amount of time available for all types of leaves apply when both spouses work for Easter Seals. Generally, they may take a combined total of the available leave (12 weeks or 26 weeks).

Easter Seals has the right to designate as Family or Medical Leave all time missed by an employee which would qualify under this policy.

Notification by employee

1. Foreseeable Events. The employee must notify Human Resources at least 30 days in advance of foreseeable leaves, such as leaves for planned medical treatment or for the employee's child's birth.
2. Unforeseeable Events. For unforeseen events, such as accidental injury causing a serious health condition, premature birth or a sudden change in the employee's health, he/she must notify Human Resources of his/her need for leave as soon as it possible and practical to do so. In most cases, the employee should notify Human Resources of an unforeseen leave within one day of when he/she finds out when leave is needed.

Failure to Give Notice: Failure to give notice as required here may result in delay or denial of a leave. In the case of foreseeable leaves, the Agency may delay the leave for up to 30 days from the date the employee notified it of the need to take the leave.

Notification by the company

The Agency will notify an employee when it designates absences as Family or Medical leave. In appropriate but rare cases, the Agency will designate leave as Family or Medical Leave even if not requested by the employee.

Certification of need for Family or Medical leave

The employee must submit a Certification of Health Care Provider no later than 15 days after it is requested by the Agency. The Certification of Health Care Provider must be completed and signed by a qualified health care provider. (Form will be provided to you by Human Resources). The Agency retains the right to have the employee examined by another health care provider (and possibly a third one, if the first two medical opinions are inconsistent) at its expense. The Agency reserves the right to request periodic additional medical certification during the term of a leave of absence.

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Definitions of serious health condition

A serious health condition is an illness, injury, impairment or physical or mental condition which involves the treatment by a health care provider or by a nurse or physician's assistant under direct supervision of a health care provider for the following:

1. inpatient care; or
2. period of incapacity of more than three (3) consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition) that involves
 - a. treatment two or more times by a health care provider – the first visit generally must be within 7 days of first day of incapacity and second must be within 30 days of first day; or
 - b. treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of the health care provider -- the visit to the health care provider generally must be within 7 days of first day of incapacity;
3. a chronic condition which requires periodic visits for treatment by a health care provider at least 2 visits per year and continues over an extended period of time (including recurring episodes of a single underlying condition) and may cause episodic absence rather than a continuing period of incapacity (e.g., diabetes, epilepsy); or
4. a period of incapacity which 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 health care provider (e.g., Alzheimer's, a severe stroke);
5. a period of absence to receive multiple treatments (including any period of recovery) by a health care provider or on referral by a health care provider, either for restorative surgery after an accident or other injury or for a condition which would likely result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment (e.g., chemotherapy, radiation, dialysis); or
6. any period of incapacity due to pregnancy or for prenatal care.

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Serious injury or illness means (Armed Forces):

1. for a member of the Armed Forces, including the National Guard or Reserves -- an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces or existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
2. for a veteran of the Armed Forces, including the National Guard or Reserves, at any time during a period when the person was a covered service member -- a qualifying 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.

Outpatient status means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

Intermittent or reduced schedule

Leave may be taken on an intermittent or reduced schedule when medically necessary or with approval from the Agency when the leave is due to the birth, adoption, or placement of a foster child. In appropriate cases and considering the Agency's business needs, the Agency may temporarily transfer the employee to another position with no loss in benefits or decrease in rate of pay to better accommodate the intermittent or reduced schedule leave.

The employee must submit a Certification of Health Care Provider to support his/her need for an intermittent or reduced schedule leave when medically necessary. Furthermore, the employee must inform the Agency of the anticipated treatment schedule and the reasons for the proposed schedule.

For all leaves involving planned medical treatments, including intermittent and reduced schedule leaves, the employee is obligated to plan for treatments so that they will cause the least disruption to the Agency.

The Agency retains the right to deny an intermittent or reduced schedule leave for the birth or adoption of a child.

Pay and benefits

Employees must use available accrued paid time off and extended illness bank to apply toward the approved leave of absence. As with any leave of absence, the employee will not continue to accrue time-off benefits during the leave period. However, the accrual of time-off benefits will resume upon the employee's return to his/her position and meeting the eligibility requirements.

The employee will continue to be covered by the Agency's group health insurance plan during the family or medical leave, if he/she pays his/her portion of the premium for coverage during family or medical leave. Coverage of all insurance may stop if the Agency learns the employee does not intend to return to employment or does not return to employment or does not pay his/her portion of the premium. In that situation, the employee would receive notice of rights to continue health coverage under COBRA. In some cases, the Agency may request the employee to reimburse it for any premiums the Agency has paid on his/her behalf during the leave, unless the reason he/she did not return was because of a continued serious health condition or for other reasons beyond his/her control.

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Return to work

Prior to returning to work, the employee must contact the Agency to submit the medical clearance to return to work and to determine when to report for duty.

An employee returning from leave for his/her own serious health condition must provide a fitness-for-duty certification from his or her health care provider that s/he is able to resume working. Failure to follow these procedures may result in delay when s/he is ready to come back to work. The Agency may require the employee to submit to a fitness-for-duty exam at its cost.

The employee will be returned to the same or an equivalent employment position unless he/she has been notified that he/she is a "key employee". The employee will not lose any seniority or benefits because of the leave.

Failure to comply with this policy

If an employee fails to follow the guidelines in the policy or falsifies any information related to the certification, his/her leave may be delayed or denied and discipline, up to and including discharge, may result.

The President or his designee will have the final authority to review and authorize all requests for leaves of absence, including those requests considered to be exceptions to these criteria.

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POLICY: Professional Development/Educational Leave
SECTION: 4-18
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The Agency recognizes the value of professional development. Attendance at professional conferences and additional course work is encouraged when it does not unduly interfere with the function of the Agency. Attendance at other pertinent conferences or meetings is similarly encouraged and permitted with the approval of the Vice President or designee. Arrangements for the handling of workload during a staff member's absence are essential to the granting of leave. Requests for Professional Development / Educational leave must be in writing and sent to Human Resources. Requests for extended educational leave will be treated in the same manner as a Personal Leave of Absence. The leave request must state specific dates and must be approved in advance by the program Vice President and President.

Exception:

Companion staff members are not eligible for professional development/educational leave.

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POLICY: Jury Duty/Civic Duty Leave
SECTION: 4-19
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ORIGIN DATE: DECEMBER 1, 1998
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The Agency supports its employees' rights and obligations to fulfill their civic obligations. As such, the Agency grants time off to employees for the time required to perform jury duty or when employees have been subpoenaed to appear as a witness in court or in a judicial proceeding (e.g. deposition or hearing).

Employees are expected to report for work before and after jury duty or appearance as a subpoenaed witness, when practicable. For each day the employee is on jury duty or required to appear as a witness, the Agency will pay the employee his/her regular earnings (as if the employee worked a full day for the Agency), less the amount the employee is paid for jury duty by the Court, up to a maximum of ten (10) working days, as applicable. Thereafter, the employee must still attend to jury duty obligations but his/her compensation during that period, if any, will only come from the Court or their paid time off balance. Employee benefits will be maintained at the same level and in accord with Agency policies during this short-term leave. Arrangements with regard to the maintenance of such benefits in the event of a long-term leave (due to extended jury obligations) should be made with the Agency's Vice President/Chief Human Resources Officer.

Employees must return to work on days when they are excused from jury duty or from Court.

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POLICY: Military Duty
SECTION: 4-20
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ORIGIN DATE: DECEMBER 1, 1998
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Employees who are members of the reserves or National Guard and who must perform annual duty or training and employees who enlist or are called up in the U.S. uniformed services for an extended period of time will be granted a military leave of absence. They are eligible for re-employment under the Uniformed Services Employment and Reemployment Rights Act (USERRA). Re-employment will be in accordance with USERRA and the time for requesting reinstatement depends on the length of time the employee was out.

The Agency will pay the employee the difference between the employee's regular compensation less any amount paid by the Government for such duty. Proof of Government pay will be required to be provided to the payroll department, to support the military duty leave. If Government pay stubs are not presented, the employee must use paid time off during such leave.

When an employee's military duty extends beyond the two weeks customary with annual reserve duty, the employee may elect to use previously accrued paid time off to prevent or reduce any loss of pay or benefits. Benefits will cease to accrue during military leave longer than two weeks. Once accrued paid time off is depleted, the employee will be considered to be on an approved unpaid leave of absence.

Employees will be granted military leave consistent with USERRA and state law, if applicable. The employee is expected to notify his/her supervisor as soon as he/she is aware of the dates required for service in the military.

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POLICY: Flexible Benefits Program
SECTION: 4-21
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The Agency offers an exciting, innovative approach to its employee benefit plan -- Flexible Benefits. The Flexible Benefits Program is designed with the basic precept that the employee is the best judge of his/her benefit needs. The available benefit choices from which staff can choose include the following:

- Medical
- Dental
- Life Insurance (Agency paid)
- Accidental Death & Dismemberment (AD&D) (Agency paid)
- Long Term Disability (Agency paid)
- Supplemental Life Insurance *
- Dependent & Child Life Insurance *
- Short Term Disability**
- Flexible Spending Accounts (Healthcare & Dependent Care)

Agency employees who are hired and required to work thirty hours or more a week and on a 12 month work year or school year basis are normally eligible for all benefits described in this manual unless otherwise indicated.

A Summary of Benefits and Options booklet which explains in detail the benefits and available coverages, along with the necessary enrollment forms, will be provided to staff upon eligibility.

Staff who attend the "New Employee Orientation" sessions will be provided an overview of the benefits program and the enrollment requirements. However, the Human Resources office is available to respond to any benefit questions as well as offer support during enrollment periods.

Temporary staff are ineligible for the Agency benefits. However, should temporary staff change from temporary to regular status they will become eligible for the available benefits, subject to the established requirements, after satisfying the specified waiting periods from the date of the status change unless otherwise specified.

* Note: Additional life insurance and dependent life insurance are optional programs and any associated payroll deduction is not deducted on a pre-tax basis.

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POLICY: Retirement Plan
SECTION: 4-22
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ORIGIN DATE: DECEMBER 1, 1998
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The Agency offers a 403(b) Retirement Plan. The specific details of this plan will be discussed at the time of hire and/or employee orientation.

This benefit offers all staff an opportunity to participate in the plan with their own pre-tax contributions. The Agency offers a matching contribution to staff who meets the following minimum requirements:

- must be 21 years of age,
- must work 1,000 or more hours per year,
- must be a U.S. citizen or resident alien

The amount of the Agency contribution will be determined annually and approved by the Board of Directors. Staff will receive the Retirement Plan details prior to the established plan entry dates. Please refer to the retirement plan enrollment materials available in the Human Resources Department. If there is any inconsistency between this policy and the terms of the 403(b) Retirement plan documents, the 403(b) Retirement plan documents govern.

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POLICY: Employee Assistance Program
SECTION: 4-23
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ORIGIN DATE: DECEMBER 1, 1998
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The Employee Assistance Program (EAP) is one way the Agency seeks to help employees to be the best at what they do. Occasionally, problems arise that may affect the employee's ability to do his or her job and the EAP is available to offer support.

The EAP is available to regular employees of the Agency and their family members offering personal and confidential help in coping with a variety of personal problems. The EAP is a referral service available at no cost to employees or their families.

Any employee who would like more information about the Employee Assistance Program should contact the Human Resources Department.

EASTER SEALS

POLICY: Tuition Reimbursement
SECTION: 4-24 to 4-25
PAGE: ONE OF TWO
ORIGIN DATE: DECEMBER 1, 1998
REVISED DATE: SEPTEMBER 1, 2015
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Easter Seals NH, Inc. provides financial support to employees who participate in externally sponsored educational courses which meet the criteria outlined in this Policy. Such support is intended to enhance employees' professional development and their skills and knowledge related to our business.

I. Requirements

A. Eligibility

Active employees who are classified as full-time (30+hours per week) with at least one year of continuous service immediately prior to the start of the course are eligible to apply for reimbursement for qualified tuition expenses.

B. Termination of Eligibility

1. Eligibility ceases upon notice of termination of employment. No reimbursements will be made to former employees, to employees who have given notice of resignation, or those who have been notified that they will be terminated. This includes situations in which approval of such reimbursement was previously provided and/or the course was satisfactorily completed prior to the date of termination.

2. Eligibility for tuition reimbursement also ceases when an employee receives or has received in the last year, an annual review that is below expectations or has a Performance Improvement Plan attached to said review. Eligibility will not resume until an overall performance rating on the annual review equals Meeting Expectations or by resolving any stated performance issues as determined by their manager during manager supervision.

C. Type of Assistance

Assistance, when approved, is given in the form of tuition reimbursement after successful course completion. Successful completion of a course shall be evidenced by a report from the school showing a passing grade of at least "C" or better. If grades are not normally awarded, a statement of satisfactory completion must be presented; for instance, this may include a pass/fail situation.

D. Approved Schools

Baccalaureate and graduate level courses must be taken for academic credit through accredited colleges and universities. Courses leading to certification must be taken at a school or through an organization that is authorized by the certifying authority to provide such educational programs.

E. Courses Eligible for Reimbursement

Eligibility for reimbursement of courses applied to an undergraduate or graduate degree program will be determined by any of the following criteria:

- Coursework relevant to the employee's current job assignment;
- Coursework relevant to a position within Easter Seals for which the employee is being trained;
- Coursework relevant to a written development plan established by the employee's manager; or
- Coursework that applies to a specific business-related degree.

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II. Educational Benefit

A. Amount Reimbursed

- Reimbursement for eligible expenses is limited to 50% of tuition expenses over \$100 with a \$1,500 maximum reimbursement, and a two class reimbursement maximum per Fiscal year. (September – August)
- Reimbursement is first come, first served until such funds are exhausted with a maximum of two grants per fiscal year.
- Classes costing \$100 or less are reimbursed at 100%.
- Reimbursement amounts do not include any fees or cost of books for the class.

B. Payback Agreement

As a condition of tuition reimbursement, the employee must agree that if he or she separates employment, voluntarily or involuntarily, with Easter Seals NH, Inc. within the timeframes set forth below, the employee will repay Easter Seals NH, Inc. as follows:

Six month period after receiving the tuition reimbursement:	100%
Twelve month period after receiving the tuition reimbursement:	75%
Twenty-four month period after receiving the tuition reimbursement:	50%
Thirty-six month period after receiving the tuition reimbursement:	0%

This payback agreement will not be enforced in situations where the employee's position is eliminated (lay off).

III. Procedures

To qualify for and receive tuition reimbursement, the employee is required to:

- Complete the Tuition Reimbursement Request Form and have it approved by his/her Vice President before enrolling in the course. Submit the completed form to the Benefits Administrator 30 days prior to the start of the course.
- Enroll, pay the tuition and complete the course.
- Obtain evidence of satisfactory completion of the course as well as a statement/receipt reflecting the amount of the tuition paid (such as a tuition statement or receipt of payment for tuition).
- Submit the approved and signed Tuition Reimbursement Request Form, as well as the passing grade report and a statement/receipt reflecting the amount of the tuition paid (such as a tuition statement or receipt of payment for tuition) to The Benefits Administrator, 555 Auburn St., Manchester, NH 03103. Any additional paperwork that may affect the amount to be reimbursed (i.e., grants, scholarships, GI bill, etc.) should accompany the paperwork.
- Paperwork (proof of completion and payment) should be submitted within 60 days of course completion.

Failure to submit the required forms within the outlined timeframes may jeopardize approval and disbursement of funds. Approved reimbursements will be deposited into the employee's bank account for those employees who have direct deposit of their pay. Other employees will receive the reimbursement in a separate check.

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POLICY: Professional Liability Insurance
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ORIGIN DATE: DECEMBER 1, 1998.
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The Agency Insurance Program includes Professional Liability Insurance.

All employees with the exception of medical doctors, dentists and psychiatrists are covered under the Agency's professional liability while such employees are performing their duties in the course of their employment on behalf of and approved by the Agency. All medical doctors, dentists and psychiatrists are required to carry medical malpractice coverage at limits no less than of \$1,000,000 each occurrence/\$3,000,000 aggregate and copies of current certificates must be on file with the Agency.

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POLICY: Worker's Compensation
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All employees are protected by Workers' Compensation Insurance in accordance with the State laws. Workers' Compensation Insurance provides payment of income and medical expense benefits as a result of job-related accidents, injuries or illnesses. Employees do not make contributions toward Workers' Compensation.

Any accident which occurs at work resulting in the injury or illness of an employee, no matter how minor, must be reported to the Human Resources Office or the Occupational Health Nurse on an "Incident/Injury Report" form within 24 hours of the incident.

The Agency reserves the right to regularly verify the continued incapacitation of an employee on Worker's Compensation supported leave.

All questions related to Workers' Compensation claims and payments should be directed to the Human Resources Office or the Occupational Health Nurse.

EASTER SEALS

POLICY: Medical Leave of Absence
SECTION: 4-28 to 4-29
PAGE: ONE OF TWO
ORIGIN DATE: SEPTEMBER 1, 2005
REVISED DATE: MARCH 31, 2014
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Employees who need to take time off for personal illness or for the birth of a child, and who do not qualify for the FMLA leave may use a Medical Leave of Absence. This leave is an unpaid leave; however, employees may be required to exhaust any applicable accrued paid leave prior to taking an unpaid leave.

Whenever possible, the employee must request leave at least 30 days prior to the anticipated beginning of the leave, and must make a reasonable effort to schedule the leave so as not to unduly disrupt Agency business. Requests for leave should be submitted to the employee's supervisor and the Human Resources Department.

The Agency requires an employee to furnish a medical certification supporting the need for a leave no later than the first day of the leave. Moreover, the Agency may require additional/periodic reports during the leave regarding the employee's status and intent to return to work. If an employee fails to obtain the required medical certification or if the physician's statement does not support the need for the leave, and the employee refuses to work, the Agency may terminate employment.

As with any leave of absence, the employee will not accrue time-off benefits during the leave period. However, the accrual of time-off benefits will resume upon the employee's return to his/her position and meeting the eligibility requirements.

All insurance benefits, provided at the time the medical leave of absence takes effect, may be continued for the entire period of the leave and is subject to the employee continuing to pay for their portion of the insurance.

The Agency will return the employee to his/her job or comparable job, unless business requirements make it impossible, impractical or unreasonable. The employee must provide a doctor's statement when he/she is ready to return to work.

Pregnancy and pregnancy-related medical conditions will be treated the same as any medical condition. A pregnant employee should let her supervisor know her due date and anticipated return to work date. The employee will also provide a doctor's statement outlining any work limitations her condition may require, if any. The employee will receive six weeks (maximum 8 weeks for cesarean delivery) unpaid leave during her time off for maternity. If she needs more time off, she must provide a statement from her doctor.

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Maine Family Medical Leave Act : Covers Maine Employees who have 12 consecutive months of service. An eligible employee may take up to 10 consecutive weeks of family medical leave over a two year period for the purposes of the birth of the employee's child; adoption of child under 16; organ donation for transplant; a serious health condition of the employee; a serious health condition of the employee's child; domestic partner's child, parent, domestic partner, sibling or spouse; or death or serious health condition of the employee's spouse, domestic partner, parent, sibling or child if the spouse, domestic partner, parent, sibling or child, as a member of the military, dies or incurs a serious health condition while on active duty. A serious health condition in this policy is an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care facility or continuing treatment by a health care provider. The employee must give at least 30 days' notice of the beginning date and end of the leave, unless unable to do so because of a medical emergency. The employee must present a certification from a physician or other approved practitioner that he/she qualifies for this leave. This leave will run concurrently with FMLA leave, if the employee is eligible for that leave. In some circumstances, the leave may be taken on an intermittent or reduced leave schedule.

Vermont Parental and Medical Leave – The Agency will allow full-time employees who work an average of 30 hours per week for one year to take up to 12 weeks per year of unpaid leave for pregnancy, birth, adoption, or serious illness of themselves or close family members. The Agency will not retaliate against employees who exercise their rights under the law and normally will reinstate employees to their jobs on return from leave.

Vermont Short-Term Leave -Vermont law also allows eligible employees to take up to 24 hours per year (4 hours per month) of short-term unpaid leave for routine medical and dental care, children's academic needs, medical emergencies, and the like. Employees should give at least 7 days' notice of the leave.

EASTER SEALS

POLICY: Reasonable Accommodations
SECTION: 4-30
PAGE: ONE OF ONE
ORIGIN DATE: FEBRUARY 08, 2017
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Employees and applicants have the right under various state and federal laws to request a reasonable accommodation of the terms and conditions of their employment as a result of various conditions or circumstances. For example, employees are entitled to a reasonable accommodation:

- When they have a disability, in order to help them perform the essential function of their job;
- When they need an accommodation of work hours or mode of dress relating to sincerely-held religious beliefs;
- For reasons related to pregnancy, childbirth and related conditions, including the need to express breast milk for a nursing child;
- If they are the victim of a crime, including domestic violence, sexual assault, or stalking.

Employees needing a reasonable accommodation should contact Human Resources. A dialog will occur regarding the need for the accommodation and what accommodations might be reasonable. The Agency reserves the right to offer an accommodation other than the one requested by the employee. The Agency will not refuse to grant a reasonable accommodation unless it would create an undue hardship on the program or the Agency. The Agency may request certification relating to the need for the leave.

EASTER SEALS

POLICY: Job Postings
SECTION: 4-31
PAGE: ONE OF ONE
ORIGIN DATE: JULY 13, 2010
REVISED DATE: MARCH 31, 2014
REVIEW DATE: FEBRUARY 08, 2017
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Job postings are a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager, both inside and outside of the Agency.

All vacant positions shall be posted internally for a minimum of five days. Each posting will include the job title, job summary, and qualifications. Postings will be sent to all staff members via Agency e-mail. Managers are responsible for printing and posting job openings for staff that do not have access to Agency e-mail.

Other recruiting sources may also be used to fill open positions in the best interest of the organization. Job postings in no way imply a contract between the Agency and any employee for preferential treatment.

EASTER SEALS

POLICY: Service Animals
SECTION: 4-32 to 4-33
PAGE: ONE OF TWO
ORIGIN DATE: JULY 6, 2016
REVISED DATE:
REVIEW DATE: OCTOBER 19, 2016
APPROVED BY: BOARD OF DIRECTORS

According to the ADA, a service animal is defined as “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.”

Animals that provide emotional support, well-being, comfort, or companionship are not “service animals” under this policy or the ADA.

In compliance with the ADA, service animals are welcome in most Agency buildings and on Agency property, without the assessment of any fees or surcharges. However, some programs may not permit service animals, decided on a case-by-case basis, due to safety concerns associated with the individuals we serve.

Employees with a disability who request an accommodation must contact the Human Resource (HR) Department. The Agency will not refuse to grant a reasonable accommodation unless it would create an undue hardship on the program or the Agency. The Agency may request certification relating to the need for the accommodation. If the accommodation involves a service animal, and if it is not readily apparent whether an animal has been trained to do work or perform tasks for the individual, the Agency may ask two questions. First, the Agency may ask if the animal is required because of a disability and second, the Agency may ask what work or task the animal has been trained to perform. The Agency may not ask for documentation proving that the dog has been certified as a service animal. All service animals must be registered with the HR department.

EASTER SEALS

POLICY: Service Animals
SECTION: 4-32 to 4-33
PAGE: TWO OF TWO
ORIGIN DATE: JULY 6, 2016
REVISED DATE:
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Requirements of service animals and their owners include:

- All animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current.
- Animals must wear a rabies vaccination tag.
- All dogs must be licensed per state law.
- Service animals must wear an owner identification tag (which includes the name and phone number of the owner) at all times.
- All service animals must be housebroken.
- Animals must be on a leash, harness or other type of restraint (**secured/fenced back section of a vehicle or crate during transport**) at all times, unless the owner/partner is either unable to retain the animal on a leash due to a disability or the use of a harness or leash would interfere with the service animal's safe and effective performance or work or tasks, in which case the service animal must be otherwise under the owner's control, such as through the use of voice control or other signals. The owner must be in full control of the animal at all times.
- The care and supervision of the animal is solely the responsibility of the owner/partner.

Reasonable behavior is expected from service animals while on Agency property. The service animal is permitted to accompany the individual in all areas of the Agency's facilities where members of the public or participants in its services are allowed to go.

The owners of service animals that are aggressive or out of control may be asked to remove the animals from Easter Seals facilities if the owner does not take effective action to control the animal. If the improper behavior happens repeatedly, the owner may be told not to bring the service animal into any facility until the owner takes significant steps to mitigate the behavior. If a service animal is excluded, the individual with a disability will be given the opportunity to participate in the service or program without the service animal present.

Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner/partner is expected to clean and dispose of all animal waste.

EASTER SEALS

POLICY: Orientation of New Staff
SECTION: 5-1
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
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The Agency's commitment to the education of staff begins at Orientation. The objective of this training is to introduce new employees to a wide variety of pertinent information about our organization. This is intended to contribute to their successful assimilation into our culture. Program highlights include: an Agency overview of programs and services, Personnel Policy review, Employee Benefits review, Safety and Information Services Manual review. Arrangements for new hires to attend orientation can be made through the Human Resources Department.

EASTER SEALS

POLICY: Board of Directors and Personnel Policies
SECTION: 5-2
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
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The Planning Committee of the Board will advise the President on the administration of personnel policies and preparing amendments to these policies as necessary. The Executive Committee will be responsible for establishing salary ranges and making recommendations and approving salary ranges/increments. The Executive Committee will review staff grievances, if said grievances are first submitted to the President or his designee as described in these policies.

The policies and procedures of the Agency are reviewed at least annually by the Fiscal Committee of the Board. Employees will be notified in writing of any policy changes within 30 days of their approval by the Board. Employee suggestions and comments are welcomed and can be submitted in writing at any time to Chief Human Resources Officer. Staff input will be reviewed by the Chief Human Resources Officer and the President and discussed with a committee of the Board of Directors as appropriate.

EASTER SEALS

POLICY: Safety
SECTION: 5-3
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
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The Agency management recognizes the importance of safety and health and is committed to providing a safe workplace for its employees. The Safety Committee has been established to ensure the safest possible environment for the Agency staff, its clients and volunteers. It is the responsibility of the committee to review and monitor ongoing Agency safety issues and procedures. The Agency considers safety a priority. All employees should perform every function in the safest possible manner. It is the responsibility of all employees to report any potential safety hazard or unsafe act immediately to their supervisor. All accidents must be reported immediately to the Human Resources Department or the Occupational Health Nurse using the Accident and Injury form which is available in each department.

EASTER SEALS

POLICY: Recognition and Service Awards
SECTION: 5-4
PAGE: ONE OF ONE
ORIGIN DATE: DECEMBER 1, 1998
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The Agency recognizes staff with both formal and informal recognition programs. Annual service pin awards are presented to part-time and full-time employees in acknowledgment of their years of service to the Agency.