



EMPLOYEE HANDBOOK

Personnel Policies effective July 1, 2018

Full Inclusion

OPTIONS Mission Statement

*by increasing self-reliance, we will improve
the quality of life for those we serve*

OPTIONS Philosophy Statement

Revised 7/1/2018

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OPTIONS EMPLOYEE HANDBOOK

INTRODUCTORY STATEMENT

Welcome! As an employee of OPTIONS Family of Services, Inc., you will find your employment to be both rewarding and challenging. Because the quality of our staff is the key to our success, we carefully select each of our new employees, and in turn expect employees to contribute to the success of OPTIONS and the persons we serve. Our Core Values are:

Ethical Pillars

- Trustworthiness
- Responsibility
- Respect
- Caring

Values Implementation:

- Providing a Safe and Secure Environment
- Active Treatment
- Implementation of the Individual Service Plan (ISP)
- Implementation of OPTIONS' Policies

This handbook is applicable to all employees of OPTIONS except those whose terms of employment are governed by individual written agreement. This handbook is not to be construed as an employment contract as OPTIONS retains the right to employ staff at will, which means that an employee has the right to terminate his or her employment relationship for any reason with or without cause or notice at any time, and OPTIONS reserves the right to do the same. This handbook contains the policies and practices in effect at the time of publication. All previously issued handbooks and any inconsistent policy or benefit statements or memoranda are superseded. The personnel policies contained in this handbook do not confer contractual rights, expressed or implied. They are intended only as general internal guidelines for OPTIONS, subject to amendment without notice by the OPTIONS Family of Services, Inc. Board of Directors, and interpretation of them is the exclusive prerogative of the OPTIONS Chief Executive Officer, whose decisions on their application will be final and binding.

This handbook is designed to familiarize you with our major policies. Although it is the responsibility of each employee to become familiar with the provisions contained in these policies, your supervisor or manager will be happy to answer any questions you may have.

AUTHORITY AND RESPONSIBILITY

The Board of Directors of OPTIONS Family of Services, Inc, selects the Chief Executive Officer and designates the Chief Executive Officer to serve as the Personnel Officer for OPTIONS.

Adoption of the personnel policies contained in this handbook by the Board of Directors delegates authority and responsibility for their execution and administration to the Chief Executive Officer. The Chief Executive Officer is responsible for presenting to the Board of Directors written recommendations for modification, revisions, and/or changes to the personnel policies, as may be needed from time to time for more effective administration.

AMENDMENTS

All personnel practices which do not have financial or adverse legal impact on OPTIONS may be implemented directly by the Chief Executive Officer, who will report such action at the next scheduled Board meeting. Any proposed changes in personnel policies having a financial or legal impact must be recommended to and approved by the Board of Directors prior to adoption.

The Board of Directors, on approving an annual operating budget, approves personnel costs for salaries, wages, and related expenses. This approval action generally determines the size of the staff complement, staff organization, and salary levels.

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STATEMENT OF AT-WILL EMPLOYMENT STATUS

Your employment with OPTIONS is a voluntary one and is subject to termination by you or OPTIONS at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of OPTIONS employees. No manager, supervisor or employee of OPTIONS has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will. Only the Chief Executive Officer, with Board authorization, has the authority to make any such agreement and then only in writing

These personnel policies are not intended to be a contract of employment or a legal document. Nothing in this at-will statement is intended to interfere with an employee's rights to communicate or work with others toward altering the terms and conditions of his or her employment.

EOE POLICY WITH ADA PROVISION

OPTIONS is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. We do not discriminate in employment opportunities or practices on the basis of any protected class, including: race, religion (all aspects of religious beliefs, observance or practice, including religious dress and grooming practices), color, national origin or ancestry, physical or mental disability, medical condition including (including cancer or a record of a history of cancer), genetic information, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender identity, gender expression, sexual orientation, marital status, registered domestic partner status, veteran status, current or prospective service in the uniformed services, age, or any other protected class under federal, state, or local law. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

OPTIONS is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in OPTIONS' operations and prohibits unlawful discrimination by any employee of OPTIONS, including supervisors and coworkers. OPTIONS is sensitive to the many cultural differences of our persons served and employees. Any employee with a request for a cultural accommodation should communicate it in writing to the Human Resources Director.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, OPTIONS will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact an OPTIONS representative with day-to-day personnel responsibilities and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. OPTIONS will then conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. OPTIONS will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, OPTIONS will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, submit a complaint to your supervisor or the individual with day-to-day personnel responsibilities. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact the Human Resources Director. OPTIONS will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

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If OPTIONS determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. OPTIONS will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your coworkers.

UNLAWFUL HARASSMENT AND EMPLOYEE RIGHTS

OPTIONS is committed to providing a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, OPTIONS expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

In order to keep this commitment, OPTIONS maintains a strict policy prohibiting discrimination and unlawful harassment of any kind, including sexual harassment. Conduct prohibited by these policies is unacceptable in the workplace and any work-related setting, such as during business trips, business meetings, and business related social events. This policy covers harassment of any employee, unpaid intern, volunteer, applicant, contractor, or any person who has a business, service or professional relationship with OPTIONS. OPTIONS anti-harassment policy will be covered during the training of all new employees. Specifically, this topic will be included in the employee orientation (NEO). All supervisors will receive training in OPTIONS' harassment policy every two years.

Employees should immediately report any incidents of harassment, discrimination, Workers Compensation abuse, potential workplace violence situations or any workplace ethic violations by contacting your supervisor, the Human Resources Director, the Chief Executive Officer or Board President of OPTIONS as soon as possible after the incident. This includes harassment based on race, color, religion, national origin, age, medical condition, disability, marital status, sex (including sexual harassment), sexual orientation, ancestry, genetic information, gender, gender identity, gender expression, military and/or veteran status, or any other characteristic or activity protected by law. Your complaint should include details of the incident or incidents, names of the individuals involved and names of any witnesses. Supervisors will refer all harassment complaints to the Chief Executive Officer. OPTIONS will immediately undertake an effective, thorough and objective investigation of the harassment allegations. Confidentiality will be protected to the extent possible, but cannot be guaranteed. Although the following section addresses the sexual harassment issues of the policy, its reporting, investigation and disciplinary provisions also apply to all other forms of harassment as well as discrimination.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature 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 the individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment, even if there are no tangible or economic job consequences.

The term "sexual harassment" includes many forms of offensive behavior. Here are some types of behaviors that may be violations of this policy:

- Making sexually suggestive comments, jokes, advances or offering employment benefits in exchange for sexual favors
- Teasing, bullying, making fun of or making derogatory remarks about someone's age, race, sexual orientation, disability or gender.
- Posting, passing around or displaying sexually suggestive or obscene printed materials or objects
- Gender-based harassment including harassment by someone of the same sex as the victim

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, visual or physical conduct that denigrates or shows hostility or aversion toward an individual because of a characteristic or activity discussed in the first paragraph above that: (1) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (2) has the purpose or

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effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

Sexual harassment is considered to be sex discrimination in violation of federal and state law.

Additionally, abusive conduct, defined as any conduct of an employer or employee in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests will not be tolerated.

It also is prohibited for supervisors, managers and co-workers, as well as third parties such as vendors or customers, to retaliate against an employee because the employee has complained about harassment, discrimination, retaliation, abusive conduct, or participated in an investigation, proceeding or hearing based on such a complaint and is a serious violation of this policy.

All employees are responsible for creating and maintaining a positive work environment. If you believe you have been a victim of harassment, sexual harassment, discrimination, retaliation, or if you have witnessed harassment, sexual harassment or discrimination that violates our policy, it is important that you take steps to address it immediately.

- First, if you are comfortable doing so, talk to the person whose behavior is bothering you and ask the person to stop.
- Next, if you are not comfortable speaking with that person, or if you asked them to stop and they have not, contact your Supervisor or any member of management or human resources.

All complaints will be taken seriously. A qualified person will conduct a fair, timely, thorough and objective investigation of the complaint. To ensure reasonable progress documentation will be maintained and tracked for timely closure. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Everyone concerned will be provided with due process and a reasonable conclusion will be reached based on the evidence.

Upon completion of the investigation, and where warranted, appropriate corrective action will be taken to eliminate the sexual harassment, harassment, retaliation, or discrimination. Corrective action may include, but is not limited to, training, counseling, reassignment and/or discipline. To the extent possible, the investigation of a complaint and any subsequent action taken in response to the complaint will proceed in an atmosphere of confidentiality. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. Employees who have had a complaint should immediately make a further complaint should the harassment reoccur.

A complaint of sexual harassment may be filed within one year of the harassment with the California Department of Fair Employment and Housing ("DFEH"). The DFEH initially serves as a neutral fact-finder and attempts to help the parties voluntarily resolve the complaint. The DFEH can be contacted at (800) 884-1684; or for the hearing impaired, (TTY) (800) 700-2320; or visit the department's website at www.dfeh.ca.gov. A complaint of sexual harassment also may be filed within 300 days of the harassment, with the Equal Employment Opportunity Commission (EEOC), reached by calling (800) 669-4000 or for the hearing impaired, (800) 669-6820. EEOC field office information is available at www.eeoc.gov.

Furthermore, Health and Safety Code Sections 1596.881 and 1596.882 require that all employees be informed of their rights, at the time of employment, to file complaints against their employer for violating any licensing law or regulation.

OPTIONS shall not discharge, demote, suspend or threaten to discharge, demote or suspend, or in any manner discriminate against any employee for taking any of the following actions:

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- Making an oral or written complaint in good faith against OPTIONS to any agency having statutory responsibility for enforcement of the law or to OPTIONS or representative of OPTIONS for the violation of any licensing law or other laws (including but not limited to laws relating to abuse, staff-client ratios, etc).
- Instituting or causing to be instituted any proceeding against OPTIONS regarding the violation of any licensing law or other laws.
- Is, or will be, a witness or testifier in a proceeding regarding the violation of any licensing law or other laws.
- Refusing to perform work that is in violation of any licensing law or regulation after notifying OPTIONS of the violation.

Pursuant to Health and Safety Code Section 1596.882, an employee alleging the violation of any action described above shall do the following:

1. Present the Human Resources Director with a claim alleging the violation of the employee's rights within 45 days of the discharge, demotion, suspension, or threat thereof or for discriminating against the employee for taking such action.
2. File a claim with the Division of Labor Standards Enforcement no later than 90 days after OPTIONS takes any of the above described actions against the employee.

Upon receipt of the employee's complaint, the Division of Labor Standards Enforcement shall do whatever investigation it deems appropriate to resolve the complaint. If it is determined that OPTIONS has violated the employee's rights, the Division of Labor Standards Enforcement shall take action against OPTIONS in any appropriate court. The court shall have jurisdiction of any action taken as well as to issue restraining orders and any other appropriate relief, including rehiring and reinstatements of the employee to his or her former position with back pay and benefits.

Within 30 days of the receipt of a complaint from an employee as outlined above the Division of Labor Standards Enforcement shall review the facts of the complaint and set either a hearing date or notify the employee and OPTIONS of its decision. Where necessary, the Division of Labor Standards Enforcement shall begin the appropriate court action to enforce the decision.

Except for any grievance procedure for arbitration or hearing that is available to the employee pursuant to a collective bargaining agreement, Sections 1596.882 is the exclusive means for presenting claims.

To file a claim with the Division of Labor Standards Enforcement, check the white pages of the local telephone directory under State Government Offices, California State of, Industrial Relations Department, Labor Standards Enforcement-Working Conditions, for the local telephone number and address of the nearest office or contact the headquarters office at PO Box 603, San Francisco, CA 94101, telephone (415) 703-4810.

EMPLOYMENT POLICIES AND PRACTICES

HIRING POLICY AND PROCEDURE

It is the policy of OPTIONS to, whenever possible; consider the promotion of employees currently employed by OPTIONS before advertising an employment opportunity. When an employment opportunity arises and it is not filled by an individual currently employed by OPTIONS, the following procedure will be followed:

The available position will be advertised in a public forum. A uniform employment application form, provided by OPTIONS, must be completed by all job applicants, which includes Criminal Record Statement (LIC 508). A personal interview may be arranged with the Human Resources Director and/or a designated staff person(s). Pertinent reference information covering the applicants qualifications, including education, training, and experience, will be obtained.

Applicants considered for employment will be interviewed by one or more of the following persons: Chief Executive Officer, Chief Operating Officer, Human Resources Director, Program Manager, or a person

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designated by one of the above-named persons to perform such an interview. A job description for the open position will be available at the time of the interview.

Upon a favorable interview, the prospective employee's references, educational background and work experience will be confirmed. Any decision to offer a person employment with OPTIONS will always be a team decision. Teams will consist of at least two of the following persons: Chief Executive Officer, Human Resources Director, Chief Operating Officer, Program Director, Program Manager, or a person designated to participate in the hiring decision by one of the above-named persons. Offers of employment are contingent upon the fulfillment of all Federal, State, and local regulations, guidelines, and policies, as well as receipt of clearances from designated governing authorities.

Once an offer of employment is made to and accepted by an applicant, he or she will receive verbal or written notification of employment, including initial salary or hourly rate, onset date of employment, position title, and job site. The employee's date of hire is the date the employee first reports to work at the assigned program/department, or reports for paid training, whichever comes first. The new employee must first make an appointment with the OPTIONS Human Resources Director for a New Employee Orientation, and to obtain and process the following documentation:

1. Signed Verification of Driving Status and Authorization for the Release of Motor Vehicle Record Information. Applicants with one or more major infractions or more than one minor infraction may be denied employment if the position for which they are being considered involves transportation of clients.
2. Fingerprints must be completed, at OPTIONS' expense, within 7 days of the hire date, and will be submitted by the Human Resources Director to the governing regulatory agencies for fingerprint clearance prior to the employee's first shift.
3. Physical Exam and PPD (tuberculosis) skin test must be completed, at OPTIONS expense, within 7 days of the hire date. Applicants may furnish a copy of a previously completed TB test, as long as it was completed less than 6 months prior to their application. Applicants with health problems may be denied employment only if the position for which they are being considered will subject them to health risks.
4. A completed Employment Eligibility Verification (I-9), plus related documentation. All offers of employment are contingent on verification of an individual's right to work in the United States. Within the first three days of employment, each employee will be asked to provide original documents verifying the employee's right to work in the United States and to sign a verification form required by federal law.
5. Completed Employee Withholding Allowance Certificate (W-4).
6. Signed Statement of Receipt of Employee Handbook.
7. Signed and completed Direct Deposit Authorization for payroll purposes.
8. Signed Requirement to Complete In-service Training.
9. Signed Job Description.
10. Signed Adult/Child Abuse Reporting Form.
11. Signed Release for the Use of Pictures.
12. Signed Drug-Free Workplace Policy and Program.

OPTIONS completes reference checks and background checks on all new hires. Applicants for employment must consent to these checks. A candidate whose background check does not meet regulatory guidelines will not be considered for employment. If the individual is hired prior to receiving the results of the background check, the employment will be conditional on results that are acceptable. If the results are unacceptable, the offer of employment will be revoked, or, if actual employment has begun, the employee will be discharged.

LICENSURE AND CERTIFICATION

Employees who are required to have licensure or certification to perform a specific job function must already have or must obtain such licensure or certification prior to employment in that position.

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Licensed or certified employees are expected to remain current in their certifications, and employment may be terminated if an employee fails to maintain current licensure or certification required for his or her position. Exceptions or modifications to this policy may be made under certain extenuating circumstances, as determined by the Chief Executive Officer.

HEALTH INFORMATION

All new employees are required to obtain a physical examination and PPD (tuberculosis) skin test within 7 days of their first day of employment. The physical examination is available at no cost to the employee when performed by a physician(s) or at a medical facility designated by OPTIONS. Physical examinations and/or PPD skin test performed by a physician or at a medical facility not designated by OPTIONS, the cost for which is **not** reimbursable, will be accepted only when reported on a form acceptable to OPTIONS, and **must** be received by the Human Resource Director within 7 days of the first day of employment.

ORIENTATION PERIOD

An orientation period of six months is provided for all new employees, newly promoted employees, or employees transferring to a new position. Orientation, training and appropriate supervision will be provided to the employee during the specified orientation period, and a written evaluation may be provided at the end of 90 days and will be provided at six months. Employees must successfully fulfill all training requirements designated as mandatory for their positions, and may be terminated during the orientation period if required courses are not completed. All training requirements are set forth on the *Checklist of Required Training Modules* included in the New Employee Orientation packet. Each employee will be notified in writing of his or her employment status upon the completion of the orientation period. Successful completion of the Orientation Period should not be considered a guarantee of continued employment, as all employment with OPTIONS is at-will.

JOB DUTIES

During your first week of employment, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment, and you may be asked to work on special projects or to assist with other work necessary or important to the operation of your program or OPTIONS.

OPTIONS reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, transfer employees to other programs or departments, or assign additional job responsibilities.

POSITION TRANSFERS

An employee who requests a transfer for medical and/or family medical leave reasons will be considered for a temporary transfer if a position exists at the time the transfer is requested and the employee is qualified to perform the job.

In cases of transfer or promotion to a new position, employees may become subject to new wage scales. The new wage scale will be effective as of the first day of work at the new position.

In some cases, an hourly employee may transfer to a position at a wage scale lower than his or her current scale. In these cases, the new hourly wage will be calculated as follows:

- A. If the employee has held the position previously, his or her last wage in that position will serve as the base amount for calculating the new wage following transfer back to that position. If the employee has not previously held the position, the base wage amount will be calculated with the formula used for new hires for the position.

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- B. Added to the base amount as calculated in A) above will be all performance evaluation-related wage increases earned during the employees tenure in positions held since the lower-wage scale position was last held. Any previous wage increases granted for promotion to higher wage scale positions and **not** tied to performance evaluations will **not** be added to the base wage amount used for the calculation of the new wage.

CATEGORIES OF EMPLOYMENT/WORK SCHEDULES

State and federal wage and hours laws include exemptions from overtime pay for certain categories of employees. Whether your position is exempt or non-exempt is determined by your duties, responsibilities and salary.

Exempt

Exempt employees are defined by the Fair Labor Standards Act and state law as those whose duties meet the legal definition of primarily executive, administrative or professional, and whose minimum salary is at least twice the state minimum wage. While exempt employees are expected to adhere to regular schedules to ensure effective workflow, the number of hours actually worked in a given week may vary. An exempt employee is paid a salary which does not, except in limited circumstances authorized by law, change based on the number of hours worked. Employees in exempt positions are not entitled to overtime pay. Exempt employees are always paid in full day increments, although they must use the appropriate paid leave, if available, for absences for personal reasons of more than four hours. Exempt employees will organize their time schedules to most effectively carry out their responsibilities.

Non-Exempt

Non-Exempt employees are entitled to overtime pay under the specific provisions of federal and state laws.

Staff schedules will normally be as follows:

- a. At all OPTIONS' work sites, employee schedules will be established on the basis of the operating hour(s) of the program. Any adjustments must be approved by the employee's supervisor.
- b. Employees who are on duty during overnight shifts will remain awake under the following conditions: a) a physician has prescribed a Medical Care Plan or the interdisciplinary team has included in the Individual Service Plan a goal requiring continuous supervision of a person served; b) a particular person served is in crisis exhibiting aggressive or assaultive behavior; c) a particular person served presents the emergence of a new behavior (i.e., elopement) which constitutes a safety or security risk for which a treatment plan has not yet been formulated; or d) any circumstances that, at the discretion of the Program Manager, requires continuous supervision. Certain evening and weekend hours may be scheduled by the employee's supervisor as required to meet the needs of an OPTIONS program.

In addition to the above categories, each employee will belong to one other employment category:

- **Regular Full Time:** Employees who are regularly scheduled to work at least 30 hours per week. Generally, they are eligible for OPTIONS' full benefits package, subject to the terms, conditions and limitations of each benefit.
- **Regular Part Time:** Employees who are regularly schedule to work less than 30 hours per week and who are not eligible for OPTIONS full benefits package.

Funded Employees

Funded Employees are generally funded through an appropriate funding source such as the Department of Rehabilitation or the Regional Center. Please see separate Funded Employee Handbook.

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TIMEKEEPING REQUIREMENTS

All hourly and non-exempt employees are required to accurately record all time worked, meal periods (if applicable), holiday, sick and vacation time on a time card for payroll purposes. Employees must record their own time at the start and at the end of each work period. Employees also must record their time whenever they leave the work site for any reason other than OPTIONS business. Time cards must be signed by the employee before the end of the each pay period. Time cards should not be completed in advance of hours worked. Any errors on your time card should be reported immediately to your supervisor, who will correct legitimate errors.

Salaried and exempt employees are required to record days worked during the pay period on a time sheet specified for that purpose.

REST AND MEAL PERIODS FOR NON-EXEMPT EMPLOYEES

OPTIONS authorizes non-exempt employees to take a paid 15 minute rest period for each four hours worked or (major portion thereof, which is defined as any amount of time over 2 hours). Employees are to be free from any work responsibility or interruption during their rest period. However, in cases of emergency, employees may be required by their supervisor to reschedule their rest period to some other time during the applicable ~~four hour~~ period.

Each employee working at least five (5) consecutive hours shall be ~~entitled~~ authorized and permitted to an unpaid, uninterrupted meal period of a minimum of thirty (30) minutes. When a work shift of not more than six (6) hours will complete the day's work the meal period may be waived by mutual consent of the supervisor and employee. A second meal period of not less than thirty minutes is required if an employee works more than ten hours per day, except that if the total hours worked is no more than 12 hours, the second meal period may be waived by mutual consent of the employer and employee only if the first meal period was not waived. When an employee is not completely relieved of all duties during his/her meal period and/or is not free to leave the premises, the employee will have an on-duty meal period and shall be paid for the meal period. Employees who are responsible for the direct care of persons served may be asked to waive their meal/rest periods. Employees have the right to revoke this request. The request to revoke must be in writing and addressed with their supervisor. Employees are responsible for taking their breaks according to California law. Nonexempt employees must record the times in and out for the meal period on their time record.

Supervisors will arrange employee schedules so that all employees may take their breaks. Employees who feel that they are unable to take their required breaks or meal period must contact their immediate supervisor before the scheduled break or meal period. An employee who does not take the required meal and rest periods may be subject to corrective action, including termination.

PAYMENT OF WAGES

OPTIONS payroll workweek begins on Thursday at 3:00 a.m. and end at 2:59 a.m. on Thursday.

Paydays are every two weeks on Wednesday. If a regular payday falls on a holiday, employees will be paid the day prior to the holiday. Time cards are collected every other Thursday, on non-payday weeks, giving the central office seven days to process payroll.

Employees have an obligation to see that all time worked is accurately reported. OPTIONS has an obligation to see that properly reported time is paid in a timely manner. If there is an error in the time reported or if an employee feels that there is a discrepancy between his or her pay and the hours worked, such errors must be fully explained in writing, supported by documentation and forwarded to the employee's supervisor.

If, after review by all parties, a balance is due to the employee, an adjustment payment will be generated as soon as possible after verification of the error.

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Paychecks or direct deposit pay advice are normally available by 5:00 p.m. at the office of your job site on each pay date. Your supervisor will distribute your payroll check or pay advice to you. If there is an error on your paycheck or pay advice, please report it immediately to your supervisor.

ADVANCES

OPTIONS does not permit advances against pay or against unaccrued vacation.

GIFTS

OPTIONS recognizes the need to acknowledge and reward employees and outside associates who contribute to our operations. However, OPTIONS also recognizes that the practice of extending perks and gifts is subject to abuse. Such gifts can create a conflict of interest, may be misunderstood or may be inappropriate given the circumstances. The following will guide OPTIONS in its use of perks and gifts.

OPTIONS, at its discretion, may recognize an employee for exceptional job done or as employee of the month. A small token of appreciation may be extended. Gifts, cash or other tokens of appreciation may be given as a gesture of goodwill to individuals who do business with or have associations with OPTIONS. Such gifts must have prior approval of the CEO.

If an OPTIONS employee receives a gift of \$50 or more (from an outside source) in the form of cash, perks, or compensation while the employee is working for OPTIONS, he/she must report the gift to the CEO within 7 days. If an honorarium is paid while the employee is working for OPTIONS, it must be reported to the CEO within 7 days. The CEO will decide if a gift is appropriate or may decide that it is not in the best interest of OPTIONS and recommend that the gift be returned. Given the amount, the CEO may decide that such a gift is of sufficient value to be considered part of an employee's salary and may reduce the employee's salary in an amount not to exceed the value of the gift. At no time is an OPTIONS employee to solicit such gifts. Such action will be considered a violation of OPTIONS policy subject to suspension or termination.

OVERTIME

Employees may be required to work overtime as necessary. For purposes of determining which hours constitute overtime, only actual hours worked during a given workweek will be counted. OPTIONS will attempt to distribute overtime evenly and accommodate individual schedules. All overtime work must be authorized in advance by the CEO, COO, Program Director or On-Call Administrator. OPTIONS provides compensation for all authorized overtime hours worked by nonexempt employees in accordance with State and Federal law as follows:

Compensation for hours worked in excess of 8 hours in one day, 40 hours in a seven-day period, or for the first eight hours worked on the seventh consecutive day of work, or for more than eight hours worked in any given 24-hour period will be paid at a rate one and one-half times the employee's regular rate of pay. The only exception to this policy applies to overnight staff and to programs whose workers who have voted on an alternative work schedule to work 10-hour shifts at their regular rate of pay.

Compensation for overtime hours in excess of eight on the seventh consecutive workday in a workweek will be paid at double the regular rate of pay.

Exempt employees may elect to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

PAY DIFFERENTIAL FOR SLEEPING OVERNIGHT SHIFTS

Overnight shifts are scheduled for an 8 to 10-hour period depending on program requirements. These shifts are paid at California minimum wage for the entire shift, unless the employee is required to remain

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awake for more than 4 hours in one shift, in which case he or she will be paid at his or her regular rate of pay. This is in compliance with California Wage Order #4, Housekeeping.

SALARY RANGES

It is the responsibility of the Board of Directors to adopt an annual budget which includes a review of the salary ranges applicable to each position which will be the basis for compensation. The salary scale will be reviewed periodically, but at least once annually. The salary scale will be available to each employee upon written request to the Human Resources Director. The Salary Plan, as approved and periodically refined, represents a major part of OPTIONS basic budget and is not subject to interim adjustment unless such adjustment is made as a result of unforeseen financial considerations.

PAYROLL DEDUCTIONS

All deductions from the gross salary are itemized on the pay stub or direct deposit pay advice.

Income Tax:

Federal and State income tax will be withheld each pay date, if applicable. The amount deducted will be determined by the number of dependents reflected on the Federal and State withholding W-4 tax form. At the time of employment, employees are required to complete a W-4 form. Any subsequent changes must be reported and submitted to the Chief Financial Officer on a new W-4 form.

State Disability Insurance (SDI) and Paid Family Leave (PFL):

SDI and PFL are state-mandated insurance programs administered by the California Employment Development Department (EDD) which are funded through employee payroll taxes.

Social Security (Federal Insurance Contribution Act/Medicare):

Employees participate with OPTIONS in the Federal Social Security program. The employee and OPTIONS each contribute the amount as required by law.

Health Insurance Deductions:

After a waiting period, which coincides with the completion of the employee's first 6 months of full-time employment (30 or more scheduled hours per work week), full-time employees are eligible to receive health insurance benefits. The nature and type(s) of coverage will be determined by OPTIONS and communicated to the employee. Due to the differential cost among health insurance carriers, the employee will be requested to pay a portion of his or her individual health insurance benefits. An employee may obtain coverage for dependents at his or her own expense. The cost of this additional insurance will be deducted from the employee's biweekly paycheck. Such deductions must be authorized in writing.

Legal Garnishments:

Court orders Requiring OPTIONS to remit part of an employee's wages to a third party in payment of a debt.

REIMBURSEMENT FOR EXPENSES

ACCOUNTING FOR EXPENSES

OPTIONS *Employee Expense Voucher Form* and *Employee Expense Voucher Form (mileage)* will be used by all employees to obtain reimbursement when the employee has used his or her own funds to cover an OPTIONS **pre-approved** expense. In order to be reimbursed, receipts for expenditures must be furnished by the employee and attached to the *Employee Expense Voucher* except in those instances when it is impossible to obtain a receipt, such as reporting mileage and telephone calls. The *Employee Expense Voucher* will be submitted bi-weekly with the regular payroll unless an extended itinerary makes this impractical or the total amount of reimbursement is less than \$10.00 for the month.

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REIMBURSABLE EXPENSES

Air:

Regular coach, tourist fare or the lowest available fare when air travel is a required component of the employee's itinerary.

Rail and Bus:

Regular coach fare.

Employee's Automobile:

At the discretion of the Chief Financial Officer, either a monthly mileage stipend or an OPTIONS budgeted rate per mile will be allowed for all employees who are authorized to use their personal automobiles for OPTIONS business. The *Employee Expense Voucher Form (mileage)* will be used for all personal automobile rate per mile expense claims.

Rented Automobiles:

Auto rentals will be allowed with prior approval from the Chief Executive Officer; however, this mode of transportation will not be used when an OPTIONS car or ordinary public transportation is available within the employee's itinerary requirements. The lowest commercial rental rate should be obtained.

Other Transportation:

Taxicab, airport bus, and similar fares are allowed in full, but an employee is expected to use the most economical form of transportation possible.

Parking and Tolls:

Costs, with appropriate documentation where possible, will be reimbursed.

Hotel/Motel:

Single occupancy accommodations in a comfortable motel or hotel at the minimum rate or lowest rate available. When family members accompany employee, reimbursement to employee will be based on the minimum rate for single occupancy accommodations.

Meals:

Reimbursement for meals is permitted in reasonable amounts while on OPTIONS business that extends beyond normal working hours or for staff involved in conferences and seminars relating to OPTIONS business.

Guest Meals:

Reimbursement for meals of guests of OPTIONS is permitted in reasonable amounts when pre-approved by the Chief Executive Officer or other designated staff.

Telephone:

Reimbursement will be made for business calls while traveling on OPTIONS business or for pre-approved toll charges incurred by the employee on his or her home telephone on behalf of OPTIONS.

Employee Cell Phones:

At the discretion of the Chief Financial Officer, employees who must regularly use their cell phones in the course of OPTIONS' business may be compensated with a monthly stipend. The amount of the stipend will be determined according to each employee's job duties. Employees who must use their cellphones to access a timekeeping application will be reimbursed \$3 per paycheck.

BUSINESS CREDIT CARDS

The use of OPTIONS credit cards by certain employees may be authorized for specific purposes by the Chief Executive Officer or authorized designee. Any use of an OPTIONS credit card must be logged in

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the Credit Card Log and receipts for all credit card charges must be provided by the employee to the OPTIONS' Chief Financial Officer.

BUSINESS CHARGE ACCOUNTS

No OPTIONS employee may charge purchases or services to any OPTIONS business charge account without preauthorization. Once preauthorization is obtained, the employee using the charge account is required to submit details of the purchase to the Chief Operating Officer and/or Chief Financial Officer.

ADVANCES FOR TRAVEL EXPENSES

Advances for travel expenses, requested in writing, may be provided upon the approval of the Chief Executive Officer or authorized designee.

PERSONNEL RECORDS

EMPLOYEE FILES

The Chief Executive Officer or designee will maintain individual files for each employee in accordance with applicable laws and regulations. Such files for each employee contain his or her employment application, copies of letters of reference, evaluations, and other pertinent job related documents. Employees, former employees, or their designated representative, have the right to examine their personnel file within 30 days of a request to either Human Resources or the Executive Director. The right to review personnel documents excludes letters of reference, documents related to criminal investigations, and privileged documents. Employees may inspect their file during normal working hours and in the presence of a designated Agency representative. Employees, or their representative, may request a copy of material in the file, but may not alter, add to, or delete any existing information in the personnel file.

Because of the personal nature of this information, these records will be kept confidential and will be available only to those persons within OPTIONS who have a legitimate business reason to review such files. Information from the personnel file can be shared with other persons or organizations only with the employee's written permission and consent. However, OPTIONS will cooperate with requests from authorized law enforcement or local, State or Federal agencies conducting official investigations and as otherwise legally required. OPTIONS is required by law to keep current all employees names and addresses. Employees are responsible for updating the information in their personnel files.

Information regarding employee medical information, such as documentation from health care providers supporting leave of absence requests and physical examination result forms will be maintained in a separate file.

EMPLOYEE REFERENCES

All requests for references must be directed to the Human Resources Director. No other manager, supervisor or employee is authorized to release references for current or former employees. OPTIONS policy regarding references for employees who have left OPTIONS is to disclose only the dates of employment and the title of the last position held. If you authorize disclosure in writing, OPTIONS will also provide a prospective employer with the information on the amount of salary or wage you last earned. If an employee, or former employee, desires a letter of reference from OPTIONS, it must be approved by the Chief Executive Officer.

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PERFORMANCE EVALUATIONS

90-DAY AND SIX-MONTH ORIENTATION PERIOD REVIEW

All evaluations must be either typed or hand written on OPTIONS' designated performance evaluation forms and should include appraisals of performance and successful completion of all specified training. The evaluation given at the conclusion of the first six months in a new position determines whether or not the orientation period has been satisfactorily completed.

SEMI-ANNUAL REVIEW

Once the initial six month orientation period has been completed, the performance of each exempt employee will be reviewed by his or her supervisor at least once annually. All employees will be evaluated at least annually, following the initial annual review. This evaluation, which is subject to additional administrative review, is used to determine alterations in compensation and for other job-related purposes. Employees are eligible for a merit raise based on their performance at the annual evaluation.

RETURNING FROM A LEAVE OF ABSENCE

The time that an employee is on leave will be considered frozen and upon their return will be added to the evaluation cycle. For example, if an employee has an evaluation due on March 1, 2016 and goes on approved leave on January 1, 2016 for three months, upon their return on April 1, 2016, the new evaluation date would be June 1, 2016.

SEPARATION AND TERMINATION OF EMPLOYMENT

RESIGNATION

Employees should submit a letter of resignation to their supervisor, who will, in turn, notify the Human Resources Director. The Human Resources Director, or designee, will conduct an Exit Interview and complete all necessary paperwork on or before the employee's last day of work.

Notice:

Exempt employees are requested to give, exclusive of leave time and/or holiday time, *21 calendar days notice* in writing when resigning.

Hourly employees are requested to give, exclusive of leave time and/or holiday time, *14 calendar days notice* in writing when resigning.

Effective Date of Resignation:

The effective date of an employee's resignation is his or her last day of work.

LAYOFFS

In the event of a staff reduction or reorganization, the following factors will be given consideration if it becomes necessary to lay off employees: job responsibilities, job performance, length of employment with OPTIONS, and individual circumstances. Whenever possible, OPTIONS will attempt to give affected personnel written notice in advance.

DISMISSAL

All terminations will be coordinated with the Chief Executive Officer and the Human Resources Director. The Program Director, Program Managers and other supervisors will work closely with the Chief Executive Officer and Human Resources Director during the termination planning process.

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Employment may be terminated for a variety of reasons including but not limited to, failing or refusing to fulfill the position duties as outlined in the job description, violating the Standards of Conduct listed later in this handbook, or not following OPTIONS policies and procedures. Grounds for dismissal rest solely at the discretion of the Chief Executive Officer and his or her designees, and are not necessarily limited to what may be specified in this handbook.

An employee may be dismissed from employment without notice as the result of an allegation of abuse or neglect or other work-related misconduct. Dismissal of an employee may also occur for failure to implement an Individual Service Plan or for altering a client's program without proper authorization.

Despite warnings and provisions in these policies relating to rules violations that frequently result in termination of employment, it is the policy of OPTIONS that employment is "at will" and may be terminated by either the employer or employee at any time without cause.

An employee who is not satisfactorily fulfilling his or her job responsibilities may be made aware of the unsatisfactory performance through any or all of the following methods: verbal communication, written communication, and a written evaluation. The written evaluation may specify a period of time in which the employee is expected to improve his or her performance. If the employee has not yet completed his or her orientation period and his or her performance is still considered inadequate, the employee may be dismissed at that time, without further notice. If the employee has completed the orientation period, he or she may, at OPTIONS discretion, be given written notice of dismissal.

Authority to dismiss the Chief Executive Officer rests with OPTIONS Family of Services, Inc. Board of Directors.

Authority to dismiss employees in all categories rests with the Chief Executive Officer and/or designated staff in consultation with the employee's immediate supervisor and the Human Resources Director.

FINAL PAY

A separating employee is given his/her final paycheck on the day of separation, except that employees who resign without notice are paid within 72 hours of notice of resignation. The final paycheck includes payment for all hours worked, paid absences during the current pay period, and accrued, unused PTO hours.

RETURN OF AGENCY PROPERTY

Separating employees are expected to return to their supervisors all OPTIONS-furnished tools, equipment, keys, etc. prior to the last day of employment. Arrangements for clearing any outstanding debts with OPTIONS and receiving final pay should be made with your supervisor. Any confidential information received while employed at OPTIONS belongs solely to OPTIONS and must be kept confidential even after the employment has ended.

BENEFITS CONTINUATION (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act ("COBRA") and similar state law give employees and their qualified beneficiaries the opportunity to continue health and dental insurance coverage under our health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements. Under COBRA, the employee or beneficiary pays the full cost of coverage at OPTIONS' group rates, plus an administrative fee. OPTIONS provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for COBRA coverage. The notice contains important information about the employee's rights and obligations.

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STANDARDS OF CONDUCT

PROHIBITED CONDUCT

OPTIONS complies with all applicable laws and regulations and expects its employees to perform their duties in accordance with the letter, spirit, and intent of all relevant laws and regulations and to refrain from any illegal, dishonest, or unethical conduct. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in corrective action, up to and including immediate termination of employment:

1. Reporting to work under the influence of alcohol or drugs.
2. Dishonesty, including but not limited to theft, falsification of reports, time records, applications, résumés, or other significant documents.
3. Misuse of funds or property of OPTIONS or persons served.
4. Obtaining employment on the basis of false or misleading information.
5. Engaging in criminal conduct, whether or not related to job performance.
6. Excessive personal phone calls, including cellular phones and text messaging.
7. Excessive tardiness or unauthorized absences.
8. Unprofessional or damaging actions to persons within OPTIONS or the community.
9. Insubordination.
10. Failure to maintain confidentiality of privileged information, verbal or written.
11. Failure to implement an ISP and/or altering an ISP without authorization.
12. Failure to fulfill job responsibilities.
13. Failure to uphold policies and procedures.
14. Failure to follow safe work practices.
15. Failure to obtain permission to leave work for any reason during normal working hours.
16. Abuse/neglect/mistreatment of person(s) served.
17. Threatening bodily harm against other employees, persons served, members of management, visitors, or any actual act of violence, assault and/or battery committed against any of these named individuals.
18. Condoning, authorizing, and/or participating in any inappropriate conduct committed on the employee's behalf by a family member, friend, or anyone else with whom the employee shares a personal relationship.
19. Allowing unauthorized personal visitors at any OPTIONS site.
20. Carrying any weapon while on OPTIONS business, job site, premises, or property.
21. Engaging in or committing any false, fraudulent, misleading or harmful statement, action, or omission involving another employee, person served, or OPTIONS.
22. Use of profane or abusive language in the workplace.
23. Sexual harassment of another employee, including but not limited to verbal or physical conduct and/or contact or unwelcome advances.
24. Removing property belonging to OPTIONS, or persons served, without prior authorization from the Chief Executive Officer or his/her designee.
25. Working overtime without authorization.
26. Wearing extreme, unprofessional or inappropriate styles of clothing, hair or jewelry while working.
27. Leaving persons served unattended in a vehicle.

OPTIONS has a zero tolerance policy for violence in the workplace. Violation of this Code of Conduct or of any company policy may result in severe disciplinary action including immediate discharge and termination of employment.

Nothing in this handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed to them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in the handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of Section 7 rights.

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OUTSIDE EMPLOYMENT

While employed by OPTIONS, employees are expected to devote their energies to their jobs with our nonprofit organization. For this reason, certain second jobs are strongly discouraged. The following types of outside employment are strictly prohibited:

- Employment that conflicts with an employee's work schedule, duties and responsibilities;
- Employment that creates a conflict of interest or is incompatible with the employee's employment with the employer;
- Employment that impairs or has a detrimental effect on the employee's work performance with the employer;
- Employment that requires the employee to conduct work or related activities on the employer's property during the employer's working hours or using the employer's facilities and/or equipment;
- Employment that directly or indirectly competes with the business or the interests of the employer.

Employees who wish to engage in outside employment that may create a real or apparent conflict of interest must submit a written request to OPTIONS explaining the details of the outside employment. If the outside employment is authorized, OPTIONS assumes no responsibility for the outside employment. OPTIONS will not provide worker's compensation coverage or any other benefit for injuries occurring from or arising out of outside employment. Authorization to engage in outside employment can be revoked at any time.

DRUG-FREE WORKPLACE POLICY AND PROGRAM

OPTIONS Family of Services, Inc intends to help provide a safe and drug-free work environment for our clients and our employees. With this goal in mind and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees OPTIONS Family of Services, Inc.

OPTIONS explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on OPTIONS or customer premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from OPTIONS' or customer premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the OPTIONS' reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the OPTIONS or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the OPTIONS' reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the OPTIONS or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

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

- **FOR-CAUSE TESTING:** OPTIONS may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- **POST-ACCIDENT TESTING:** Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.

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If an employee is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an employee refuses a request to submit to testing under this policy, the employee may be subject to appropriate disciplinary action, up to and possibly including discharge from employment. In such a case, the employee will be given an opportunity to explain the circumstances prior to any final employment action becoming effective.

Each OPTIONS employee is given a copy of this policy at the time of hire and is thereby notified that the provisions of a drug-free workplace policy are a term and condition of employment at OPTIONS.

If an employee must, for medical or other reasons, take a substance which may impair performance, including driving ability, the employee is required to notify his or her supervisor immediately. An employee taking a substance that may impair his or her driving ability is prohibited from operating OPTIONS vehicles and from transporting persons served in his or her own vehicle.

A person who does not directly supervise the suspected person will determine if a drug test is warranted.

If necessary, and upon request of the employee, employees will be reasonably accommodated to complete a rehabilitation program, with reasonable safeguards for employee privacy. However, a rehabilitation request will not excuse a violation of any aspect of this drug/alcohol policy.

As outlined in OPTIONS' search and inspection policy, OPTIONS has the ability to search and inspect all work locations and any items brought by an employee onto work premises to enforce this policy or as otherwise deemed necessary by OPTIONS.

California Proposition 64

Employers in California may continue enforcing their drug-free workplace policies regardless of whether their employees use marijuana for medical or recreational purposes. When California voters passed the "Control, Regulate, and Tax Adult Use of Marijuana Act" (the "Act"), commonly known as Proposition 64, the recreational sale, possession and use of marijuana by adults 21 years and older was legalized under state law. While at present it is legal for adults to use marijuana in their private residences, possess up to 28.5 grams of the drug, and grow up to six plants indoors, possession, use and sale of the drug remains illegal under federal law.

The Act contains specific language that allows California employers to develop or maintain drug-free workplace policies. The Act applies equally to employers who have employees who use for medical and non-medical reasons. It does not require an employer to allow or accommodate the use, consumption, possession, transfer, display, transportation, sale, or growth of marijuana in the workplace, or prevent employers from complying with state or federal law.

PERSONAL APPEARANCE

Every employee serves as a representative of OPTIONS to the general public. Dress and personal appearance should always be businesslike and represent and reflect OPTIONS' position in the community as a professional organization. It is important that all employees report to work properly groomed and wearing appropriate attire. Employees are expected to dress neatly and in a manner consistent with the nature of the work performed. Clothing should be clean, tasteful, and in good repair. Examples of unacceptable clothing include, but are not limited to: cutoffs, jeans with holes, and tee-shirts with profane or otherwise inappropriate messages. Employees engaged in direct care with persons served are to wear securely fitting shoes with traction soles and closed toes, should have clean and neatly trimmed fingernails, and should not wear dangling or loop earrings and/or exposed body ornaments. Employees working in managerial or administrative roles are expected to dress professionally. Examples of unprofessional office attire include, but are not limited too: "flip flops," "thongs," shorts, or jeans and t-shirts with holes or stains. Employees who report to work inappropriately dressed may be asked to sign out and return in acceptable attire.

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CONFIDENTIALITY

Each employee is responsible for safeguarding confidential information obtained in connection with his or her employment. In the course of your work, you will have access to confidential information regarding OPTIONS, its clients, government agencies or perhaps even fellow employees. It is your responsibility to in no way reveal or divulge any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a "need-to-know" basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and legal action may be taken by OPTIONS.

RESPONSE TO SUBPOENAS, SEARCH WARRANTS AND INVESTIGATIONS

It is the policy of OPTIONS to fully cooperate and accurately provide information when there is any sort of an investigation, search warrant or subpoena. Such actions will be consistent with OPTIONS' Code of Ethics. This policy is not intended to interfere with any activity on the part of any regulatory or empowered party, but is intended to protect the confidentiality of persons receiving services. Any information released should be truthful and accurate.

Any time an employee is presented with a subpoena, he/she shall immediately contact the CEO or designee, ***prior to releasing any information or documents***. Information shall not be released without permission from the CEO or designee.

Any time an employee is presented with a search warrant, he/she shall immediately contact the CEO or designee. It is the preference that the CEO or the designee gives permission prior to a search being conducted. However, it is understood this may not be possible.

Any time an investigation is being initiated by a regulatory or empowered party, employees will immediately contact the CEO or designee ***prior to releasing any information or documents***. Information shall not be released without permission from the CEO or designee.

CONFLICTS OF INTEREST

Situations of actual or potential conflict of interest are to be avoided by all employees. Personal or romantic involvement with a competitor, supplier or subordinate employee of OPTIONS which impairs an employee's ability to exercise good judgment on behalf of OPTIONS creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships including relatives, married couples, and couples who marry during the course of their employment can lead to supervisory problems, possible claims of sexual harassment and morale problems. Employees involved in such relationships will be reassigned.

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her immediate supervisor, or any other appropriate supervisor, to determine whether a potential or actual conflict exists. If a potential or actual conflict is determined, the employer may take whatever corrective action appears appropriate according to the circumstances including reassignment, demotion or termination. Failure to disclose facts will constitute grounds for disciplinary action.

PUBLIC RELATIONS

Employees may sometimes be approached for interviews or comments by the news media. Only individuals designated by the Chief Executive Officer may comment on OPTIONS policy or events that have an impact on OPTIONS.

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SOCIAL MEDIA GUIDELINES

Web applications that facilitate information sharing and collaboration include web-based communities, social-networking sites, video-sharing sites, wikis, blogs and countless others. Together, these technologies are known as “social media.” As the popularity and integration of social media continues to increase in popularity, a number of new issues and questions are raised about proper use. These guidelines were created to assist OPTIONS employees to effectively and responsibly navigate issues unique to social media.

These guidelines apply to all OPTIONS employees who participate in social media or other Internet activity. The guidelines apply without regard to whether the conduct occurs during working or non-working time. Similarly, the guidelines apply regardless of whether OPTIONS equipment is used. If, at any time, you are uncertain about how to apply these guidelines or have any question about your participation in social media, you should seek the guidance of your supervisor, the Human Resources Director or Chief Executive Officer.

Social media is in a state of constant change and OPTIONS recognizes that there will likely be events or issues that are not addressed in these guidelines. Therefore, the responsibility falls to each individual to use good judgment and, when in doubt, to ask for clarification or authorizations *before* engaging in any questionable conduct online.

The following guidelines should be considered when posting or reviewing materials on-line.

- Information becomes public the moment it is published on the Internet. OPTIONS employees should be mindful of the public nature of the Internet when engaging in conduct online. Further, employees should expect that other OPTIONS employees, including senior management, will see anything that you post online.
- Unless given written consent, you may not represent in any way that you are speaking on behalf of OPTIONS. OPTIONS has designated the CEO as spokesperson for OPTIONS in all media statements to ensure consistent messaging.
- All postings on social media must comply with our confidentiality and disclosure of proprietary information policies. Do not upload, post, or share photographs of OPTIONS staff or clients taken at any OPTIONS-sponsored event or pictures taken inside an OPTIONS office or facility, or work-related documents or e-mail exchanges. Similarly, preserve the confidentiality of client information, including the identity of current, former, and prospective clients. If you are unsure about the confidential nature of information you are considering posting, consult with your manager or supervisor.
- Do not link to our website without written permission from the CEO.
- Remember, you are responsible for what you write or present on social media. You can be held personally liable by other employees or any individual that views your social media posts as an invasion of privacy, obscene, defamatory, harassing, libelous, or creating a hostile work environment.
- You are encouraged to address any workplace concerns through internal channels rather than social media. Our employee handbook describes various complaint resolution procedures that can be used for this purpose.
- All agency policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to illegal harassment, code of conduct, nondiscrimination, and protecting confidential and/or proprietary information.
- Employees may not use OPTIONS equipment for non-work-related activities without permission. Additionally, our Electronic Media policy applies to social media use at work, including our policy that personal use of our computers, including personal social media activities, should not interfere with your duties at work. We monitor our facilities and equipment to ensure compliance with this restriction.
- This policy is not intended to interfere with employees' right to participate in concerted activity such as communicating with their coworkers regarding their wages, hours or terms and condition

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of employment, or to their right to self-organize or join labor organizations or any other rights protected under the National Labor Relations Act.

FACILITIES AND OPERATIONS

EMPLOYER PROPERTY

Individuals employed by OPTIONS have a responsibility to ensure that OPTIONS property is properly used and maintained so it is not damaged or destroyed, so it remains available for others to use and enjoy. If an employee abuses or neglects OPTIONS property, that person may be responsible for the cost of repair or replacement.

Prior authorization must be obtained before any OPTIONS property may be removed from the premises.

Employees are required to adhere to OPTIONS procedure for information management. Data in all forms, including local area network, Internet, electronic and/or hard copy, software and e-mail on OPTIONS computers is the property of OPTIONS. OPTIONS maintains the right to examine all files and media residing on its systems. Although the email, voicemail and other systems may be accessed by passwords, that does not mean the messages are confidential.

Employees must assume that someone other than the intended recipient may read any and all messages. In addition, all passwords must be provided to OPTIONS. All communications, including text and images, may be disclosed to law enforcement or other third parties without prior consent of the sender or receiver. In addition, employees may not download any unauthorized software onto their computer.

Messages should be limited to the conduct of business of OPTIONS. Email, voicemail, and text messages cannot be used for conducting personal business. Messages cannot contain anything that may be reasonably considered offensive or disruptive to anyone. Offensive content includes, but is not limited to, sexual or racial comments, jokes or images; gender-specific comments; or any comment that would offend someone on the basis of his or her age; gender; sexual orientation, religion, national origin, disability, or any other classification protected by federal, state, or local law. Any use of email, voicemail, or text message to harass or discriminate is unlawful and strictly prohibited. Violators will be subject to discipline, up to and including termination.

All OPTIONS policies and standards regarding appropriate conduct apply to electronic communication and use of the network and Internet accounts. Willful destruction, misuse, unauthorized use, attempts to breach network security, or use for a purpose contrary to OPTIONS' and its clients' best interests will be treated as grounds for dismissal and/or criminal prosecution. In addition, portable media devices, including but not limited to cell phones, smartphones, personal digital assistants (PDAs), mp3 players, iPods, and flash drives, must be used in strict compliance with this policy and all other company policies. Such devices may not be used for unauthorized download or storage of OPTIONS data, software, or other information.

Internet and Intranet access are provided to some employees. The Internet and intranet are to be used for the benefit of OPTIONS only. Employees accessing the Internet or intranet should do so only for professional business reasons. Sending, saving, or viewing offensive material is strictly prohibited. Offensive material includes, but is not limited to, comments, jokes or images of a sexual or racist nature; gender-specific comments; or any comments, jokes, or images that would offend someone on the basis of gender, race, national origin, religion, physical attributes, sexual orientation, or any other classification protected by federal, state, or local law. Any use of the Internet or intranet to harass or discriminate is unlawful and strictly prohibited. Violators of any part of this policy may be subject to discipline, up to and including termination.

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SEARCH AND INSPECTION POLICY

For business reasons and in order to enforce agency policies, OPTIONS may at any time access, inspect or search any OPTIONS property, which may include, but is not limited to: employee work areas; employee desks; all contents, effects, or articles that are in employee work areas or desks; any file cabinet and any form of electronically recorded information, received by, transmitted by or stored in computer files, e-mail, facsimile, and telephone voice recorders including cellular phones provided for employee use; whether or not such OPTIONS property is designated as being for the exclusive use of the particular OPTIONS employee. Any personal articles or property brought onto OPTIONS premises are subject to search by OPTIONS. Prohibited materials, including weapons, explosives, alcohol, non-prescribed medications or illegal drugs, and sexual jokes, cartoons, or other material, may not be placed in a work area, desk, or article brought onto OPTIONS premises. Employees, who, if requested, fail to cooperate in any inspection, may be subject to corrective action, including possible suspension or termination. OPTIONS is not responsible for any personal articles that are placed or left in OPTIONS premises that are lost, damaged, stolen or destroyed.

OFF-DUTY USE OF FACILITIES

Employees are prohibited from being on OPTIONS premises or making use of OPTIONS facilities while not on duty. Employees are expressly prohibited from using OPTIONS facilities, OPTIONS property or OPTIONS equipment for personal use.

PERSONAL VISITORS

Employees are prohibited from entertaining personal guests at any OPTIONS site, unless they have prior approval from their supervisor. Overnight guests at any of the OPTIONS residential or transitional/supported/independent living sites will not be tolerated, and may be grounds for immediate dismissal.

OVERNIGHT VISITS AWAY FROM RESIDENTIAL SITES

Persons who receive services at one of the residential sites operated by OPTIONS may go on visits with staff members, including overnight visits, with the following understanding:

- Staff members hosting such visits assume liability for the person. (OPTIONS will not assume any responsibility or liability for any damages which the person receiving services may inflict on their environment during the visit.)
- During the visit, the level of supervision must be consistent with the level of supervision normally provided at the residential site.
- Staff members hosting such visits will display the same behavior and meet the same expectations as when working a paid shift.
- It is understood that such visits are unpaid and on a volunteer basis unless other arrangements are made and approved in advance.

EMPLOYEE PROPERTY

OPTIONS is not liable or responsible for any loss or damage to the personal property of employees not covered under any insurance policy carried by OPTIONS.

OPERATION OF OPTIONS VEHICLES

Employees who operate OPTIONS vehicles must have a valid California driver's license and an acceptable driving record, as determined by criteria established by OPTIONS' insurance carrier and OPTIONS policy. Employees who have an automobile accident while driving a vehicle owned or operated by OPTIONS may be required to take an approved defensive driving course within 30 days of the accident in order to continue their employment. In such cases, employees who have had an accident

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may not drive an OPTIONS vehicle until they have successfully completed the defensive driving course. Employees whose license to drive is suspended or revoked or whose driving record precludes coverage by OPTIONS insurance carrier may be reassigned or terminated at the discretion of the Chief Executive Officer. It is the employee's responsibility to inform the Human Resources Director if his or her driver's license has been suspended or revoked or if his or her driving record precludes coverage by OPTIONS insurance carrier.

Vehicles owned or operated by OPTIONS are assigned and available for use by staff to carry out legitimate OPTIONS business such as transporting persons served for approved purposes. Any personal use of an OPTIONS vehicle without proper authorization is prohibited and may be cause for termination. Employees are required to take the most direct route to a business-related destination and any deviation from the most direct route, or unauthorized stops along the way, will be construed as personal or unauthorized use of the vehicle.

Any parking tickets, fines, or other citations received by an employee due to his or her own negligence either while driving an OPTIONS vehicle or their own vehicle on OPTIONS business will be the responsibility of the employee.

Some persons served by OPTIONS may be licensed to drive and operate their own vehicles. Employees are strictly prohibited from riding in a vehicle being driven by a person served.

HEALTH AND SAFETY ON THE JOB

To assist in providing a safe and healthful work environment for employees, customers, and visitors, OPTIONS has established a workplace safety program. This program is a top priority. The Chief Operating Officer (COO) has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all. The safety of each employee is extremely important. OPTIONS works constantly to ensure that all employees have safe working conditions and equipment. The help of all staff is needed to meet these safety goals. Employees must be aware of safety considerations and learn and follow all safety guidelines. Emergencies, accidents, injuries and disasters can occur at any time and without warning. It is the duty of each employee to accept and follow established health and safety regulations and procedures. Each program or department has emergency guidelines and safety protocols which must be followed. In order to create a safer work environment, employees cannot be guaranteed the expectation of privacy in the workplace.

OPTIONS provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, e-mail, memos, or other written communications.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Chief Executive Officer. Reports and concerns about workplace safety issues may be made anonymously. All reports can be made without fear of reprisal.

Any injury that may occur to an employee while on duty and in the course of fulfilling his or her job-related responsibilities is to be reported **immediately** to his or her supervisor to enable the supervisor to complete forms required by Federal and State Law. These forms are also available on OPTIONS website at www.optionsfs.org. Treatment should be obtained according to OPTIONS protocol. If an employee is absent from work three or more days as the result of an injury, before returning to work the employee must submit medical documentation that he or she can resume his or her full schedule and normal duties. If the employee is out of work for four or more work days, the employee must contact his or her supervisor to request a leave of absence for the period of time the employee will not be at work. This leave of absence may fall under any or all of the following: Workers Compensation Leave, Family and Medical Leave Act, California Family Rights Act, and OPTIONS Leave Policy. The employee's supervisor will

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forward documentation of the injury immediately to OPTIONS HR Director, who will file a report with the OPTIONS Workers' Compensation Insurance carrier.

OPTIONS will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

INJURY AND ILLNESS PREVENTION PROGRAM

In compliance with California law, OPTIONS maintains an Injury and Illness Prevention Program that is managed by the Chief Operating Officer. A copy of OPTIONS' Injury and Illness Prevention Program (Policy 200.2.5 Pro-Active Safety Program) is available online at www.optionsfs.org, and all employees are required to read it and adhere to all safety policies.

SMOKING AND USE OF SMOKELESS TOBACCO

The smoking of cigarettes, cigars, and pipes, and use of smokeless tobacco products will be prohibited inside any of OPTIONS buildings or vehicles. Smoking and use of smokeless tobacco will be allowed only in designated areas outside OPTIONS buildings where cigarette butt/ash receptacles will be provided.

Designated smoking/smokeless tobacco use areas will be clearly identified at each site. Smoking and use of smokeless tobacco products will be allowed only during an employee's personal time during the work/program day. Personal time includes scheduled breaks, lunch periods and the times preceding or following the scheduled work period. Employees may not smoke or use smokeless tobacco products in the presence of other staff or clients, even if the other staff or clients use tobacco themselves. Absolutely no one under the age of 18 will be allowed to smoke or use smokeless tobacco products. Clients who use tobacco products will not do so in the presence of anyone under the age of 18. Smokers must extinguish their cigarettes or other tobacco products in designated cigarette butt/ash receptacles prior to leaving designated smoking areas. Users of smokeless tobacco will dispose of used tobacco in a hygienic manner that is not offensive to others.

Employees who disregard this policy may be subject to disciplinary actions (including termination of employment) by OPTIONS.

HOUSEKEEPING

All employees are expected to keep OPTIONS facilities clean, safe and organized. Common areas such as the staff office and restrooms should be kept clean by those using them. Please clean up after meals and dispose of trash properly.

PARKING

Employee vehicles may be parked in designated areas, if space permits. If space is unavailable, employees must park off the OPTIONS property. Employees may not use parking areas specifically designated for OPTIONS vehicles. Employees may park only in the rear lot at the OPTIONS Central Office.

OPTIONS is not responsible for any loss or damage to employee vehicles or contents while parked on OPTIONS property.

SOLICITATION AND DISTRIBUTION OF LITERATURE

In order to ensure efficient operation of OPTIONS business and to prevent annoyance to employees, it is necessary to control solicitations and distribution of literature on OPTIONS property. OPTIONS has established rules applicable to all employees governing solicitation, distribution of written material and entry onto the premises and work areas. All employees are expected to comply strictly with these rules.

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Any employee who is in doubt concerning the application of these rules should consult with his or her supervisor immediately.

No employee will solicit or promote support for any cause or organization during his or her working time or during the working time of the employee or employees at whom such activity is directed.

No employee will distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the employee or employees at whom such activity is directed.

Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on OPTIONS property.

PROHIBITED USE OF CELL PHONE WHILE DRIVING

Under no circumstances should an employee place or answer phone calls while driving persons served. Using a hands-free device *does not* constitute an exception. Employees who disregard this policy are subject to disciplinary action up to and including the termination of employment.

Cell phone use during working hours will be allowed only during an employee's personal time. Personal time includes scheduled breaks and lunch periods.

SECURITY/WORKPLACE VIOLENCE

OPTIONS' policy is 'zero tolerance' for actual or threatened violence against co-workers, visitors, or any other persons who are either on our premises or have contact with employees in the course of their duties. Security and safety in the workplace is every employee's responsibility.

All employees, clients and visitors to our agency should be treated with courtesy and respect at all times. Employees must refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening. In situations where an employee becomes aware of an imminent act of violence, a threat of imminent violence, or actual violence, emergency assistance must be sought immediately. In such situation, the employee should immediately law enforcement authorities by dialing 911. When reporting a threat of violence, be as specific and detailed as possible.

OPTIONS encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Chief Executive Officer before the situation escalates into potential violence. OPTIONS is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns prior to the perpetration of any violent acts or threats.

Every verbal or physical threat of violence must be treated seriously and reported immediately to the employee's supervisor and the CEO. The CEO will be responsible for consulting with the appropriate resources and witnesses. This may include, in appropriate cases, consultation with the supervisor of the employee who made the threat, the threatened employee and/or any witnesses. Where a violation of the policy is found, the CEO will take appropriate corrective action.

Full cooperation by all employees is necessary for the employer to accomplish its goal of maximizing the security and safety of its employees. Employees should direct any questions they have regarding their obligations under this policy to the Chief Executive Officer. Employees can report violation of the policy and raise any questions regarding their obligations or this policy without fear of reprisal of any kind.

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EMPLOYEES WHO ARE REQUIRED TO DRIVE

Employees who are required to drive an OPTIONS vehicle, or their own vehicle on OPTIONS business, will be required to show proof of a current valid driving license.

OPTIONS participates in a system that regularly checks state Department of Motor Vehicles records of all employees who drive as part of their job.

OPTIONS retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under OPTIONS policy.

Employees who have 2 at fault accidents during working hours will be considered unable to drive an OPTIONS vehicle, or their own vehicle on OPTIONS business, for a minimum of two years and pending the successful completion of OPTIONS/ Driver's Safety course.

Employees who drive their own vehicles on OPTIONS business will be reimbursed.

EMPLOYEE BENEFITS

BENEFIT DISCLAIMER

OPTIONS has established a number of employee benefit programs for its eligible employees. This handbook provides brief summaries of the key features of the benefits programs but does not restate all of the features of these benefit programs. Additional terms, conditions, and limitations regarding program eligibility and benefit entitlement often exist. For that reason, every employee should consult the official plan documents for complete information regarding each benefit program. In the case of an actual or apparent conflict between the benefit summaries set forth in the handbook and the terms of the plan documents, the provisions of the official plan documents shall control.

In addition, while it is OPTIONS' present intention to continue these benefits, OPTIONS reserves the right to modify, curtail, reduce or eliminate any benefit, in whole or in part, either with or without notice. We recognize our responsibility to provide you reasonable notice of all material changes that may affect you. Finally, neither the benefit programs nor their descriptions are intended to create any guarantees regarding continued employment.

GROUP HEALTH INSURANCE COVERAGE

OPTIONS provides a comprehensive group insurance plan for all eligible employees and their dependents. The plan provides medical, dental, and vision. Regular full-time employees (30+ hours per week) are eligible for insurance on the first of the month following 30 consecutive days of full-time employment. When an employee becomes eligible, he or she may choose to either enroll in the plan or waive coverage. Employees who elect to enroll may be required to contribute toward the premium for their personal coverage. This amount, deducted from the employees pay, constitutes only a small portion of the total premium for each employees coverage, and OPTIONS pays the remaining amount. Employees are responsible for the entire premium cost for additional dependent coverage. All employee premium contributions are collected through payroll deduction. In the event of an increase in medical insurance premium rates, employees may be required to make a larger premium contribution to retain coverage.

An employee may only change the level of coverage during a contract year due to a qualifying event, as set forth in the plan documents.

In accordance with Federal and State regulations, OPTIONS will offer terminated employees and their eligible dependents the opportunity to continue their participation in the OPTIONS group health plan under the provisions of COBRA.

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RETIREMENT BENEFITS

OPTIONS offers a 401(k) plan to eligible employees. Employees are vested in the plan and able to enroll after one thousand hours (1000) of service. Employees may make tax-deferred contributions to the 401(k) plan. OPTIONS offers discretionary matching annually. Discretionary matching will be available in any fiscal year (July 1-June 30) in which OPTIONS ends the year with net income over \$100,000. Matching funds will be available in the amount of 10% of the net income over \$100,000, not to exceed \$10,000 annually. Matching funds will be deposited in December of the following fiscal year.

OPTIONS will determine your discretionary match rate based on your amount contributed during each plan year. This matching formula is calculated per paycheck, on the first 4% of eligible pay that you contribute to the 401(k) plan each pay period. The discretionary match takes into account all paychecks between July 1 and June 30 of any given fiscal year. Since the match is calculated each paycheck, employees who contribute at least 4% of eligible pay to the 401(k) plan from each paycheck during the year will maximize their allocation.

For more information regarding the 401(k) plan, please contact the Chief Financial Officer.

LIABILITY INSURANCE

All employees are covered under OPTIONS liability insurance plan immediately upon employment, which includes coverage for employees driving on OPTIONS business. All employees driving their own cars on OPTIONS business are responsible for liability to the limits of their insurance coverage, and OPTIONS will be responsible for claims in excess of the employee's liability insurance. Employees are required to insure their personal vehicles in compliance with State law.

WORKERS' COMPENSATION

OPTIONS will maintain, without cost to the employee, Workers' Compensation Insurance in accordance with applicable regulations. Employees are covered under the workers' compensation plan immediately upon employment. All work-related injuries, despite how minor they may be, must be reported **immediately** to the employee's supervisor, in accordance with OPTIONS Policies and Procedures with the following information; time of accident, location where accident occurred, circumstances of the accident, description of the injury and any witness(es) to the accident.

Workers' Compensation may not pay for lost wages for the first three days of disability related to a compensable injury, unless the disability continues for more than 14 days. Employees may use paid leave time, if it is available.

When an employee remains off work beyond three days, the employee must contact the Human Resources Director to request leave. The employee may qualify for Family and Medical Leave, covered later in this handbook.

If it is projected that the employee will need to remain off work for longer than a three-day period, OPTIONS may require the employee to obtain a second medical opinion and/or be examined by the medical representative of OPTIONS.

PAID FAMILY LEAVE (PFL)

When you stop working or reduce your work hours to care for a family member who is seriously ill or to bond with a new child, you may be eligible to receive Paid Family Leave (PFL) benefits. The PFL program is administered by the California Employment Development Department (EDD). For information about PFL (eligibility, claim filing, etc.), contact the EDD service center at 1-877-BE-THERE. You are responsible for filing your claim for family leave insurance benefits and other forms promptly and accurately with the Employment Development Department. All eligibility and benefit determinations are made by the Employment Development Department.

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The Paid Family Leave Act does not provide a right to leave, job protection or return to work rights. Further, this policy does not provide additional time off; rather, family leave insurance may provide compensation during an approved leave pursuant to any organization provided leave.

UNEMPLOYMENT INSURANCE

UI is a partial wage replacement insurance plan administered by the EDD for eligible workers who have lost employment or partial employment for reasons other than misconduct. Specific rules and regulations governing unemployment insurance is available from the Human Resources Director or the EDD at www.edd.ca.gov/.

SOCIAL SECURITY/MEDICARE

All employees are covered under the federal Social Security and Medicare plans, which provide retirement income and medical coverage to eligible employees. The amount of deductions from your wages for Social Security and Medicare taxes is matched by OPTIONS. The total contributions for you and OPTIONS are credited towards your benefits, which may be available at your retirement. In addition, disability and survivors' benefits are available to eligible beneficiaries. Please contact the Social Security Administration at www.ssa.gov/ for further information.

STATE DISABILITY INSURANCE (SDI)

SDI is a partial wage replacement insurance plan for California workers administered by the Employment Development Department (EDD). SDI provides benefits to eligible workers who are unable to work for more than seven workdays due to a disability. Benefits are paid directly by the EDD. Specific rules and regulations governing disability insurance are available from the EDD at www.edd.ca.gov/.

HOLIDAYS

Recognized Holidays:

OPTIONS recognizes the following as paid holidays:

New Year's Day	Labor Day	Christmas Day
Presidents' Day	Thanksgiving Day	
Memorial Day	Day After Thanksgiving	
Independence Day	Christmas Eve	

Eligibility:

All employees who are regularly scheduled to work are eligible for holiday pay. Holidays are based on an employee's regularly scheduled hours.

Exempt employees are not normally required to work on holidays, but if an exempt employee is requested by his or her supervisor to work on a holiday, the employee will receive equivalent time off in lieu of the time worked, as scheduled and approved by his or her supervisor.

Compensation for Holidays:

Full-time and part-time hourly employees who work on any holiday listed above will be compensated at double their regular rate of pay.

Holiday Falling on Saturday or Sunday:

When any holiday listed above falls on a Saturday, programs operating on a Monday through Friday schedule will observe the preceding Friday as the holiday. When a holiday falls on a Sunday, programs operating on a Monday through Friday schedule will observe the following Monday as the holiday. Programs operating on a seven-day schedule will observe the actual date of the holiday.

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Holidays Occurring During Scheduled Leave Period:

Holidays which occur during a scheduled leave period are not considered as part of the leave allowance.

PAID SICK LEAVE

Part-time employees accrue paid sick leave at the rate of one (1) hour for every thirty (30) hours worked. Leave begins to accrue on the first day of employment and may be used on the 90th day after hire, pending proper advance notification to the employee's supervisor. Accrual is capped at 48 hours annually but employees may only request and use up to 3 days (24 hours) of accrued paid sick leave per year.

Per California state law, employees may not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and have the right to file a complaint against an employer who retaliates or discriminates against an employee for

1. Requesting or using accrued sick days;
2. Attempting to exercise the right to use accrued paid sick days;
3. Filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor code;
4. Cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

You will be entitled to use accrued sick days beginning on the 90th day of employment, after which you may use them as they are accrued. Any time taken for illness or injury before completing this period of continuous employment may be without pay.

Paid sick leave may be used in as little as two hour increments.

You may use up to a total of three days of paid sick leave per anniversary year. Unused paid sick leave may be carried over to the following anniversary year.

You may use paid sick leave for the following purposes:

- Diagnosis, care, or treatment of an existing health condition of, or
- Preventive care for you or your family member.
- If you are a victim of domestic violence, sexual assault, or stalking,

"Family member" includes:

- A child, which means a biological, adopted, or foster child, stepchild, legal ward, or a child to whom you stand in loco parentis. This definition of a child is applicable regardless of age or dependency status.
- The biological, adoptive, or foster parent, stepparent, or legal guardian of you or your spouse or registered domestic partner, or a person who stood in loco parentis when you were a minor child.
- Your spouse.
- Your registered domestic partner.
- Your grandparent.
- Your grandchild.
- Your sibling.

If the need for paid sick leave is foreseeable, you must provide reasonable advance notice to your Supervisor. If the need for paid sick leave is unforeseeable, you must provide notice to your Supervisor as soon as practicable. Appointments should be scheduled either at the beginning or the end of your workday. If you become sick during the day, you must inform your Supervisor before you leave the facility.

Paid sick leave is available only for days on which you would have been scheduled to work, but were unable to work because of one of the purposes described above.

Paid sick leave will be integrated with California State Disability Insurance (SDI) benefits and/or workers' compensation insurance benefits in such a way that the total sick leave benefits paid by the Company,

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and those you receive from SDI or workers' compensation insurance, will not exceed 100 percent of your regular weekly wage based on your regular straight-time hourly rate of pay.

You will receive your regular hourly wage when using accrued Paid Sick Leave. If in the 90 days of employment before taking accrued paid sick leave you had different hourly pay rates, you were paid a commission or piece rate, or you were a nonexempt salaried employee, then the rate of pay will be calculated by dividing your total wages, not including overtime premium pay, by your total hours worked in the full pay periods of the prior 90 days of employment.

PAID TIME OFF (PTO)

All employees regularly scheduled to work 30 or more hours per week are eligible for Paid Time Off (PTO). Leave begins to accrue on the first day of full-time employment and may be used after 90 days of full-time employment, pending proper advance notification to the employee's supervisor. The purpose of PTO is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice.

Leave is credited based upon a set rate per regular hours worked.

Amount of Paid Time Off to be Credited:

Employees classified as exempt will receive credit for paid time off for up to a total of 21 days (168 hours) of leave per calendar year, plus additional days for years of service (see Seniority Leave, below).

Employees classified as hourly will receive credit for paid time off for up to a total of 16 days (128 hours) of leave per calendar year, plus additional days for years of service (see Seniority Leave, below).

Employees classified as part-time (Part-time Direct Care and General/Miscellaneous staff) are not eligible for paid time off.

You are required to take accrued and unused Paid Time Off (PTO) before taking unpaid leave or having unpaid absences. Family and Medical Leave (Under both state and federal law) is included in this requirement, unless the absence is pregnancy-related.

Employees who are absent because of their own disability may be eligible for State Disability Insurance (SDI) benefits. SDI payments do not begin until after you have been absent from work for 7 calendar days. If you have accrued PTO, PTO will be used for the first 7 days before SDI payments begin.

SDI benefits do not replace all of your usual wages. Your SDI benefits may be supplemented with any accrued and unused PTO.

Seniority Leave:

Employees will be credited with one additional day of leave for each year of service, up to a limit of 10 additional days. Credited leave days for tenure will be given to an employee after his or her second anniversary date of employment with OPTIONS and each year thereafter.

Leave Year:

For accounting purposes, the leave year is defined as the calendar year.

Utilization of Paid Time Off, Paid Sick Leave and Seniority Leave:

Leave requests must be in writing. Advance written approval for leave must be obtained from the employees' supervisor at least two weeks prior to the commencement of leave.

The employee's supervisor must be notified immediately if an employee must be absent for any reason without receiving prior written approval. Leaving a message for the supervisor is not acceptable notification. The employee must speak to his or her supervisor, utilize the back up on call procedure or notify the next person available in the chain of command.

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OPTIONS reserves the right to request a physician's opinion as to an employee's fitness for duty before the employee may return to work following an injury or illness.

If an employee takes more leave than has been accrued, the employee will be paid only for the leave time actually available. An employee may only take leave without pay upon receipt of prior written approval from his or her supervisor, and must have no accrued leave available.

PUNCTUALITY AND ATTENDANCE

As an employee of OPTIONS, you are expected to be punctual and regular in attendance. Any tardiness or abuse of attendance policies causes problems for your fellow employees, your supervisor, and the persons we serve. When you are absent, your assigned work must be performed by others.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their work schedule, except for when required to leave on authorized OPTIONS business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

If you are unable to report for work on any particular day, you must under all but the most extenuating circumstances call your supervisor at least two hours before the time you are scheduled to begin working for that day. If you call less than one hour before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for the day. In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Employees also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness, whether excused or not, will not be tolerated. OPTIONS defines excessive absenteeism or excessive tardiness as more than two occurrences in a one-month period.

If you fail to report for work without any notification to your supervisor and your absence continues for two days in a 90 day period, OPTIONS will consider that you have abandoned your employment.

Unused Paid Time Off:

At the end of each calendar year, employees have the option to carry over unused leave to the next year; however, non-exempt employees may not accrue more than 240 hours of leave and exempt employees may not accrue more than 252 hours of leave. Employees who accrue more than leave limits will cease to accrue leave until the number of accrued leave hours is reduced to below the threshold for their position.

Pay for Unused Paid Time Off upon Termination of Employment:

If an employee resigns or is terminated, the employee will be paid on his or her final paycheck for any unused accrued paid time off, but not paid sick leave.

PAID EDUCATIONAL LEAVE

Upon the approval of the employee's supervisor and Chief Executive Officer or designee, full- and part-time staff members may be allowed a leave of absence with pay for attending educational short courses or seminars. OPTIONS encourages attendance at professional or related conferences during the year for professional staff on a rotating basis.

PAID PROFESSIONAL ACTIVITIES LEAVE

OPTIONS encourages attendance at professional or related conferences during the year for its full- and part-time staff on a rotating basis. When approved attendance at professional organization meetings and/or participation in committee work is necessary during working hours, leave of absence with pay may be granted. Time spent in these activities must be planned in advance and approved by the employee's supervisor and the Chief Executive Officer or Chief Operating Officer.

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PAID JURY DUTY OR WITNESS LEAVE

All staff will be granted leave with pay, less government reimbursement, for one (1) work day for jury or witness duty. The employee is responsible for notifying his or her supervisor upon receipt of a jury summons or subpoena. Verification of the term of jury or witness duty must be provided from the Court.

PAID BEREAVEMENT LEAVE

In the event of the death of your current spouse, child, parent, legal guardian, brother, sister, grandparent, grandchild, or mother-, father-, sister-, brother-, son- or daughter-in-law, you may take up to three consecutive scheduled work days off with pay, without having to use accrued paid time off, with the approval of your supervisor and the Chief Executive Officer. Your supervisor may approve additional time off without pay.

GENERAL PROVISIONS APPLICABLE TO ALL LEAVES OF ABSENCE

OPTIONS will grant all legally mandated leaves and may also grant a leave of absence in other circumstances. You should notify your supervisor in writing as soon as you become aware that you may need a leave of absence. OPTIONS will consider your request in accordance with applicable law and OPTIONS' leave policies. You will be notified in writing whether your leave request is granted or denied. If you are granted leave, you must comply with the terms and conditions of the leave, including keeping in touch with the Human Resources Director during your leave, and giving prompt notice if there is any change in your status or return date.

Paid leave will not accrue while you are on an unpaid leave of absence. Unless paid medical premiums is required by law, if you would like to continue your medical insurance coverage during your leave, you may continue coverage by paying the full amount of the premiums under the provisions of COBRA. The Human Resources Director can give you additional information on this subject.

OPTIONS may hold in abeyance or proceed with any counseling, performance review, or corrective action, including discharge, that was contemplated prior to any employee's request for or receipt of a leave of absence or that has come to the OPTIONS' attention during the leave. If any action is held in abeyance during the leave of absence, OPTIONS reserves the right to proceed with the action upon the employee's return. Requesting or receiving a leave of absence in no way relieves employees of their obligations while on the job to perform their job responsibilities capably and up to OPTIONS' expectations and to observe all OPTIONS policies, rules, and procedures.

FAMILY AND MEDICAL LEAVE

OPTIONS fully complies with the Federal Family and Medical Leave Act (FMLA) and the California Family Rights Act (CFRA), collectively referred to in this policy as Family and Medical Leave, both of which require our agency to grant eligible employees leaves of absence for specified purposes, including leave associated with military service. To the extent permitted by law, all federal and state mandated leaves will run concurrently. State and federal family and medical leave laws generally provide up to 12 workweeks of unpaid family/medical leave within a 12-month period, under the following conditions:

- The employee has more than 12 months of services;
- The employee has worked at least 1,250 hours during the previous 12-month period before the need for leave; and
- The employee is employed at a work site where there are 50 or more employees within a 75 mile radius.

Leave may be taken for one or more of the following reasons:

- The birth of the employee's child, or placement of a child with the employee for adoption or foster care;

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- For a serious health condition that makes the employee unable to perform his or her job; or
- To care for the employee's spouse, registered domestic partner, child, or parent who has serious health condition. A "registered domestic partner" is a person who is one of two adults who have filed a Declaration of Domestic Partnership with the California Secretary of State.

For purposes of calculating the 12-month period during which 12 weeks of leave may be taken, OPTIONS uses the rolling twelve-month period measured backward from the date an employee uses any FMLA leave.

Under most circumstances, leave under federal and state law will run at the same time and the eligible employee will be entitled to a total of 12 weeks of family and medical leave in the designated 12-month period.

An eligible employee may also take up to 26 weeks of leave during a single 12-month period to care for an injured servicemember who is the employee's spouse, parent, child or next of kin. A covered servicemember is a current member of the Armed Forces, including National Guard or Reserves members, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation or therapy; or is in outpatient status; or is on the temporary disability retired list. For purposes of this kind of leave, the 12-month period begins with the first day the employee takes leave. The combined total of leave for all purposes described in this policy may not exceed 26 weeks in the applicable leave year.

FMLA leave related to military service may be taken for any of the following reasons:

- Military Caregiver Leave may be taken intermittently or on a reduced leave schedule when medically necessary, as determined by the health care provider of the covered service member. If an employee needs leave intermittently for planned medical treatment of a covered service member, the employee must make a reasonable effort to schedule the treatment so as not to unduly disrupt OPTIONS' operations. The minimum leave increment for intermittent leave or leave on a reduced leave schedule is the shortest period of time the OPTIONS' payroll system uses to account for absences.
- Military Qualifying Exigency Leave may be taken for "any qualifying exigency" arising out of the fact that "a covered military member" (e.g. the employee's spouse, son, daughter, or parent) is on active duty, or has been deployed to any foreign country. Examples of "qualifying exigencies" include short-notice deployment, military events and related activities, certain childcare and related activities, financial and legal arrangements, counseling, rest and recuperation, post-deployment activities and any other event that the employer and employee agree constitute a qualifying exigency.

However, leave because of the employee's disability for pregnancy, childbirth or related medical condition is not counted as time used under California law (the California Family Rights Act). Time off because of pregnancy disability, childbirth or a related medical condition does count as family and medical leave under federal law (the Family and Medical Leave Act). Employees who take time off for pregnancy disability and who are eligible for family and medical leave will also be placed on family and medical leave that runs at the same time as their pregnancy disability leave. Once the pregnant employee is no longer disabled, she may apply for leave under the California Family Rights Act, for purposes of baby bonding.

Military Caregiver Leave and Military Qualifying Exigency Leave are only available under the FMLA and therefore do not count against an employee's 12 workweeks of CFRA Leave.

Any leave taken for the birth, adoption, or foster care placement of a child does not have to be taken in one continuous period of time. California Family Rights Act leave taken for the birth or placement of a child will be granted in minimum amounts of two weeks. However, OPTIONS will grant a request for a California Family Rights Act leave (for birth/placement of a child) of less than two weeks duration on any two occasions. Any leave taken must be concluded within one year of the birth or placement of the child

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with the employee. All other Family and Medical Leave, other than baby bonding, may be taken intermittently or on a reduced leave schedule when medically necessary.

The following procedures shall apply when an employee requests family leave:

Contact the Human Resources Director as soon as you realize the need for family/medical leave.

- If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or a family member, the employee must notify OPTIONS at least 30 days before leave is to begin. The employee must consult with his or her supervisor regarding scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of OPTIONS. Any such scheduling is subject to the approval of the health care provider of the employee or the health care provider of the employee's child, parent, or spouse.
- If the employee cannot provide 30 days' notice, OPTIONS must be informed as soon as is practical.
- If the Family and Medical Leave request is made because of the employee's own serious health condition, OPTIONS may require, at its expense, a second opinion from a health care provider that OPTIONS chooses. The health care provider designated to give a second opinion will not be one who is employed on a regular basis by OPTIONS.
- If the second opinion differs from the first opinion, OPTIONS may require, at its expense, the employee to obtain the opinion of a third health care provider designated or approved jointly by the employer and the employee. The opinion of the third health care provider shall be considered final and binding on OPTIONS and the employee.
- When an employee requests leave, the Human Resources Director will inform the employee whether he or she is eligible, and provide the employee a written notice that includes details on additional information that he/she will be required to provide. The employer will also provide notice when it designates leave as FMLA leave, which will identify what steps the employee needs to take to return from leave and any medical certification requirements.

OPTIONS requires the employee to provide certification within 15 days of any request for family and medical leave under state and federal law, unless it is not practicable to do so. OPTIONS may require recertification from the health care provider if additional leave is required.

If the leave is needed to care for a sick child, spouse, or parent, the employee must provide a certification from the health care provider stating:

- Date of commencement of the serious health condition;
- Probable duration of the condition;
- Estimated amount of time for care by the health care provider; and
- Confirmation that the serious health condition warrants the participation of the employee.

When both parents are employed by OPTIONS, and request simultaneous leave for the birth or placement for adoption or foster care of a child, OPTIONS will not grant more than 12 workweeks total of family/medical leave.

If an employee cites his/her own serious health condition as a reason for leave, the employee must provide a certification from the health care provider stating:

- Date of commencement of the serious health condition;
- Probable duration of the condition; and
- Inability of the employee to work at all or perform any one or more of the essential functions of his/her position because of the serious health condition.

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OPTIONS will require certification by the employee's health care provider that the employee is fit to return to his or her job.

Failure to provide certification by the health care provider of the employee's fitness to return to work will result in denial of reinstatement for the employee until the certification is obtained.

An employee taking family medical leave will be allowed to continue participating in any health and welfare benefit plans in which he/she was enrolled before the first day of the leave (for a maximum of 12 workweek(s) at the level and under the conditions of coverage as if the employee had continued in employment for the duration of such leave. OPTIONS will continue to make the same premium contribution as if the employee had continued working. If paid leave is substituted for unpaid Family and Medical Leave, OPTIONS will deduct the employee's regular portion of the health plan premium as a regular payroll deduction. In the event paid leave is not used or is exhausted, the employee must continue to pay the regular employee portion of the premiums to the Human Resources Director by the first of the month in which it is due, or employees will lose health coverage. The continued participation in health benefits begins on the date leave first begins under Family and Medical Leave Act (e.g., for pregnancy disability leaves) or under the Family and Medical Leave Act/California Family Rights Act (e.g., for all other family care and medical leaves). In some instances, OPTIONS may recover from an employee premiums paid to maintain health coverage if the employee fails to return to work following family/medical leave.

Employees on family/medical leave who are not eligible for continued paid coverage may continue their group health insurance coverage through OPTIONS in conjunction with the federal COBRA guidelines by making monthly payments to OPTIONS for the account of the applicable premium. Employees should contact their supervisor for further information.

Paid leave will be substituted for unpaid leave in the following circumstances:

- Accrued paid time off is required to be used during Family and Medical Leave for the employee's own serious health condition, or, up to a limit of which is accrued over six months, to attend to the illness of a child, parent or spouse of the employee; or
- Paid Time Off is required to be used for any family/medical leave qualifying event.

Under most circumstances, upon return from family/medical leave, an employee will be reinstated to his or her original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. For example, if an employee on family/medical leave would have been laid off had he or she not gone on leave, or if employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. In addition, an employee's use of family/medical leave will not result in the loss of any employment benefit that the employee earned before using family/medical leave.

Reinstatement after family/medical leave may be denied to certain salaried "key" employees under the following conditions:

- An employee requesting reinstatement was among the highest-paid 10 percent of salaried employees employed within 75 miles of the work site at which the employee worked at the time of the leave request;
- The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to OPTIONS operations
- The employee is notified of OPTIONS intent to refuse reinstatement at the time OPTIONS determines the refusal is necessary; and

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- If leave has already begun, OPTIONS gives the employee a reasonable opportunity to return to work following the notice described previously.

Before returning to work from a leave of absence for his/her own medical condition, an employee must provide a health care provider's statement that indicates that he or she is able to return to work, with or without restrictions. The employee will be provided with a medical certification form and a copy of his/her job description so that the health care provider can certify the employee's ability to perform the essential functions of the job, and what work restrictions, if any exist. It is recommended that such certification be sent by the employee to the Human Resources Director at least one week prior to the expiration of the Family and Medical Leave. If there are any work restrictions, the Human Resources Director will contact the employee to discuss whether or not the restrictions can be accommodated.

OPTIONS may consider employees who fail to return to work the next workday following the expiration of a leave to have voluntarily resigned. An employee also may be considered to have resigned if he or she accepts employment from another company, or engages in self-employment while on leave, or falsifies the reason or need for a leave. Should the employee fail to return from this leave, OPTIONS may recover the premiums paid on the employee's behalf, unless the employee's reason for failing to return is either the employee's serious health condition or circumstances beyond the employee's control.

For additional information about eligibility for family/medical leave, contact the Human Resources Director.

Time Accrual

Employees on Family and Medical Leave will not continue to accrue paid time off during unpaid Family and Medical Leave.

PREGNANCY RELATED DISABILITY LEAVE

Pregnancy, childbirth, or related medical conditions will be treated as any other disability, and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave.

Any employee planning to take Pregnancy Disability Leave should advise the Human Resources Director as early as possible. The individual should make an appointment with the Human Resources Director to discuss the following conditions:

- Employees who need to take Pregnancy Disability Leave must inform OPTIONS when a leave is expected to begin and how long it will likely last. If the need for a leave or transfer is foreseeable, employees must provide notification at least 30 days before the Pregnancy Disability Leave or transfer is to begin. Employees must consult with the Human Resources Director regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of OPTIONS. Any such scheduling is subject to the approval of the employee's health care provider. If 30 days' advance notice is not possible, notice must be given as soon as practical;
- Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job, as is the case with any other temporary transfer due to temporary health reasons;
- Pregnancy leave usually begins when ordered by the employee's physician. The employee must provide OPTIONS with a certification from a health care provider. The certification indicating disability should contain;
 - The date on which the employee became disabled due to pregnancy;
 - The probable duration of the period or periods of disability; and
 - A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.
- Leave returns will be allowed only when the employee's physician sends a release;

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- An employee will be allowed to use accrued vacation or personal time (if otherwise eligible to take the time) during a Pregnancy Disability Leave; and
- Duration of the leave will be determined by the advice of the employee's physician, but employees who are disabled from working due to pregnancy, childbirth or a related medical condition are eligible for leave for up to 693 hours for 40 hour week employees [approximately 4 months or 17 1/3 weeks]; pro-rated for part time employees, Pregnancy Disability Leave (PDL) can be used for prenatal care, severe morning sickness, miscarriage, doctor-ordered bed rest, childbirth, recovery from childbirth, or any other pregnancy-related condition [pregnancy condition].
- PDL does not need to be taken in one continuous period of time, but can be taken on an as-needed basis. Employees who require intermittent leave or reduced work schedules may take leave in the shortest period of time the employer uses to document leave, but not greater than one hour.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a Pregnancy Disability Leave, an employee will be reinstated to her same or similar position held at the time the leave began or to an equivalent position, if available, to the extent required by law. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed. Upon the advice of your health care provider, you may also be entitled to reasonable accommodation, to the extent required by law, for conditions related to pregnancy, childbirth or related medical conditions. You should promptly notify the Company of the need for a reasonable accommodation. In addition, a transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties may be available pursuant to your request, if such a transfer is medically advisable.

Leave may include, but is not limited to, additional or more frequent breaks, time for prenatal or postnatal medical appointments, doctor-ordered bed rest, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, recovery from childbirth or loss or end of pregnancy, and/or postpartum depression. Leave may be taken consecutively or intermittently. The amount of leave needed is determined by your health care provider's recommendation.

At your option, you can use any accrued paid time off as part of your pregnancy disability leave before taking the remainder of your leave on an unpaid basis. The substitution of any paid leave will not extend the duration of your pregnancy disability leave.

Medical insurance and coverage will be continued on the same basis, including your requirement to make any premium contributions, as when you are actively employed.

COORDINATION OF PDL WITH FAMILY/MEDICAL LEAVE

Leave taken under the pregnancy disability policy runs concurrently with family and medical leave under federal law, but not family and medical leave under California law. Medical premium benefits and payments will continue during any period of PDL under the same terms and conditions that existed immediately preceding the PDL.

DISCRETIONARY MEDICAL LEAVE

Employees can request a medical leave from the Chief Executive Officer. The grant or denial of such leave is discretionary with OPTIONS and is considered on a case by case basis based on the needs of OPTIONS. Any request for a discretionary medical leave of absence must be in writing from the employee stating the reason(s), circumstances, and length of the requested leave. The employee's request must be submitted at least ten (10) working days prior to the beginning of the requested leave if at all possible. Leaves of absence for indefinite periods are not granted.

DOMESTIC VIOLENCE LEAVE

Employers are prohibited from terminating, discriminating, or retaliating against an employee who is a victim of domestic violence, sexual assault, or stalking, and who takes time off from work to seek any

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relief, such as, for example, a restraining order. An employer is also prohibited from discharging, discriminating, or otherwise retaliating against an employee because the employee is or has been a victim of domestic violence, sexual assault, or stalking.

In addition to these protections, an employer must provide reasonable accommodation to an employee who requests an accommodation for his or her safety at work. Such accommodations may include, but are not limited to, a transfer, reassignment, modified work schedule, or change in work telephone number.

Employees that are victims of domestic violence, sexual assault, or stalking may take time off from work to (1) seek medical attention for injuries; (2) obtain services from a domestic violence shelter, program, or rape crisis center; (3) obtain psychological counseling; or (4) participate in safety planning and take other actions to increase safety, including temporary or permanent relocation. Employers are prohibited from discharging, discriminating, or retaliating against an employee because of the employee's known status as a victim of domestic violence, sexual assault, or stalking or for taking domestic violence leave. An affected employee may use vacation time, personal time off, paid sick leave, or compensatory time off for any of these purposes.

UNPAID PERSONAL LEAVE

Upon approval from the employee's supervisor and the Chief Executive Officer, full- or part-time employees may be allowed a leave of absence without pay for personal reasons not covered under the provisions of the Family and Medical Leave Act or the California Family Rights Act. Unpaid personal leaves may not exceed two months in duration. For the duration of the unpaid personal leave, OPTIONS will maintain the employee's health coverage under any employee group health plan in which he or she is enrolled; however, the employee will be responsible for the full amount of premiums payable during the employee's absence. Satisfactory arrangements must be made for the payment of employee health insurance premiums prior to the beginning of the employee's leave. Employees on unpaid personal leave will not accrue combined sick/vacation leave or receive holiday pay for holidays occurring during the leave period. OPTIONS is not obligated to grant such a leave of absence and may consider such requests on a case by case basis. Any request for a personal unpaid leave of absence must be in writing from the employee stating the reason(s), circumstances, and length of time of requested leave. The employee's request must be submitted at least ten (10) working days prior to the beginning of the requested leave if at all possible.

Upon expiration of an approved personal leave of absence, the employee may be reinstated to the position held at the time the leave was granted, if such a position is still available. Failure on the part of the employee to report for work, or to notify his/her supervisor of any extenuating circumstances promptly at the expiration of the unpaid leave of absence, shall be deemed a voluntary resignation from employment at the conclusion of the third day following the employee's expected return.

UNPAID MILITARY SERVICE LEAVE

Full- and part-time employees may be allowed a leave of absence without pay for the purposes of fulfilling military service obligations. For the duration of military leave, OPTIONS will maintain the employee's health coverage under the employee group health plan in which he or she is enrolled. Coverage will be maintained on the same basis as exists for all other employees not on military leave. When the employee takes unpaid military leave, satisfactory arrangements must be made for the payment of employee health care premium contributions prior to the beginning of the employee's leave. Employees on military leave will not accrue combined sick/vacation leave or receive holiday pay for holidays occurring during the military leave period.

WORKERS' COMPENSATION LEAVE

Employees who have an accepted claim for workers' compensation benefits shall be provided an unpaid leave of absence until such time as they are medically released to return to work or deemed permanent and stationary. Workers' Employees on workers' compensation leave can utilize accrued paid leave in coordination with any workers' compensation benefits up to an equivalent of full regular pay. Health

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benefits during any period of workers' compensation leave are on a self-pay basis. Employees who lose employer paid health coverage during such leave shall receive a COBRA notice describing the process for continuing such coverage.

Workers' compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment. Any further medical treatment will be under the direction of the health care provider. For any absences from work for follow-up treatment, physical therapy or other prescribed appointments the employee must use paid accrued leave or the leave will be unpaid.

Upon submission of a medical certification that an employee is able to return to work, the employee under most circumstances will be reinstated to his/her same position held at the time the leave began, or to an equivalent position, if available. If an employee is released for modified duty, OPTIONS will attempt to provide alternate work. As long as alternate work can be provided, an employee is expected to return to work.

TIME OFF FOR VOTING

In the event that an employee has insufficient time outside of working hours to vote in a statewide election, the employee may take up to one paid hour to allow him or her to vote. Time off for voting must be taken at the beginning or the end of the regular working shift, and, where possible, the employee will give his or her supervisor at least two days notice that time off to vote is needed.

FAMILY SCHOOL PARTNERSHIP LEAVE

If it becomes necessary for an employee who is the parent or guardian of a child to attend the child's school to discuss possible suspension, the employee should alert his or her supervisor as soon as possible so that arrangements may be made to cover the employee's shift. Pursuant to California Labor Code Section 230.7, no discriminatory action will be taken against the employee for taking time off for this purpose; however, employees attending school conferences will not be compensated for the time they are absent from their regular shift.

If you are the parent or guardian of children in kindergarten through grade 12, or a child care provider, you may take up to 40 hours per school year for the purpose of protected child-related activities.

RECREATIONAL ACTIVITIES AND PROGRAMS

OPTIONS or its' insurer will not be liable for the payment of workers compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

EMPLOYEE GRIEVANCE PROCEDURE

APPEAL PROCEDURE

When an employee has a grievance or issue with an OPTIONS' policy or employee, or incident, or if an issue regarding the operation of services operated by OPTIONS, the following procedures will guarantee the rights of any persons with a grievance. The following procedures will be followed, in order, to ensure that all grievances will be resolved as expeditiously and as simply as possible. In all measures described below, the persons filing the grievance has a right to receive verbal and/or written documentation of any discussion regarding the grievance.

Any person filing a grievance has the right to:

1. Discuss the problem with the immediate supervisor. If the problem is not resolved within a week of the discussion, then:

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2. Discuss the problem with the department manager. If the problem is not resolved within a week of the discussion, then:
3. Discuss the problem with the Chief Executive Officer (CEO). If the matter is not resolved within a week of the discussion, then:
4. Write a formal grievance/complaint letter addressed to the CEO. The CEO is responsible for responding, in writing, within 20 working days of the receipt of such a letter and will include an outline of the action to be taken. If the matter is not resolved, then:

Write a formal grievance/complaint letter addressed to one or more members of the OPTIONS' board of directors. The letter should include any actions that are believed to resolve the problem. Any OPTIONS board member in receipt of such a letter may, at their discretion, convene a special board of directors meeting within 20 days of receipt of the letter to address the grievance/complaint. The board of directors as a whole will then be responsible for responding, in writing, to the person or persons filing the complaint. This written response will be sent to the author of the grievance/complaint within 10 days of the specially convened board meeting, and will outline any and all board action taken in the matter. If a board member(s) who receives the letter, decides that no action is necessary, the board member(s) will respond to the author of the letter, in writing, within 20 days of receipt of the letter, outlining the reason for their decision not to take any action. The board's action on the particular issue will be final.