



EMPLOYEE HANDBOOK

Personnel Policies effective January 1, 2024

Full Inclusion

OPTIONS Mission Statement

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

OPTIONS Philosophy Statement

Revised 1/1/2024

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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 their 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 All previously issued handbooks and any inconsistent policy or benefit statements or memoranda are superseded. This handbook and the policies contained within are not a contract of employment and do not guarantee your continued employment. 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 presented for your information. We hope that it will introduce you to OPTIONS Family of Services and enhance your job performance and satisfaction. 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. None of these policies are intended to be a contract of employment or a legal document. Nothing in these policies is intended to interfere with employees' rights protected by Section 7 of the National Labor Relations Act or other federal or state law to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers, or to bring such issues to the attention of management at any time.

EMPLOYMENT POLICIES

EQUAL EMPLOYMENT OPPORTUNITY

We provide equal employment opportunities to all qualified applicants and employees based upon one's qualifications and capabilities to perform the essential functions of a particular job without discrimination with regard to race (including protective hairstyles and hair texture), religion (including religious belief, observance, dress or grooming practices), creed, color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breastfeeding), age (40 years or over), sexual orientation, gender, gender identification and expression, transgender status, transitioning employees, physical or mental disability, medical condition (including cancer), genetic characteristics, genetic information, family care, reproductive health decision-making, marital status, registered domestic partner status, enrollment in any public assistance program, status as military, or as a veteran or as a qualified disabled veteran, status as an unpaid intern or volunteer, ancestry, citizenship, national origin, protected medical leaves (including a request for or approval of leave under applicable leave of absence laws), domestic violence victim status, political affiliation, reproductive health decision-making, which includes, without limitation, a decision to use or access a particular drug, device, product or medical service for reproductive health, off duty and off-site cannabis use or any other classification protected by law ("Protected Characteristics"). We also prohibit discrimination based on the perception that anyone has any of those Protected Characteristics, or is associated with a person who has or is perceived as having any of those Protected Characteristics. We want to have the best available persons in every job.

OPTIONS is committed to maintaining a work environment which is free from discrimination. It is offensive to abuse another person's dignity through ethnic, racist, or sexist slurs, or other derogatory or objectionable conduct. You may not discriminate against another applicant or employee because of that person's actual or perceived Protected Characteristics. We will not tolerate discrimination by any employee (including supervisors, managers or co-workers), volunteer, intern, or independent contractor of OPTIONS Family of Services, or by any outside persons in contact with our employees, volunteers, interns, and independent contractors (including our persons served, potential persons served, vendors, delivery persons, etc). This policy extends to all OPTIONS persons involved in OPTIONS' operations. 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.

We will reasonably accommodate the known physical or mental disabilities or religious beliefs or practices of an otherwise qualified applicant or employee, unless undue hardship would result. If you require accommodations to perform the essential functions of your job, please contact the Human Resources Director to notify us of your disability or religious beliefs or practices and to describe the accommodations you believe are necessary to enable you to perform your job duties. We will work with you to determine whether there are any reasonable accommodations that would enable you to perform your job duties without causing undue hardship to OPTIONS.

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If you have questions or concerns about the discrimination in the workplace, you should bring these issues directly to the attention of the Human Resources Director, Program Director or Chief Executive Officer. You can raise concerns, report problems, or make complaints without fear of reprisal. Reporting, or assisting in reporting, suspected violations of this policy and cooperating in investigations or proceedings arising out of a violation of this policy are protected activities under this policy. Anyone engaging in any type of unlawful discrimination will be subject to corrective action, up to and including termination. If you believe you have been subjected to any form of unlawful discrimination, submit a complaint to your supervisor or the Human Resources Director, Program Director or Chief Executive Officer. 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, Program Director or Chief Executive Officer. OPTIONS will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If OPTIONS determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense up to and including immediate termination. 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.

POLICY AGAINST HARASSMENT

OPTIONS is committed to providing a harassment-free 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.

We prohibit sexual harassment and harassment based on race (including protective hairstyles and hair texture), religion (including religious belief, observance, dress or grooming practices), creed, color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breastfeeding), age (40 years or over), sexual orientation, gender, gender identification and expression, transgender status, transitioning employees, physical or mental disability, medical condition (including cancer), genetic characteristics, genetic information, family care, reproductive health decision-making, marital status, registered domestic partner status, enrollment in any public assistance program, status as military, or as a veteran or as a qualified disabled veteran, status as an unpaid intern or volunteer, ancestry, citizenship, national origin, protected medical leaves (including a request for or approval of leave under applicable leave of absence laws), domestic violence victim status, political affiliation, reproductive health decision-making, which includes, without limitation, a decision to use or access a particular drug, device, product or medical service for reproductive health, off duty and off-site cannabis use or any other classification protected by law ("Protected Characteristics"). We also prohibit harassment based on the perception that anyone has any of those Protected Characteristics, or is associated with a person who has or is perceived as having any of those Protected Characteristics.

For purposes of national origin harassment, improper and unlawful conduct includes, but is not limited to, harassment based on an employee's or applicant's (or the individual's ancestors') actual or perceived physical, cultural, or linguistic characteristics associated with a national origin group, marriage to or association with an persons of a national origin group, tribal affiliation, membership in or association with an organization identified with or seeking to promote the interests of a national origin group, attendance or participation in schools, churches, temples, mosques, or other religious institutions generally used by persons of a national origin group, and a name that is associated with a national origin group, possessing a driver's license issued under California Vehicle Code 12801.9 or any other characteristic protected by law.

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. OPTIONS anti-harassment policy applies to everyone involved in the operation of OPTIONS and sets a standard of expected behavior for all persons working for OPTIONS. We will not tolerate harassment of any applicant, employee (including supervisors, managers or co-workers), intern, volunteer or independent contractor of OPTIONS, or by any outside persons in contact with our employees, volunteers, interns, and independent contractors (including our persons served, potential persons served, vendors, delivery

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persons, etc). OPTIONS anti-harassment policy will be covered during the training of all new employees. Specifically, this topic will be included in the New Employee Orientation (NEO). All employees will receive anti-harassment training every two years.

Prohibited harassment includes, but is not limited to, unwelcome conduct, whether verbal, nonverbal, or physical, that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, offensive, or hostile environment as a result of the individual's protected characteristics listed above. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, stereotyping, intimidating acts, and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. Acts of physical violence, and actual, implied, or veiled threats of violence, are forms of prohibited harassment. Any form or manner of threatening or provoking remarks or threatening gestures in the workplace is prohibited. OPTIONS prohibits harassment even if it does not rise to the level of actionable harassment under the law. Although a single utterance or act may not rise to a level that may be actionable under the law, it still has no place in the workplace.

Sexual harassment, in particular, refers to all of the prohibited conduct described above, as well as unwelcome conduct such as requests for sexual favors, conversation containing sexual comments and other unwelcome behavior or advances. Sexually harassing conduct may occur between members of the same gender as well as those of the opposite gender. Sexually harassing conduct need not be motivated by sexual desire. Sexual harassment may include situations that began as reciprocal relationships, but later cease to be reciprocal.

Unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal or physical conduct based on sex (whether or not it is sexual in nature) constitute sexual harassment when:

- Submission to such conduct is either an explicit or implicit term or condition of employment;
- Submission to or rejection of the conduct is used as a basis for making employment decisions; or
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, offensive, or hostile environment.

As part of our commitment to providing a harassment free workplace, we provide and require training for all of our employees. This training is provided within 6 months of hire (or promotion to a supervisor/manager position), and once every two years thereafter. The training covers not only sexual harassment preventions but also prevention of all other forms of prohibited harassment, discrimination, retaliation and abusive conduct. While it is nearly impossible to prevent all forms of employee conflict in any business, we believe that training our employees how to recognize and prevent harassment, discrimination, retaliation and abusive conduct goes a long way toward eliminating prohibited conduct in our workplace.

Retaliation against any person for reporting or threatening to report harassment, or for participating in an investigation of harassment, is also prohibited. Reporting, or assisting in reporting, suspected violations of this policy and cooperating in investigations or proceedings arising out of a violation of this policy are protected activities under this policy.

GOSSIP, BULLYING, ABUSIVE POLICY OR COMMUNICATIONS

Bullying, gossip, profanity, abusive conduct and negative comments are destructive to OPTIONS' culture, create false rumors, disrupt workplace operations, interfere with others' privacy and hurt other people. You may not bully, gossip, engage in abusive conduct or make unnecessary, profane or disrespectful comments about other employees of OPTIONS.

Bullying is defined as repeated, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which is intended to intimidate and creates a risk to the health and safety of the employee(s).

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.

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REPORTING HARASSMENT, DISCRIMINATION, RETALIATION OR BULLYING

Employees are encouraged to immediately report any conduct they may believe may be prohibited harassment, discrimination, bullying, or retaliation (or that, if left unchecked, may rise to the level of prohibited harassment, discrimination, bullying, retaliation, Workers Compensation abuse, potential workplace violence situations or any workplace ethic violations) even if you are not sure that the conduct violates the policy. Conduct can be reported by contacting your supervisor, the Human Resources Director, the Chief Executive Officer or Board President of OPTIONS as soon as possible. Supervisors will refer all harassment complaints to the Human Resources Director immediately or as soon as possible.

Your complaint should include details of the incident(s), and the names of the individuals and witnesses involved. Anonymous complaints will also be investigated. We will fairly, promptly and thoroughly investigate any complaints received. The investigation will be conducted internally or externally by an impartial and qualified investigator. The investigation process will be documented and tracked for reasonable progress to ensure a timely resolution. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. Employees who have raised complaints should immediately make a further complaint should the conduct reoccur. Nothing in this complaint procedure is intended to interfere with your right to communicate or work with others toward altering the terms and conditions of your employment, including discussion of your working conditions or any other right protected under the NLRA.

All personnel must fully cooperate in the investigation process.

If we determine that harassment, bullying, discrimination or retaliation has occurred, we will take appropriate remedial action to prevent future instances of wrongful conduct and to resolve the complaint in light of the circumstances involved. Corrective action may include, but is not limited to, training, counseling, reassignment and/or discipline.

We will inform the complainant, the accused and any other involved persons about the general results of our investigation. We will not retaliate against you for filing a complaint or participating in an investigation, and we will not tolerate or permit retaliation against you by management, supervisors, employees, independent contractors or any other persons.

We urge you to immediately report any incidents of harassment, bullying, discrimination or retaliation so that we can quickly and fairly resolve any complaints. The Federal Equal Employment Opportunity Commission and the California Office of Civil Rights also investigate and prosecute complaints of unlawful harassment, discrimination, and retaliation. If you think you are the victim of unlawful harassment, discrimination, or retaliation, you may file a complaint with the appropriate agency. Both agencies may be found on the internet or through Directory Assistance. OPTIONS provides all employees with a copy of the Brochure on Sexual Harassment (CRD 185) at orientation.

EMPLOYEE RIGHTS

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:

- 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 a 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.

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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 their 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, visit their webpage at <https://www.dir.ca.gov/dlse/>.

FRATERNIZATION

Your relationship with another employee (including sexual or romantic relationships, family relationships, close friendships, roommates or similar relationships, whether or not one of you is a supervisor or manager of the other) must not disrupt company operations or violate our policy against harassment as contained in this handbook.

IMMIGRATION LAW COMPLIANCE

We are required by the Immigration Reform and Control Act of 1986 to verify all regular and temporary employees' identity and their right to employment in the United States. Employment is contingent upon providing this documentation and keeping it current with OPTIONS throughout employment.

HIRING POLICY AND PROCEDURE

We may post job openings or promotional opportunities. Current employees may be given first consideration after our review of such factors as education, experience, performance record, ability and skills. Whether a job opening is suitable for promotion or transfer within the company is at the Administrative team's sole discretion. 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. Pertinent reference information covering the applicant's 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, Human Resources Director, Program Director, or a person 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. The Federal Exclusions List (List of Excluded Individuals and Entities) will also be checked to ensure the prospective employee is not on the list. Any decision to offer a person

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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, 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, they 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 for paid training. 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 less than 2 years driving experience 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.
5. Completed Employee Withholding Allowance Certificate (W-4 & DE 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.

REFERENCE CHECKS

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. If we discover after hire that incomplete or false information was submitted during the application process, employees will face disciplinary action up to and including termination.

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.

JOB DUTIES

During your orientation, 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

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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.

REASONABLE ACCOMMODATION OF DISABILITIES

The Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA) protect qualified employees with disabilities/medical conditions from discrimination in the workplace.

If you need a reasonable accommodation in order to perform the essential functions of your job, please notify the Human Resources Director. Once you have notified us, we will make every effort to open up a dialogue with you in an attempt to determine whether we can make a reasonable accommodation for your disability/medical conditions.

At no time will we discriminate, harass, or retaliate in any way against you for making your accommodation request.

EMPLOYMENT STATUS

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

An exempt employee is one whose wages and duties are not covered by certain wage and time requirements of applicable local, state or federal regulations. An exempt employee does not receive overtime and does not follow the same time card procedures as a non-exempt employee. Exempt employees will be notified of their exempt status. 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. Exempt employees will organize their time schedules to most effectively carry out their responsibilities.

Non-Exempt

A non-exempt employee is paid on the basis of hours worked per pay period and is entitled to overtime pay under the specific provisions of federal and state laws. Non-exempt employees must follow the timekeeping procedures set forth in this handbook. All employees are non-exempt unless otherwise notified.

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.

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 their position. Exceptions or modifications to this policy may be made under certain extenuating circumstances, as determined by the Chief Executive Officer.

EMPLOYMENT OF RELATIVES/PERSONAL RELATIONSHIPS

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 may not work within the same department nor supervise or manage each other.

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 their immediate supervisor, or the Human Resources Director, to determine whether a potential or actual conflict exists. If a potential or actual conflict is determined, OPTIONS will consider transferring one of the employees who share a significant relationship. If transferring is not an option, OPTIONS may ask that the employees voluntarily decide which person will resign. If neither person voluntarily resigns, OPTIONS may choose who will be terminated. Failure to disclose facts will constitute grounds for disciplinary action or termination.

OUTSIDE EMPLOYMENT

You may participate in outside employment or in any other activity as long as it does not directly or indirectly create a conflict of interest with OPTIONS or interfere with your job performance. 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.

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.

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. Successful completion of the Orientation Period does not alter your at-will employment status. Employees retain the right to terminate their employment at any time, with or without cause or notice, and OPTIONS has a similar right throughout the time of an individual's employment.

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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 their current scale. In these cases, the new hourly wage will be calculated as follows:

- A. If the employee has held the position previously, their 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.
- B. Added to the base amount as calculated in A) above will be all wage increases received 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 cost of living increases will **not** be added to the base wage amount used for the calculation of the new wage.

CONDITIONS OF EMPLOYMENT

WORK SCHEDULES

OPTIONS will provide employees with their work schedule at the beginning of their employment or at the time of transfer or promotion. Your work schedule and location is subject to change as necessary to meet OPTIONS' needs, although we will provide you with reasonable notice to facilitate your personal planning. If an employee is asked to report for work to a different location than was originally scheduled, OPTIONS will reimburse the employee for mileage expenses.

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.

DUTY-FREE AND UNINTERRUPTED MEAL PERIODS

Non-exempt employees are entitled to take an unpaid duty-free and uninterrupted meal period of 30 minutes whenever they work more than five hours. Employees are to be free from any work responsibility or interruption during their meal period. This meal period should begin before they have completed 5 hours of work.

Employees must record the beginning and end of each meal period by punching in and out of NOVAtime. If employees perform any work for any reason during their meal period, they must report it to their supervisor so they can be paid for their time. Working off-the-clock during any meal period is strictly prohibited.

You are entitled to leave the premises during your duty-free meal period.

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If an employee is unable to take a desired meal period in a timely manner for any reason, they should contact their supervisor, the Human Resources Director or other authorized administrator immediately so that OPTIONS can ensure that meal periods are always available.

Exempt employees are entitled to take meal periods at reasonable intervals as needed. Any exempt employee unable to take a meal period due to their workload should alert their supervisor, the Human Resources Director or other authorized administrator so that the situation can be addressed. Employees may raise concerns about their ability to take meal periods at any time without fear of retaliation; it is the intent of OPTIONS that employees be able to take all designated meal periods, duty-free and uninterrupted, each day of work.

An employee who does not take the required meal periods may be subject to corrective action, including termination.

ON-DUTY MEAL PERIODS

In situations when the nature of the employee's duties prevent the employee from being relieved of all duty, the employee may be authorized to work an "on-duty meal period." On-duty meal periods will be permitted only if the nature of the employee's job duties requires an on-duty meal period, *and* the employees and the company have agreed in advance and in writing to an on-duty meal period. In this situation, the on-duty meal period will be paid and treated as hours worked.

DUTY-FREE AND UNINTERRUPTED REST PERIODS

Non-exempt employees are entitled to take a paid duty-free and uninterrupted ten-minute rest period. These rest periods are provided as follows:

1. Employees working between 3.5-six hours are entitled to take one rest period of ten minutes;
2. Employees working shifts of more than 6 hours to 10 hours are entitled to take two rest periods of 10 min each;
3. Employees working shifts of more than 10 hours to 14 hours are entitled to take 3 rest periods of ten minutes each, and so on.

If an employee is unable to take a duty-free and uninterrupted rest period in a timely manner for any reason, please discuss it immediately with a supervisor, the Human Resources Director or other authorized administrator so that OPTIONS can ensure that your rest periods are always available. Employees may raise concerns about their ability to take rest periods at any time without fear of retaliation; it is the intent of OPTIONS that employees be able to take all designated rest periods, duty-free and uninterrupted, each day of work.

Employees with direct responsibility for persons served are required to remain on the premises and maintain general supervision of residents during rest periods. Another rest period shall be authorized and permitted when an employee is required to interrupt their break to respond to the needs of persons served.

RECOVERY PERIODS

OPTIONS provides employees who work outdoors with recovery periods to proactively prevent heat illness. OPTIONS provides shade, fresh water and recovery periods in accordance with the applicable statutes, regulations and standards promulgated by the Industrial Welfare Commission, the Occupational Safety and Health Standards Board, or the Division of Occupations Safety and Health.

If an employee is unable to take a recovery period, they should immediately report to a supervisor, the Human Resources Director or other authorized administrator so that the situation can be corrected.

LACTATION POLICY

OPTIONS provides a reasonable amount of break time to accommodate an employee's need to express breast milk in private in an area (other than a bathroom). OPTIONS will make a reasonable effort to

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provide the employee with the use of a room or other location in close proximity to the employee's work area. Such space will meet the requirements of the California Labor Code including a surface to place a breast pump and personal items, a place to sit, access to electricity, with access nearby to a sink with running water, and a refrigerator for storing breast milk.

An employee may request an accommodation for lactation breaks by submitting a request in writing to the Human Resources Director. The Human Resources Director will respond to the employee and forward the necessary information to the department supervisor.

Employees have the right to file a complaint with the labor commissioner for any violation of rights provided under Chapter 3.8 of the California Labor Code regarding lactation accommodations.

PUNCTUALITY AND ATTENDANCE

Regular and timely attendance is an essential function of every position at OPTIONS. OPTIONS counts on you to be present at work during your assigned shifts, unless the absence has been excused or there is an emergency or unexpected illness or injury. 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 will be unexpectedly absent for any portion or all of a work day for any reason, you must notify your supervisor at least two hours (120 minutes) before your scheduled start time for a regular shift and 4 hours (240 minutes) before your scheduled start time for an overnight shift or as soon as possible in light of the circumstances. If the need for an absence is foreseeable, you must provide reasonable advance notification. 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.

You should not automatically assume that an absence is permissible merely because you have sufficient paid time off benefits available to cover all or a portion of your absence. OPTIONS may determine that your absences are excessive if, based on all the facts and circumstances, it is found to be disruptive to OPTIONS, your co-workers, persons served or to cause undue hardship to OPTIONS.

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.

REMOTE WORK

OPTIONS will permit eligible employees to work remotely when their job duties would permit remote work and OPTIONS believes it would be beneficial to the employees as well as to OPTIONS. OPTIONS retains the right in its sole and absolute discretion to designate appropriate positions for telecommuting and approve employees for telecommuting. The ability to work remotely is a courtesy, not a right and OPTIONS retains the right to refuse or revoke an employee's ability to work remotely at any time.

1. **Schedule:** Unless otherwise approved by your direct supervisor in writing, your hours and days of work will not change. You are expected to maintain your typical days and hours of work while working remotely. You must obtain advance approval of your supervisor to alter your schedule. Regardless of the reason, any schedule changes must be made in accordance with OPTIONS' established attendance policy. This includes any request for partial or extended time off due to unexpected illness or injuries, personal leave, or other reasons for absence from work.
2. **Focus on Work Activities:** You are expected to devote your full professional time, commitment and best efforts to your usual work duties, unless modifications to your workload or schedule are approved by your supervisor in writing and in advance.

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3. **Required Office Work:** You are expected to attend all required meetings and to be present at your usual work location, or another designated work location, upon request.
4. **Overtime (Non-Exempt Employees):** If you are classified as a non-exempt (hourly) employee, you may not work overtime without first seeking and obtaining approval of your direct supervisor in accordance with our established policies.
5. **Meal and Rest Periods (Non-Exempt Employees):** If you are classified as a non-exempt (hourly) employee, you understand and agree to take all required duty-free and uninterrupted rest and meal periods during your workday pursuant to OPTIONS policies on duty-free meal and rest periods and any other approved break time.
6. **Timekeeping (Non-Exempt Employees):** If you are categorized as a non-exempt (hourly) employee, you must record all time worked and all meal breaks taken using NOVAtime.
7. **Use of Vacation or Sick Leave:** You must request approval to use paid time off, sick, or any other personal leave as required in the OPTIONS' employee handbook, in the same manner as when working at your regular work location.
8. **Workplace Safety, Illness & Injury:** You agree to maintain a safe, secure, and ergonomic alternate worksite. You are solely responsible for ensuring the safety of your alternative worksite, and you may be held personally responsible for any injuries resulting from a serious or willful condition in your alternative worksite. You also are liable for any injuries that occur to third parties at or around your alternative worksite.
9. **Company Resources & Equipment:** OPTIONS will work with you on an as-needed basis to assign and provide equipment as needed to perform your remote work. You are responsible for the security and good condition of any OPTIONS provided equipment.
10. **Accessibility & Responsiveness:** During any telecommute work hours, you agree to: (1) remain accessible by e-mail and telephone during your usual work schedule; (2) check in with your direct supervisor as necessary to discuss status and open issues; (3) be available for teleconferences, scheduled on an as-needed basis.

PERFORMANCE EVALUATIONS

Performance Reviews are intended to provide you with feedback regarding OPTIONS' assessment of your job performance. They also give you an opportunity to discuss your job requirements and OPTIONS' expectations, as well as to raise any concerns you may have.

90-Day and Six Month Orientation Period Evaluations

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.

Annual Review

Once the initial six month orientation period has been completed, all employees will be evaluated at least annually, following the initial annual review.

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 and goes on approved leave on January 1 for three months, upon their return on April 1, the new evaluation date would be June 1.

COMPENSATION

POLICY AGAINST PAY DISCRIMINATION

Unlawful pay discrimination is strictly prohibited by law and OPTIONS policy. We will not pay any of our employees' wage rates that are less than what we pay employees of the opposite sex, of another race, national origin or ethnicity, or based on any other Protected Characteristic, for substantially similar work involving the same skill, effort, and responsibility, and performed under similar working conditions.

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WORKWEEK/WORKDAY

OPTIONS payroll workweek begins at 12:00am on each Thursday and ends at 11:59pm on the following Wednesday. Our workday begins at 12:00am on each day and ends at 11:59pm that night.

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, Program Director or On-Call Administrator. You may not skip your meal period in order to work unauthorized overtime. If you work unauthorized overtime, you will face disciplinary action.

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 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 awake for more than 4 hours in one shift, in which case they will be paid at their regular rate of pay.

PAY TRANSPARENCY

It is the responsibility of the Board of Directors to adopt an annual budget which includes a review of the pay ranges applicable to each position which will be the basis for compensation. The pay scales will be reviewed periodically, but at least once annually. The pay scale for their position will be available to each employee upon written request to the Human Resources Director and will be included on all internal and external job postings. The Compensation 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.

PAY PERIOD/PAY DAY

You will receive your paycheck every two weeks on Wednesday. If a regular payday falls on a holiday, employees will be paid the day prior to the holiday, whenever possible.

Paychecks or wage statements 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.

If you choose to receive your paycheck via direct deposit, you will automatically receive your wage statements electronically via Paylocity. You may choose to receive your wage statement in paper form by submitting a request in writing to the Human Resources Director.

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PAYROLL DEDUCTIONS

We will make payroll deductions from your paycheck as required by state and federal law. These currently include: Social Security (FICA), State Disability (SDI), and state and federal income taxes (more information is below). Other deductions, such as employee health insurance contributions, may also be made if you authorize in writing. We will not deduct any amounts from your paycheck unless required by law or authorized in writing by you. All deductions from the gross salary are itemized on the pay stub or wage statement.

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 forms. At the time of employment, employees are required to complete these forms. Any subsequent changes must be reported and submitted to the Human Resources Director on a new form. When it comes to how the withholding is calculated, several things are taken into consideration as well, such as filing status, number of dependents, and other income. Earnings that do not meet the threshold might not have any income taxes withheld at all. It is the responsibility of the employee to ensure they have completed the withholding forms correctly and that tax is being withheld.

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 waiting period 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 their own expense. The cost of this additional insurance will be deducted from the employee's biweekly paycheck. Such deductions must be authorized in writing.

PAYROLL ERRORS

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 their 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. If payroll errors result in an overpayment to you, you must promptly reimburse us for that overpayment.

ADVANCES

OPTIONS does not permit advances against pay or against non-accrued vacation.

GARNISHMENTS

When your wages are garnished by a court order to repay a debt that you have incurred, we are legally bound to withhold the amount required by the garnishment order from your paycheck. If you object to the garnishment, you must take independent action to have it lifted; we cannot intervene on your behalf.

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If your financial concerns do not interfere with your job performance, we will make the deductions and payments as required and there will be no job-related repercussions. However, if an excessive number of wage garnishment orders or involvement in legal matters related to your garnishments causes administrative hardship and unnecessary cost for us, we may have to consider separation from employment.

TIME RECORDS

All non-exempt employees must use NOVAtime to record their daily hours worked. You must record the time you begin your workday, the time you left for a meal period, the time you returned from a meal period, the time you stopped work at the end of a workday, and whenever you leave the premises for any reason other than rest breaks or OPTIONS business.

If you forget to record your time or if there are errors on your time record, report it to your supervisor or manager immediately so that OPTIONS can correct your time record.

Non-exempt employees working at a physical site owned and operated by OPTIONS must record their time using the NOVAtime kiosk and may not use the mobile app unless authorized by a supervisor or manager.

Working off-the-clock is strictly prohibited. "Off-the-clock" work is a generic term that means work you may perform but that is not reported. Any employee who fails to report or inaccurately reports any hours worked will face disciplinary action up to and including termination. You may not be on OPTIONS' premises or begin working earlier than your authorized starting time, and you may not remain on OPTIONS' premises or stop working later than your authorized ending time, without the prior approval of your supervisor or manager or the On-Call Supervisor or Manager.

Unauthorized use of or tampering with the timekeeping system, marking another employee's time record (even with that employee's permission), or allowing another employee to mark your time record is prohibited.

You will be paid only for time recorded in NOVAtime, and for other authorized time off. If you have questions or problems, please discuss them immediately with your supervisor or manager.

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, they may choose to either enroll in the plan or waive

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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 employee's 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.

Our insurance benefits may be changed or eliminated at any time. The details of our insurance benefits are controlled by the terms of the plan. You may obtain further information regarding our insurance benefits from the Human Resources Director.

401K PLAN

OPTIONS offers a 401(k) plan to eligible employees. Employees are vested in the plan and able to enroll after one year and one thousand hours (1000) of service if they are at least 21 years old. 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 20% of the net income over \$100,000, not to exceed \$20,000 annually. Matching funds will be deposited by 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.

PAID TIME OFF (PTO)

All regular full-time employees are eligible for Paid Time Off (PTO). PTO is offered to eligible employees to provide them with periods of rest and relaxation away from their regular job duties, to take care of illnesses or injury, or for any personal purpose at the employee's discretion. Leave begins to accrue on the first day of full-time employment and may be used pending proper advance notification to the employee's supervisor.

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

Amount of Paid Time Off to be Credited:

Employees classified as managerial or 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.

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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.

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 their 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.

Use of PTO for Vacation or Personal Leave:

You must submit your vacation or personal leave request at least 14 days (2 weeks) in advance, and all requests must be approved in advance by your supervisor. If there is a conflict in scheduling vacation or personal leave, we will first consider our business needs. If all other factors are equal, we will then give preference to seniority in approving conflicting requests.

We may defer your vacation or personal leave request, or require you to take it at certain times.

Use of PTO for Sick Leave:

In the case of unexpected or emergency illness or injury, you must notify your supervisor via telephone (no text or email) at least 2 hours (120 minutes) prior to your starting time for a regular shift or 4 hours (240 minutes) for an overnight shift, or as soon as possible. If your supervisor is not available, you must notify the On-Call Supervisor or Manager. If you are absent more than one day, you must provide the same notice each day of absence, unless we have previously approved a specific date for your return to work. You must keep your supervisor informed as to when you expect to return to work. If the need for PTO time is foreseeable, you must provide reasonable advance notification.

Subject to applicable law, we may require a doctor's certificate for any absence due to illness or injury. We also may require a doctor's certification that you have been released to return to work before you are permitted to return after an illness or injury.

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 not take leave without pay unless they have no accrued leave available.

If your absence due to illness or injury extends beyond seven days, or if you are hospitalized, you should file a claim with the California Employment Development Department for State Disability Insurance. You may obtain information and claim forms online at www.edd.ca.gov.

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 their final paycheck for any unused accrued paid time off.

PAID SICK LEAVE

All part-time employees will be entitled to Paid Sick Leave from the commencement of employment as follows:

OPTIONS will provide eligible employees with 40 hours (5 days) of paid sick time on their first day of employment with OPTIONS.

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This sick leave does not accrue or carry over from year to year. However, OPTIONS will place 40 hours (5 days) of paid sick time into your leave bank each year on January 1st to be used during the ensuing year. Employees will be able to access all 40 hours (5 days) of paid sick time at the beginning of each calendar year.

Sick leave is paid at your regular straight time hourly rate in effect at the time you use it, or as otherwise required by law.

We will not “advance” sick leave against future benefits. After you have exhausted your sick leave benefits, further absences due to illness or injury will be without pay.

OPTIONS does not pay employees for unused paid sick time.

In the case of unexpected or emergency illness or injury, you must notify your supervisor via telephone (no text or email) at least 2 hours (120 minutes) prior to your starting time for a regular shift or 4 hours (240 minutes) for an overnight shift, or as soon as possible. If your supervisor is not available, you must notify the On-Call Supervisor or Manager. If you are absent more than one day, you must provide the same notice each day of absence, unless we have previously approved a specific date for your return to work. You must keep your supervisor informed as to when you expect to return to work.

If your absence due to illness or injury extends beyond seven days, or if you are hospitalized, you should file a claim with the California Employment Development Department for State Disability Insurance. You may obtain information and claim forms online at www.edd.ca.gov.

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.

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

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 or designated person, or
- If you are a victim of domestic violence, sexual assault, or stalking

“Designated person” means any individual related by blood or whose association with the employee is the equivalent of a family relationship. The employee may designate one person every 12 months by providing the name to the Human Resources Director at the time the leave is requested.

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.

Subject to applicable law, we may require a doctor’s certificate for any absence due to illness or injury. We also may require a doctor’s certification that you have been released to return to work before you are permitted to return after an illness or injury.

OPTIONS EMPLOYEE HANDBOOK

HOLIDAYS

Recognized Holidays:

OPTIONS recognizes the following as paid holidays:

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

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 their supervisor to work on a holiday, the employee will receive equivalent time off in lieu of the time worked, as scheduled and approved by their 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.

Holidays Occurring During Scheduled Leave Period:

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

INSURANCE AND BENEFITS DURING ALL DISABILITY LEAVES

If you need a leave of absence for disability purposes other than pregnancy disability leave (including CFRA, FMLA, FMLA/CFRA, Workers' Compensation Leave or other disability leaves), and you are otherwise eligible under the applicable leave laws and also eligible to participate in OPTIONS-sponsored group health and dental/vision insurance program, we will work with you to help you maintain your group health and dental/vision insurance coverage during your leave in accordance with applicable law. Such benefits may overlap with OPTIONS' obligations to continue premium payments under the Family and Medical Leave Act ("FMLA").

While on leave, you must also pay your portion of your benefits. You will receive monthly invoices during your leave.

You do not accrue paid time off benefits during your leave of absence. If you wish to apply any accrued paid time off to your leave, you must notify your supervisor.

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.

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In addition to any legally mandated leave to which you may be entitled, we will make every effort to reasonably accommodate your need for an unpaid leave of absence in the event of a disability, as long as it will not pose an undue hardship for OPTIONS.

You may be eligible for State Disability Insurance ("SDI") for the unpaid portion of your leave, you should file a claim with the California Employment Development Department for State Disability Insurance. You may obtain information and claim forms online at www.edd.ca.gov.

OPTIONS may suspend 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 of OPTIONS' policies, rules, and procedures.

DISABILITY LEAVE

In addition to any legally mandated leave to which you may be entitled, we will make every effort to reasonably accommodate your need for an unpaid leave of absence in the event of a disability, as long as it will not pose an undue hardship for OPTIONS. If you require a disability leave, make a written request to the Human Resources Director.

Although we cannot guarantee that your job will be held open for you until you return from disability leave, we will make every effort to return you to the same or a similar position. If no job exists for which you are qualified, you will be separated from employment.

FAMILY AND MEDICAL LEAVE

The federal Family and Medical Leave Act ("FMLA") guarantees eligible employees a medical or family care leave of absence without pay for a maximum of twelve weeks within a rolling twelve-month period measured backward from the date you use any FMLA leave.

To be eligible for FMLA, you must (1) have been employed with us for at least 12 months within the past seven years; (2) have worked at least 1,250 hours in the year preceding your request for leave, and (3) work within 75 miles of at least 50 OPTIONS employees.

FMLA leave will be granted for (1) your own serious health condition that makes you unable to perform the functions of your position; (2) the birth, adoption, foster care placement or serious illness of your child; or (3) to care for your parent or spouse who has a serious health condition.

If you are in a "key position" (defined as the highest-paid 10% of Company employees within 75 miles of that worksite), you may not be returned to your former or equivalent position following a leave if keeping your position available would cause substantial economic injury to OPTIONS.

You may take up to 12 weeks of FMLA leave because of any special circumstances that arise out of the fact that your spouse, child or parent is on active duty or has been called to active duty as a reservist, National Guardsperson or existing active duty serviceperson. This leave applies even if no medical condition or injury exists that would otherwise qualify for FMLA leave.

You may take up to 26 weeks of FMLA leave to care for a parent, child, spouse, nearest blood relative or registered domestic partner who is injured while on active duty in the U.S. Armed Forces within the five years preceding the date of your requested leave.

If your request for leave is because of the serious health condition of yourself or a qualified person, you must provide us with a physician's certificate along with your request for leave. The certificate must set forth the date when the condition commenced, its probable duration, an estimate of the time needed for care and a statement that the condition warrants the leave. Before returning to work after a leave of

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absence based on your own medical condition, you must provide us with a written statement from your physician, confirming your ability to return to your regular duties and any restrictions you may have.

This leave may run concurrently with CFRA leave.

CALIFORNIA FAMILY RIGHTS ACT

The California Family Rights Act ("CFRA") guarantees eligible employees a medical or family care leave of absence without pay for a maximum of twelve weeks within a rolling twelve-month period measured backward from the date you use any CFRA leave.

To be eligible for CFRA, you must (1) have been employed with us for at least 12 months; and (2) have worked at least 1,250 hours in the year preceding your request for leave.

CFRA leave will be granted for: (1) your own serious health condition that makes you unable to perform the functions of your position (excluding pregnancy, childbirth, or related medical conditions); (2) the birth, adoption, foster care placement of your child; or (3) to care for a child of any age, spouse, domestic partner, parent, grandparent, grandchild, sibling or "designated person" with a serious health condition. "Child" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of an employee or the employee's domestic partner, or a person to whom the employee stands in loco parentis. "Parent" includes a biological, foster, or adoptive parent, a parent-in-law, a stepparent, a legal guardian, or other person who stood in loco parentis to the employee when the employee was a child. 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. "Designated person" means any individual related by blood or whose association with the employee is the equivalent of a family relationship. The employee may designate one person every 12 months by providing the name to the Human Resources Director at the time the leave is requested.

If you are covered by a group health insurance plan at the time of your CFRA leave, you are entitled to continue your group health insurance coverage for the duration of your CFRA leave (up to 12 workweeks) under the same terms and conditions as when you are actively working.

Submit your request for leave in writing to the Human Resources Director. We will notify you in writing if your leave has been approved. At least one week prior to your return to work, you must provide written notice to the Human Resources Director of your intent to resume work.

If your request for leave is because of the serious health condition of yourself or a qualified person, you must provide us with a physician's certificate along with your request for leave. The certificate must set forth the date when the condition commenced, its probable duration, an estimate of the time needed for care and a statement that the condition warrants the leave. Before returning to work after a leave of absence based on your own medical condition, you must provide us with a written statement from your physician, confirming your ability to return to your regular duties and any restrictions you may have.

This leave may run concurrently with FMLA Leave.

PREGNANCY-RELATED JOB MODIFICATION OR DISABILITY LEAVE

If you are pregnant, you may request a modification of your job duties or a transfer to a less strenuous or hazardous position. We will accommodate your request for a modification or transfer if it is medically advisable and can be reasonably accommodated without undue hardship to us. You must provide us with a physician's certificate along with your request.

If you are disabled by pregnancy, childbirth or related medical conditions, or a condition related to these areas, you may take an unpaid pregnancy disability leave ("PDL"). The PDL covers any period(s) of physician-certified disability of up to four months (17.3 workweeks) per pregnancy. For employees who work part-time or do not work a regular schedule, the PDL covers the amount of time you would typically work in a four month period.

You do not need to take your PDL in one continuous period.

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If you are covered by a group health insurance plan at the time of your leave, you are entitled to continue your group health insurance coverage for the duration of your leave under the same terms and conditions as when you are actively working.

If you have been on PDL and intend to take CFRA leave or Paid Family Leave for baby bonding purposes after the birth of your child, you must provide us with a certification of your change of leave status.

PAID FAMILY LEAVE

Under California's Paid Family Leave Act ("PFL"), you may be eligible to receive payments from the state Employment Development Department while you are on leave for up to eight weeks of leave to care for a seriously ill spouse, domestic partner, parent, parent-in-law, grandparent, grandchild or sibling or to bond with a new child within the first year after birth or placement of the child. Benefits are also available to participate in a qualifying event resulting from a spouse, registered domestic partner, parent, or child's military deployment to a foreign country. For information concerning these benefits, employees should contact the EDD.

You must apply two weeks of your available paid time off benefits to this leave. Employees may not be eligible for PFL benefits if they are receiving workers' compensation benefits, unemployment insurance benefits or state disability benefits.

We will not retaliate against you for requesting or taking Paid Family Leave. This leave may run concurrently with CFRA or FMLA/CFRA leave.

For further information on this benefit and whether you will be guaranteed reinstatement, please contact the Human Resources Director.

COORDINATING CFRA LEAVE, PDL AND PFL

If you have been employed with us for at least one continuous year and worked at least 1,250 hours in the year preceding your request for leave, you may request CFRA leave of up to twelve work weeks to bond with your child after your physician has released you from your post-delivery PDL.

This unpaid CFRA leave is separate from the right to take PDL (and concurrent FMLA leave, if applicable), which is explained in the preceding sections of this handbook. There is no need to establish a serious health condition for you or your child to take CFRA leave. Your bonding leave must be taken in minimum increments of two weeks and is available to you only within one year after your child's birth.

The maximum possible combined unpaid leave for an eligible pregnant employee is up to 17.3 workweeks for pregnancy disability if medically required (which includes any period of disability certified by a physician after the birth of the child), plus 12 workweeks to care for and bond with the newborn.

For more information regarding your eligibility for an unpaid CFRA leave, the impact of the leave on your seniority and benefits and coordination with PDL, please contact the Human Resources Director.

BONE MARROW AND ORGAN DONATION LEAVE

OPTIONS Family of Services provides eligible employees up to 30 days in a 12-month period of paid leave to donate an organ to another person, and up to five days in a 12-month period of paid leave to donate bone marrow to another person. An additional unpaid leave of up to 30 business days in a 12-month period may be granted to an employee donating an organ.

To be eligible, employees must have been employed with the company for 90 days immediately preceding the commencement of leave. Additionally, the company may require written certification that the employee is a bone marrow or organ donor and that the procedure is medically necessary.

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Employees will be required to use up to five days of their accrued paid time off or paid sick leave for leave under this policy to donate bone marrow, and up to two weeks of their accrued paid time off for leave to donate an organ.

Procedures

Employees requesting leave under this policy should comply with the following requirements:

1. Employees should request leave under this policy with as much advanced notice as practicable.
2. During leave under this policy the company will maintain coverage for employees and their family members who participate in the company's group health plan on the same terms as if the employees had continued to work. If applicable, employees should make arrangements to pay their share of health plan premiums while on leave. In some instances, the company may recover premiums it paid to maintain health coverage or other benefits for employees and their families. Use of leave under this policy will not result in the loss of any employment benefit that accrued prior to the start of the leave. Employees should consult the applicable plan document for all information regarding eligibility, coverage and benefits.
3. Upon returning from leave under this policy, employees will typically be restored to their positions, or to equivalent positions, with equivalent pay, benefits, and other employment terms and conditions.

Employees with questions regarding this policy should contact the Human Resources Director.

WORKERS' COMPENSATION LEAVE

If you suffer a work-related injury or illness, you are entitled to an unpaid leave of absence. Your leave will continue until one of the following situations occurs:

1. You are released for full or modified duty and can return to work, with or without reasonable accommodation;
2. We receive medical evidence that you will be unable to return to work at any time in the future; or
3. You resign your position or do not return to work after your approved leave has expired.

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.

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. Any 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.

We may require an examination by a medical professional of our choice at no cost to you to verify your ability to perform the functions of your position. Upon submission of a medical certification that an employee is able to return to work, the employee under most circumstances will be reinstated to their 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.

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

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insurance premiums prior to the beginning of the employee's leave. Employees on unpaid personal leave will not accrue paid time off or receive holiday pay for holidays occurring during the leave period, however, you must apply all accrued paid time off benefits prior to any unpaid leave.

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 their 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.

PAID JURY DUTY OR WITNESS LEAVE

Non-exempt staff will be granted leave with pay, less government reimbursement, for one (1) work day for jury or witness duty. Exempt employees will not incur any reduction in pay for a partial week absence due to jury or witness duty.

The employee is responsible for notifying their supervisor upon receipt of a jury summons or subpoena. Verification of the term of jury or witness duty must be provided from the Court.

During jury service or witness duty, you must return to work on any day you are not required to report to the court or when you are excused early, as long as there are at least two hours remaining on your usual shift.

CIVIL AIR PATROL LEAVE

If you are a member of the California Civil Air Patrol, you are entitled to time off to serve when called, and you will be reinstated to your position when your service is complete. To request a leave of absence, submit documentation of your service to the Human Resources Director.

MILITARY SERVICE LEAVE

If you are on full-time duty in the armed services, we will give you all leave of absence, benefits, and reinstatement rights guaranteed to you by current laws. If you are a member of a National Guard or Military Reserve (including state Military Reserves) unit, we will give you an unpaid leave of absence for your annual military training (typically two weeks per year).

MILITARY FAMILY LEAVE

You are entitled to up to ten days of unpaid leave when your military spouse or registered domestic partner is home on leave from active service in the Armed Forces, National Guard or Reserves. Your leave must take place while your military spouse or registered domestic partner is on leave from deployment to an area of "military conflict," defined as a period of war declared by Congress or authorized under the federal Armed Forces Code. To be eligible for this leave, you must be working an average of 20 or more hours per week, and you must request leave from the Human Resources Director within two business days of receiving official notice that your military spouse or registered domestic partner will be on leave from deployment.

VICTIMS OF DOMESTIC VIOLENCE, SEXUAL ASSAULT, STALKING, CRIME OR ABUSE

If you are the victim of a crime or abuse, including domestic violence, sexual assault, stalking or other violent crimes or abuses, you are entitled to reasonable time off without pay to obtain legal relief, such as a temporary restraining order, restraining order, or other injunctive relief for your protection or your child's

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protection. You are also entitled to reasonable unpaid time off if the victim is your immediate family member. If these situations arise, we will work with you to determine if there are any reasonable accommodations that can be made to increase safety.

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. An affected employee may use vacation time, personal time off, paid sick leave, or compensatory time off for any of these purposes.

BEREAVEMENT AND REPRODUCTIVE LOSS LEAVE

After 30 days of employment, if a death occurs in your immediate family (defined as spouse, child, parent, sibling, grandparent, grandchild, domestic partner, parent-in-law or if you suffer reproductive loss event, defined as a failed adoption, failed surrogacy, miscarriage, stillbirth, or unsuccessful assisted reproduction), leave without pay may be granted up to a maximum of five days. Leave must be completed within three months of the date of death of the family member or reproductive loss event. For reproductive loss events, if you are on or choose to go on leave provided under FMLA or CFRA, you may complete bereavement leave within three months of the end date of the other leave.

- You are limited to 20 days of bereavement leave in a 12-month period for reproductive loss events
- For funeral attendance other than for your immediate family (as listed above), emergency leave will be given at the discretion of your Supervisor.

Bereavement leave is unpaid, except you may use accrued and available PTO.

No documentation is required for a reproductive loss event.

We will maintain your confidentiality of requesting bereavement leave, including for reproductive loss event.

At OPTIONS' discretion, you may be asked to provide documentation of the death of the family member within 30 days of the first day of the leave. Documentation includes a death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or governmental agency. ***No documentation is required for a reproductive loss event.*

Full-time employees are also eligible for 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 of your five 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.

TIME OFF FOR VOTING

If your normally scheduled work hours prevent you from voting in any statewide election, you may take up to two hours of paid time off to vote at the beginning or end of your work day. You must request voting time off at least two days in advance, and you must provide your voting receipt to your supervisor.

FAMILY SCHOOL PARTNERSHIP LEAVE

We will give you unpaid time off if you are a parent or guardian of a student and you have been summoned to appear at the student's school under the Education Code or there is a child care provider or school emergency under the Labor Code. You must provide reasonable notice and documentation of the appearance to your supervisor.

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If you are the parent, stepparent, foster parent, grandparent, guardian or a person standing in loco parentis with custody of a child in a licensed childcare provider or in kindergarten through grade 12, you may take up to 40 unpaid hours (no more than 8 hours per calendar month) for each child during each school year to participate in the child's school activities, or to find, enroll, or re-enroll a child in school or with a childcare provider.

VOLUNTEER FIREFIGHTER/PEACE OFFICER/RESCUE PERSONNEL

If you are a volunteer firefighter, reserve peace officer or emergency rescue personnel (including any officer, employee, or member of a disaster medical response team sponsored by the state), you may take all necessary unpaid time off from employment to perform your emergency duty.

You may also take up to 14 days of unpaid leave each calendar year for the purpose of engaging in fire, law enforcement, or emergency rescue training. You must provide as much advance notice as possible to your supervisor and you must provide documentation of your need for leave.

Employees may use accrued, unused paid time off for leave taken under this policy. The notice and eligibility requirements for any such paid time off will generally apply to an employee's request for use of paid time off under this policy.

An employee who is a health care provider shall notify their employer at the time the employee becomes designated as emergency rescue personnel and when the employee is notified that they will be deployed as a result of that designation.

PAID EDUCATIONAL OR PROFESSIONAL ACTIVITIES 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.

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.

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.

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,

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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/.

GENERAL POLICIES

CONFIDENTIALITY

Each employee is responsible for safeguarding confidential information obtained in connection with their employment. In the course of your work, you will have access to confidential information regarding OPTIONS, its persons served, 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.

TECHNOLOGY AND COMMUNICATIONS SYSTEMS

Our technology and communication services, equipment, and content (Communications System) include mail, electronic mail (e-mail), facsimiles, telephones, voicemail, personal computers, computer networks, on-line services, internet connections, computer files, video equipment, recorders, and recordings, cellular phones, smart phones, text message, etc.

Our Communications System is OPTIONS Company Property. You have no personal rights and no right of privacy in any use of our Communications System. 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 will examine and monitor all files and media residing on its systems and every employee's use of the Communications System. 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 and you should not expect privacy with regard to any unauthorized personal use.

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. You may not send OPTIONS company information to your personal e-mail or other outside location, except as required in your job duties.

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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.

In addition to any disciplinary action that may be imposed, we also may advise legal authorities of any illegal use of our Communications System.

SOCIAL MEDIA POLICY

At OPTIONS, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for OPTIONS.

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with OPTIONS, as well as any other form of electronic communication.

The same principles and guidelines found in OPTIONS' policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects persons served, suppliers, people who work on behalf of OPTIONS' or OPTIONS' legitimate business interests may result in disciplinary action up to and including termination.

Carefully read these guidelines, the OPTIONS Statement of Ethics Policy, the OPTIONS Technology and Communications Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Always be fair and courteous to fellow employees, persons served, suppliers or people who work on behalf of OPTIONS. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our internal grievance procedure than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage anyone, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about OPTIONS, fellow employees, persons served, suppliers, and people working on behalf of OPTIONS or competitors.

- Maintain the confidentiality of OPTIONS' business and private or confidential information. Do not post internal reports, policies, procedures or other internal business-related confidential communications. 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 persons served information, including the identity of current, former, and prospective persons served. If you are

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unsure about the confidential nature of information you are considering posting, consult with your manager or supervisor.

- Do not create a link from your blog, website or other social networking site to an OPTIONS website without identifying yourself as an OPTIONS employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for OPTIONS. If OPTIONS is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of OPTIONS, fellow employees, persons served, suppliers or people working on behalf of OPTIONS. If you do publish a blog or post online related to the work you do or subjects associated with OPTIONS, make it clear that you are not speaking on behalf of OPTIONS. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of OPTIONS."

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use OPTIONS email addresses to register on social networks, blogs or other online tools utilized for personal use.

OPTIONS prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Employees should not speak to the media on OPTIONS' behalf without contacting the Chief Executive Officer. All media inquiries should be directed to them.

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.

Nothing in this policy is intended to interfere with employees' rights protected by Section 7 of the National Labor Relations Act or other federal or state law to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers, or to bring such issues to the attention of management at any time.

If you have questions or need further guidance, please contact the Human Resources Director.

USE OF COMMUNICATION DEVICES

Because they create distractions and disrupt regular work routines, you may not use personal communication devices such as cell phones, smart phones or watches during work hours and in work areas, unless you are using an OPTIONS provided device for business purposes.

You must restrict your use of personal communication devices to your rest periods or unpaid meal breaks.

You may not forward business calls to or from a cell phone or other personal device unless you have prior approval from the Chief Executive Officer.

Unless specifically required by your job duties, to protect employee and persons served privacy, you may never use a camera on a cell phone to take pictures on OPTIONS property without the prior written

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approval of the Chief Executive Officer. Additionally, you may never use your cell phone or another device to engage in any form of audio or video recording.

OPTIONS provided cell phones must be used only for business purposes.

Nothing in this communication devices policy is intended to interfere with your right to communicate or work with others toward altering the terms and conditions of your employment, including discussion of your working conditions or any other right protected under the NLRA.

Non-exempt employees must have prior approval before using their mobile phone for business purposes after regularly scheduled work hours. If you do utilize your cell phone or other electronic devices for business after regularly scheduled work hours, you must report that work time to your Supervisor immediately.

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 liable or responsible for the personal property or articles of employees not covered under any insurance policy carried by OPTIONS that are on OPTIONS' premises that are lost, damaged, stolen or destroyed.

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.

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.

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

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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.

SOLICITATION AND DISTRIBUTION OF LITERATURE

You may not solicit, collect money, sell products or services, or post or distribute materials on OPTIONS property or during working hours without the advance approval of the Chief Executive Officer. This rule is not intended to curtail your free speech rights; it is intended to prevent disruption and to avoid undue pressure upon employees to make financial contributions.

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

OFFICE COMMUNICATIONS AND POSTINGS

We post information at each physical site controlled by OPTIONS regarding employee rights, working conditions and hours, safety, OPTIONS policies, items of interest and other matters pertaining to your employment. If you have any questions regarding any of these topics, please contact the Human Resources Director.

When you write work-related communications, you must proofread, spell check and carefully review for accuracy. You may not defame, harass, discriminate, retaliate, or bully any person or our company in any company communication for example: Special Incident Reports, e-mails, interdisciplinary notes or other intracompany communications.

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 an employee, or former employee, desires a letter of reference from OPTIONS, it must be approved by the Chief Executive Officer.

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 their 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 Chief Executive Officer. 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

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request a copy of material in the file, but may not alter, add to, or delete any existing information in the personnel file and you may be required to pay for the cost of such copies.

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, addresses and phone numbers. Employees are responsible for updating the information in their personnel files through Paylocity or by directly contacting the Human Resources Director.

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.

PAYROLL INFORMATION

You may review your payroll records (including time records) in the presence of an authorized OPTIONS representative within 21 days of making an oral or written request to the Human Resources Director. You may also request copies of your payroll records, but you must pay the copying costs.

USE OF VEHICLES ON OPTIONS BUSINESS

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

Employees who have an automobile accident while driving on OPTIONS business 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 may not drive on OPTIONS business until they have successfully completed the defensive driving course. 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.

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. It is the employee's responsibility to inform the Human Resources Director if their driver's license has been suspended or revoked or if their driving record may preclude 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.

Seatbelts must be worn at all times. Drivers are responsible for ensuring that all passengers likewise comply with the state's seatbelt law.

OPTIONS strictly prohibits the use, possession or presence of alcohol, controlled dangerous drugs or other prohibited substances within a vehicle being used for OPTIONS business.

OPTIONS strictly prohibits the operation of any vehicle driven on OPTIONS business by any employee who has used or has within their system alcohol, a controlled dangerous drug or any other substance,

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regardless of quantity, which causes drowsiness or impairs the employee's ability to safely operate a vehicle.

OPTIONS vehicles are to remain locked and parked at their assigned location when not in use.

Drivers are responsible for removing all trash and personal belongings from OPTIONS vehicles after use. Vehicles shall remain clean and be washed on a regular basis. Drivers are responsible for maintaining at least a quarter tank of gas in OPTIONS vehicles at all times. Vehicles are not to be turned in after use with less than one-half tank of gas. OPTIONS vehicle keys and gas credit cards are to be returned immediately after use to their assigned location.

Maintenance problems or concerns regarding OPTIONS vehicles are to be documented and reported immediately to your supervisor. In the event of a vehicle breakdown or required emergency repairs, contact your supervisor or the on-call supervisor immediately for guidance.

OPTIONS vehicles shall undergo timely scheduled and regular maintenance (oil, fluid, inspections, tire checks, etc.) as recommended by the manufacturer.

When using an OPTIONS vehicle, the driver shall perform the daily pre-trip inspections of the vehicle according to OPTIONS policy.

Any parking tickets, fines, or other citations received by an employee due to their 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.

You may not drive your personal automobile on OPTIONS business unless you receive prior written permission from your supervisor. We may revoke your right to drive your personal vehicle on OPTIONS business for any reason, including when you have a revoked or suspended driver's license, you have been in an accident or your driving record is otherwise unacceptable as determined by criteria established by OPTIONS' insurance carrier. If you do drive your personal automobile on OPTIONS business, we will reimburse you for your mileage at the prevailing rate per mile set by the Internal Revenue Service. To receive mileage reimbursement, you must log your mileage and submit a mileage reimbursement form to your supervisor before the end of each pay period. At the discretion of the Chief Financial Officer, certain employees may receive a monthly mileage stipend instead of logging and submitting a mileage reimbursement form. If you feel that the reimbursement amount specified by OPTIONS is insufficient or inaccurate, you should immediately bring your concerns to the Chief Financial Officer so we can work with you to ensure that an appropriate reimbursement is provided. If the stipend exceeds your actual mileage, you must report the excess to your supervisor so that it can be reduced or taxed as additional income. Employers also must inform employees that if the stipend does not cover their actual mileage.

PROHIBITED USE OF COMMUNICATION DEVICES WHILE DRIVING

Using a cell phone or similar communications device while driving creates a safety hazard for the driver and the general public. Under no circumstances should an employee place or answer phone calls while driving on OPTIONS business, including writing, sending or reading text messages, emails, or instant messages using any cell phone or other electronic wireless communications device.

Employees who disregard this policy are subject to disciplinary action up to and including the termination of employment. In addition to disciplinary action, violation of this policy may result in personal liability as well as monetary fines imposed by California law enforcement authorities.

TRACKING AND MONITORING SOFTWARE OR EQUIPMENT

OPTIONS vehicles may be equipped with a Global Positioning System (GPS) which monitors vehicle operations including, but not limited to speed, location, idle times and routes. Monitoring such usage

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permits OPTIONS to identify means by which to reduce fuel costs, increase driver safety, improve utilization efficiencies, and identify vehicle misuse. Because vehicle usage is monitored, OPTIONS employees have no expectation of privacy while operating or riding as a passenger in an OPTIONS vehicle.

Additionally, any OPTIONS provided electronic device such as a cell phone, computer or laptop computer may be equipped with a Global Positioning System (GPS) that monitors location in case of loss or theft. Because the location of OPTIONS owned devices is monitored, OPTIONS employees have no expectation of privacy while using an OPTIONS owned electronic device.

PARKING

Employee vehicles may be parked in designated areas on OPTIONS premises, 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. Some areas around OPTIONS facilities are subject to special parking regulations as determined by the local municipality. Parking off-site is at the employees' own risk.

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

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 an 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, they must report the gift to the CEO or Human Resources Director within 7 days. If an honorarium is paid while the employee is working for OPTIONS, it must be reported to the CEO or Human Resources Director 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. At no time is an OPTIONS employee to solicit such gifts.

PUBLIC RELATIONS

We have designated the Chief Executive Officer (CEO) as the sole spokesperson to represent our organization for public purposes. If the CEO is not available, inquiries may be directed to the President of the Board of Directors.

You must not discuss any aspect of our organization, its operations or its personnel with the media. You do not have the authority to make public statements to the media or other outsiders on behalf of OPTIONS without prior approval of the CEO. If you are contacted by a representative of the media (i.e. newspapers, magazines, radio, television, etc.) refer them to the CEO.

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.

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Any time an employee is presented with a subpoena, they 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, they 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.

BUSINESS EXPENSE REIMBURSEMENT

We will reimburse you for business expenses incurred while performing your job duties for OPTIONS. You may not incur business expenses without obtaining the prior written approval of the Chief Executive Officer or designee. To be reimbursed for business-related expenses, submit your receipts and an Employee Expense Voucher to your supervisor prior to the end of the pay period during which the expense was incurred.

PERSONAL COMMUNICATION DEVICE REIMBURSEMENT

You may not make, receive, or forward business-related calls, emails, text messages or other electronic communications using a personal cell phone or other personal communication device unless you have prior written approval from the Chief Executive Officer. In the event that you are authorized or required to use a personal cell phone or other personal device to perform your job duties, you may do so only when a less costly alternative does not exist.

Employees who must regularly use their cell phones in the course of OPTIONS' business may be compensated with a flat rate reimbursement. The amount of the reimbursement will be determined according to each employee's job duties. Employees who must use their cellphones to access a timekeeping application will receive a flat rate reimbursement each pay period. If you feel that the reimbursement amount specified by OPTIONS is insufficient or inaccurate, you should immediately bring your concerns to the Chief Executive Officer so we can work with you to ensure that an appropriate reimbursement is provided.

TRAVEL EXPENSE REIMBURSEMENT

We will reimburse you for travel expenses incurred while performing your job duties for OPTIONS. You may not incur travel expenses without obtaining the prior written approval of the Chief Executive Officer or designee. To be reimbursed for business-related expenses, submit your receipts and an Employee Expense form to your supervisor prior to the end of the pay period during which the expense was incurred.

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

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 pre-approved and receipts for all credit card charges must be provided by the employee to the OPTIONS' Chief Financial Officer.

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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.

HEALTH AND SAFETY

WORKPLACE SAFETY

To assist in providing a safe and healthful work environment for employees, persons served, and visitors, OPTIONS has established a workplace safety program. This program is a top priority. The Chief Executive Officer (CEO) 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.

Employees are expected to immediately report to their supervisor or the on-call supervisor any hazards they observe in the workplace. These hazards may include sharp edges, broken furniture, frayed electrical connections, loose flooring, or any other conditions likely to do bodily harm, cause someone to slip, trip, or fall, damage clothing or constitute a fire hazard.

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.

WORKERS' COMPENSATION

All employees are covered by our workers' compensation insurance, which covers occupational illnesses and injuries you suffer while performing your job duties on behalf of OPTIONS. You are eligible for this coverage at no cost to you upon your first day of employment. Workers' compensation insurance provides weekly disability payments as well as payment for medical and hospital expenses for injuries or illnesses arising out of your job.

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 CFRA/FMLA Leave, covered previously in this handbook.

Any injury that may occur to an employee while on duty and in the course of fulfilling their job-related responsibilities is to be reported **immediately** to their 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.

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.

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HAZARD COMMUNICATION

OPTIONS uses or stores certain chemicals or cleaning agents in some of its facilities. All employees receive training on Hazard Communication at time of hire and annually. Following this training, you should be familiar with the handling, use, storage, and control measures related to these substances. Safety Data Sheets (SDS) are available at each applicable site for inspection. You must follow all label requirements.

If you have any questions, ask the Chief Executive Officer.

INJURY AND ILLNESS PREVENTION PROGRAM

In compliance with California law, OPTIONS maintains an Injury and Illness Prevention Program that is available on OPTIONS website (www.optionsfs.org). A copy of OPTIONS' Injury and Illness Prevention Program (Policy 200.2.5 Pro-Active Safety Program) is available online at www.optionsfs.org. Every employee is responsible for observing safety rules and maintaining safe working conditions. We provide the best facilities and safest conditions possible, but being alert and using good common sense is essential in preventing accidents.

SMOKING, VAPING, 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 persons served, even if the other staff or clients use tobacco themselves. Absolutely no one under the age of 21 will be allowed to smoke or use smokeless tobacco products. Persons served who use tobacco products will not do so in the presence of anyone under the age of 21. 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.

SUBSTANCE USE AND ABUSE POLICY

We are committed to maintaining a safe, efficient and productive work environment. We also want all employees to perform their duties safely and efficiently, in a manner that protects their interests and those of their co-workers. Alcohol and drug misuse poses a threat to the health and safety of OPTIONS' employees, persons served and to the security of OPTIONS' equipment and facilities. For these reasons, OPTIONS is committed to the elimination of drug and alcohol use and misuse in the workplace.

You must report for work fit to perform your job. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to the Human Resources Director.

Although California has legalized marijuana for medicinal and recreational purposes, OPTIONS is not required to allow the medicinal or recreational use of marijuana in the workplace. Using or being under the influence of marijuana is strictly prohibited while on work time and may result in discipline, up to and including termination. A California Medical Marijuana Identification Card is not sufficient to overcome these prohibitions. We will not discriminate or take adverse action against an employee or applicant for cannabis (marijuana) use that is off duty and away from the workplace. However, employees may not possess or be under the influence of cannabis while working or at work. If THC is present in your system while working, you will violate this policy.

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In order to provide you with some guidance concerning unacceptable behavior, we strictly prohibit the following:

- Possession, use, or being under the influence of alcohol, marijuana, and/or any illegal substance when working or at the worksite.
- Distribution, sale, dispensing, manufacture or purchase of illegal controlled substances or controlled substances used in an illegal way at the worksite.
- Driving an OPTIONS vehicle at any time, or your personal vehicle on OPTIONS business, while under the influence of alcohol, marijuana, or any illegal substance.
- The use of, or working under the influence of, any controlled substance, including prescription or over-the-counter drugs, if such use or influence may affect the safety of co-workers, members of the public, your job performance or the safe or efficient operation of our facility.

The presence of any detectable amount of any illegal drug, illegal controlled substance, THC or alcohol in an employee's body system, while performing company business or while in a company facility, is prohibited.

OPTIONS will also not allow employees to perform their duties while taking prescribed drugs that are adversely affecting their ability to perform their job duties safely and effectively. Employees taking a prescribed medication must carry it in a container labeled by a licensed pharmacist or be prepared to produce the container if asked. 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 their supervisor immediately. An employee taking a substance that may impair their driving ability is prohibited from operating OPTIONS vehicles and from transporting persons served in their own vehicle.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

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

Employees are subject to testing based on, but not limited to, observations of apparent workplace use, possession or impairment by at least two members of management. The Human Resources Director should be consulted before sending an employee for testing. Examples include:

- Odors (smell of alcohol, body odor or urine).
- Movements (unsteady, fidgety, dizzy).
- Eyes (dilated, constricted or watery eyes, or involuntary eye movements).
- Face (flushed, sweating, confused or blank look).
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
- Emotions (argumentative, agitated, irritable, drowsy).
- Actions (yawning, twitching).
- Inactions (sleeping, unconscious, no reaction to questions).

When reasonable suspicion testing is warranted, an administrative team member will explain to the employee the observations and the requirement to undergo a drug and/or alcohol test within two hours.

Employees are also subject to testing when they cause or contribute to accidents that seriously damage an OPTIONS vehicle, equipment or property or that result in an injury to themselves or another employee. A circumstance that constitutes probable belief will be presumed to arise in any instance involving a work-related accident or injury in which an employee who was operating a motorized vehicle is found to be responsible for causing the accident.

Under no circumstances will the employee be allowed to drive themselves to the testing facility. A member of the administrative team must transport the employee or arrange for a cab and arrange for the employee to be transported home.

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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 termination 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 you have chemical dependencies (alcohol or drugs), we will encourage you to seek treatment and/or rehabilitation. To this end, if you desire such assistance you should request a treatment or rehabilitation leave.

We will reasonably accommodate an employee who wishes to participate in an alcohol or drug rehabilitation program. At no time will we discriminate, harass, or retaliate in any way against you for making your request.

If you are unable to perform your duties, or cannot perform the duties in a manner which would not endanger your health or safety or the health or safety of others, because of your current use of alcohol or drugs, you may be subject to discipline, without regard to your eligibility for a leave of absence.

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.

SECURITY/WORKPLACE VIOLENCE

OPTIONS' policy is 'zero tolerance' for actual or threatened violence against co-workers, persons served, 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. Acts or threats of violence including intimidation, harassment and/or coercion that involve or affect OPTIONS personnel or that occur on OPTIONS property will not be tolerated and may result in legal action.

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 worksite, 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 call 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

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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.

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. In general, all employees are expected to use good judgement and to groom themselves in accordance with accepted industry standards. Examples of unprofessional attire include, but are not limited to: "flip flops," "thongs," shorts, or jeans and t-shirts with holes or stains.

To assure a safe and appropriate working environment, we will actively monitor these standards. If you do not comply with these requirements, we may ask you to leave work and return in proper attire, and you will not be paid for this time. We reserve sole discretion at all times to determine whether your attire is appropriate for the workplace.

Nothing in this policy is intended to interfere with your religious dress or grooming practices, protective hairstyles, or any dress or grooming practices related to your sex, gender, gender identity or gender expressions. If these requirements impact your religious dress or grooming practices, related to your sex, gender, gender identity or gender expressions, contact the Human Resources Director to discuss reasonable accommodations.

PROHIBITED CONDUCT

It is important to us that all employees maintain proper standards of conduct and observe certain rules to ensure orderly and efficient operations. Complying with OPTIONS rules does not guarantee continuing employment, because all employees are employed at will. However, employees who do not comply with OPTIONS policies, rules and directives will be disciplined or terminated.

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:

- Abuse/neglect/mistreatment of person(s) served, including leaving persons served unattended in a vehicle.
- Sexual or other harassment, bullying, retaliation or discrimination of any kind, against another employee or anyone else affiliated with OPTIONS.
- Theft, misappropriation, or unauthorized possession, removal or use of property, funds, equipment, materials, documents or records belonging to OPTIONS, persons served or another employee.
- Damaging property or materials belonging to OPTIONS, persons served or another employee.
- Using or possessing alcoholic beverages, marijuana, or illegal narcotics or drugs on OPTIONS property, in OPTIONS vehicles or in vehicles being used on OPTIONS business or while representing OPTIONS, or reporting to work under the influence of intoxicants or drugs (whether lawful or not) that interfere with job performance, or misusing prescription or other lawful drugs.

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- Dishonesty, misuse, falsification or alteration of any employment or OPTIONS reports or records such as job applications, medical or employment history, personnel records, pay records, time records, persons served documents, absence or illness reports, accident reports or injury claims.
- Failure to maintain confidentiality of privileged or HIPAA protected information, verbal or written.
- Failure to implement an ISP and/or altering an ISP without authorization.
- Insubordination. Insubordination is defined as an employee purposefully disobeying an authority figure who has given them a legal and reasonable order. Examples may include refusal to complete a task within their job description, yelling, mocking or using vulgar language.
- Leaving the assigned worksite without permission during regularly scheduled work hours, unauthorized absence from your assigned worksite during regularly scheduled work hours, or leaving the premises without recording your departure on your time records.
- Working unauthorized overtime, working off the clock or being on company premises when you are not scheduled to work.
- Engaging in personal calls, text messaging or use of social media outside of meal or rest periods.
- Gossiping, bullying others, defaming other personnel or OPTIONS, or rude or disrespectful treatment of others.
- Rude, discourteous or unprofessional behavior, creating a disturbance on OPTIONS premises or creating discord with persons served, fellow employees or other OPTIONS representatives or vendors, use of profanity or abusive language, striking or hitting another employee.
- Unlawful conduct, whether or not related to job performance.
- Obtaining confidential information pertaining to OPTIONS or its persons served, employees or other representatives without authorization to do so.
- Divulging confidential information to any person or entity except in the course of performing duties as an employee of OPTIONS and with OPTIONS' consent.
- Failure to report an injury, illness or accident (including a workers' compensation injury or illness), failure to report harassment or failure to report unsafe conditions in the workplace.
- Taking or giving bribes or gifts of any nature as an inducement to obtain special treatment, to provide confidential information or to obtain a position or benefit.
- Carrying any weapon while on OPTIONS business, job site, premises, or property.
- Any violation of these policies, or of any rule, practice, procedure, policy or management directive set or stated by OPTIONS at any time.

DISCIPLINE

Our intent is to implement discipline as a corrective action and as an instrument for improvement, rather than as punishment, whenever possible. We administer disciplinary action as we deem necessary in each individual case, based upon the circumstances at hand.

Disciplinary action may include verbal counseling, written counseling or warning, probation, performance improvement periods, demotion, administrative leave, suspension or termination.

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Any employee who is disciplined may receive copies of all relevant documents upon request. Such employees will also be asked to sign copies of this material attesting to their receipt and understanding of the corrective action outlined in these documents.

OPEN DOOR POLICY

Suggestions for improving our policies, practices, and procedures are always welcome. At some time, you may have a complaint, suggestions, or question about your job, your working conditions, or the treatment you are receiving. Your complaints, questions and suggestions are important to us.

If you have an issue that concerns you, please speak with your supervisor or any member of the management team. If you feel that your concern has not received appropriate attention, please raise the issue with another member of management.

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.

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 their last day of work.

LAYOFFS

If it becomes necessary to reduce staff, OPTIONS will select employees for layoff based on job performance levels and qualifications, the requirements of available positions, the need for particular skills and experience, and any other business needs of OPTIONS.

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.

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 their 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 an individual'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.

Authority to dismiss the Chief Executive Officer rests with OPTIONS Board of Directors.

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FINAL PAY

A separating employee is given their 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 the Human Resources Director. 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.

EMPLOYEE GRIEVANCE PROCEDURE

APPEAL PROCEDURE

When an employee has a grievance or issue with an OPTIONS policy or employee, incident, or if an issue regarding the operation of services operated by OPTIONS, they should follow the procedure below. 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:
2. Discuss the problem with the department manager or Program Director. 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

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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.