

Family Innovations LLC

Employee Handbook

This handbook is provided to each employee to give a brief overview and provide guidance through the use of policies and procedures. The statements that correspond to the policies and procedures in this manual refer to some of the terms, conditions, and standards Family Innovations LLC, hereafter referred to as Family Innovations LLC personnel should observe. This handbook is designed to provide an overview of policies that directly affect you as an employee. Be aware that new or revised policies and procedures may happen at any time. For further clarification of any of the statements in this handbook please refer to Family Innovations LLC policy and procedure manual. The policies and procedures covered in this handbook are not intended to be contractual commitments by Family Innovations LLC.

Family Innovations LLC reserves the right to change, revise, revoke or supplement guidelines at any time without notice. No policy or procedure outlined in this handbook is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statement in this manual.

The statements described in this Handbook apply to all Family Innovations LLC employees. Individuals hired under contract or emergency situations are not eligible for benefits described in this Handbook unless otherwise stated in the individual's contract.

All employees are responsible to learn and remain in compliance with all Family Innovations LLC policies and procedures.

ALCOHOL and DRUGS IN THE WORKPLACE: (Drug Free Workplace)

Family Innovations LLC has the responsibility to maintain a safe and efficient working environment. Employees who use drugs or who work while under the influence of drugs or alcohol presents a safety hazard to themselves, fellow employees and the individuals we serve. Moreover, the use of drugs and alcohol by employees limits their ability to function effectively in the accomplishment of their daily duties and in providing quality services to clients.

Consequently, Family Innovations LLC has implemented an Alcohol and Drugs in the Work Place Policy to ensure that we maintain the highest possible levels of quality in service to clients.

Employees are prohibited, while on duty or on company property, from being under the

influence of alcohol or non-prescription drugs. Moreover, employees may not possess, sell, solicit, or receive alcohol or non-prescription drugs while on duty or on company property. The violation of this policy is grounds for immediate termination. (Over-the-counter medications taken as directed are allowed as long as they do not impair judgment or behavior). Family Innovations LLC reserves the right to require employees, while on duty, or while on company property (including parking lots), to agree to inspections of their persons, vehicles, desks, and personal property. Employees who refuse to submit to an inspection will be subject to disciplinary action up to and including termination.

Employees may be subject to drug tests conducted from time to time without notice. Such tests are critical to ensure safety for our clients.

If an employee tests positive for the use of alcohol or drugs during a random selection of staff, said employee shall be terminated.

CLIENTS RIGHTS:

All Family Innovations LLC are responsible for understanding and enforcing our client's rights. All clients within Family Innovations LLC will be made aware of their rights and will be treated with basic human dignity. The Clients Rights policies and procedures will be in compliance with the respective standards, rules and regulations.

All clients will have their rights explained to them and how to file or report a grievance if there are any problems.

All Family Innovations LLC staff should be aware that in the event that allegations consisting of abuse or neglect are filled that the leadership team will have to report those incidents. In the event that this happens then the staff member whom the allegations are against, may be subject to suspension during the investigation process.

COMPUTER ACCESS:

Desktop computers are the property of Family Innovations LLC. Games, movies, adult entertainment and other types of entertainment are NOT allowed on the company computers and are NOT for use during breaks, lunch or any other down time to provide entertainment to employees.

Employees are not allowed to use the company computer for personal e-mails; or any programs, i.e. Facebook, twitter or other chat programs. Staff should be aware that any written communication using Family Innovations LLC computers may be accessed by the Senior Management Team (SMT) at any time. This includes but is not limited to Instant Messaging, e-mails and internet searches.

Employees should also be aware that you are NOT allowed to transmit any identifying information about clients by e-mail or mobile phone unless it is part of your job.

Disciplinary Actions in relation to computer use:

Employees who access files or browse data of others, or access any information technology resources for personal gratification or unauthorized dissemination of information obtained from those resources, may have violated the privacy of others. If so, such behaviors are subject to disciplinary actions that are in proportion to the nature of the offense and could result in termination. Employees may be disciplined up to termination for unauthorized use of computers.

CONFIDENTIALITY AND PROPRIETARY INFORMATION:

Employment with Family Innovations LLC creates a relationship of confidence and trust with respect to any information of a confidential or business-related nature. Information disclosed by Family Innovations LLC or learned in the course of employment with Family Innovations LLC and that relates to the business, persons served, or general interest of Family Innovations LLC is considered confidential. Proprietary information includes but is not limited to business strategies, financial information, manuals, handbooks, personnel information, individual care information, and any other non-public business information which Family Innovations LLC would tend to treat as confidential or restricted for any purpose, such as maintaining a competitive advantage or avoiding undesirable publicity.

At all times, both during employment and following termination, employees are expected to keep such Proprietary Information in confidence and trust, and not to use or disclose any of such Proprietary Information to any person or entity other than those employed by or affiliated with Family Innovations LLC without written consent of Family Innovations LLC except as may be necessary to perform assigned duties as an employee.

Upon termination of employment with Family Innovations LLC employees must promptly deliver to Family Innovations LLC all documents and materials of any nature pertaining to their work with Family Innovations LLC and not to remove any documents, materials or copies thereof containing any Proprietary Information whatsoever.

All employees of Family Innovations LLC will come into contact with clients, client-related information, Family Innovations LLC business information, and/or requests for information. All such information is strictly confidential and should not be discussed with anyone except as an authorized part of your job duties. Employee access to confidential information is on a "NEED TO KNOW" basis.

Care should be taken to avoid discussing clients where such conversations might be overheard. Only authorized employees may have access to a client's charts. Should you at any time, as a result of your employment, have client charts in your possession, you are expected to see that they are not made available to any unauthorized individual.

Care should be taken to safeguard all information concerning the client, their care, or even their presence or absence from a facility.

CORPORATE COMPLIANCE:

Our corporate compliance program emphasizes:

- (1) Prevention of wrong doing – whether intentional or unintentional
 - (2) Immediate reporting and investigation of questionable activities and practices without consequences to the reporting party; and
 - (3) Timely correction of any situation which puts the organization, its leadership or staff, funding sources or individuals at risk.
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Family Innovations LLC's Corporate Compliance Program seeks to meet the following overall goals:

1. Maintain and enhance the quality of services provided.
2. Demonstrate a sincere effort to comply with all applicable laws.
3. Revise and develop new policies and procedures to enhance compliance.
4. Enhance communications with governmental entities to ensure compliance.
5. Empower all involved parties to prevent, detect, respond to, report, and resolve conduct that does not conform to applicable laws and regulations, and the organization's ethical standards/ code of conduct.
6. Establish mechanisms for staff members to ensure that questions and concerns about compliance issues are appropriately addressed.

Corrective or Disciplinary Actions in relation to corporate compliance issues:

Should the organization initiate corrective or disciplinary action, it will do so in accordance with existing and applicable personnel policies.

Education and training will serve as the core of Family Innovations LLC prevention efforts to ensure minimal violations of law, ethics, and code of conduct. Prevention efforts will include, but not be limited to:

- New employee orientation training.
- Training related to the staff members' specific position.
- Documentation of competency in required areas through performance appraisals and/or competency based exams.

DISCIPLINARY PHILOSOPHY:

Family Innovations LLC uses progressive discipline to ensure staff compliance with performance standards, ethics and conduct. Except in cases of repeated willful or flagrant violations of these standards, a manager will not resort to formal disciplinary measures until informal attempts to correct the problem have failed. If a manager finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly,

without prejudice and only for cause.

Disciplinary actions are of several levels including oral and written warnings, disciplinary probation, and termination. The frequency and/or severity of misconduct determine which level of disciplinary action is required.

Progressive discipline is not required for all offenses. Family Innovations LLC reserves the right to terminate staff for commission of serious infractions, regardless of progressive discipline guidelines or counseling.

EDUCATION and TRAINING:

Training: All new employees will be provided with an orientation briefing, which will be held within their first week of employment with the company. The orientation is designed to acquaint the new employee with the company and its policies. Supervisors will be responsible for ensuring the attendance of new employees at the company orientation sessions. The supervisor will ensure that the new employee receives an introduction within the company and is provided with in-depth information regarding his or her specific role and responsibilities within his or her department.

Ongoing training and Education: All employees are required to receive ongoing training and education (30 hours annually). All staff training events are held for that purpose and employees are expected to attend. Professional employees who must maintain Continuing Education Unit's to keep license and/or certification may be required to attain those education requirements on their own time and at their own expense. Family Innovations LLC may help with training and associated cost but the employee must request and receive approval prior to expectation that Family Innovations LLC will pay for that training.

EMERGENCY CLOSING:

Except for regularly scheduled holidays, Family Innovations LLC will be open for business during normal business hours.

The company recognizes that circumstances beyond its control, such as inclement weather, national crisis or other emergencies do occur. On such occasions the company may close outpatient offices for all or part of a regularly scheduled workday. In such events the company will endeavor to notify all supervisory personnel for the purpose of contacting employees. Any closing shall be assessed against employee's vacation time and, if none, the closing shall be regarded as unpaid personal leave.

EMPLOYMENT:

Equal Opportunity Employer: Family Innovations LLC is an equal opportunity employer to all employees and applicants. No one will be discriminated against due to race, religion, color, sex, age, national origin, disability, or military status.

Family Innovations LLC will provide equal opportunities when it comes to an evaluation, promotion or transfer, disciplinary action, and termination, and to treat any and all employees on the basis of merit, qualification, and competence.

It is forbidden for any employee of Family Innovations LLC, to refuse to hire, train, promote, or provide equitable employment conditions to any employee or applicant, or to evaluate, discipline, or terminate an employee solely on the basis of that individual's race, national origin, age, sex, marital status, religious beliefs, disability, or military status, except where the doctrine of business necessity or a legitimate occupational qualification can reasonably be established.

Family Innovations LLC will comply with Immigration Reform and the Control Act of 1986. This law prohibits employment of aliens or individuals not legally able to work in the United States. Family Innovations LLC will comply with all state, federal, and local regulations regarding employment and services.

Recruitment: Family Innovations LLC aggressively recruits to attract top caliber individuals to all levels of the organization. Company positions may be filled by either transfer or promotion of existing employees or by new employees who are recruited or apply. Recruitment may be conducted through advertising, employment agencies, schools, employee referrals or technical and trade referrals. Supervisors consider the most appropriate method of recruitment for filling departmental positions. All recruiting shall be conducted in an ethical, professional and non-discriminatory manner. Family Innovations LLC provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience and training.

Employment Announcements: The availability of all job openings will be announced within the organization prior to outside recruitment for any position. The job requisition giving job title, class, department, job functions and qualifications will be posted via e-mail to all employees.

All present employees are encouraged to review the requirements for each position and apply for those positions in which they are interested and qualified. All applications will be given the same consideration as outlined in the company recruitment policy.

Interviewing: Interviewing for jobs – may occur through several mediums:
Telephone screening to determine if candidates meet the job description
One-on-one interviews
Checking references and backgrounds

The Director may extend an employment offer prior to completion of any references or background check being completed. However, it is understood that any detrimental results from the background checks, reference or other sources may result in the individual's inability to continue employment. Inquiries into an applicant's prior job and personal references will be made in a professional manner requesting only factually verifiable and job-related information. The reference data is used only as supplemental information for the

hiring decision. Background checks may be done prior to extending an offer or during the orientation phase of employment.

Interviewing during the course of employment for work related activities, new job position, or other reasons – may occur through several mediums:

Telephone screening to determine if employee has knowledge of situation

One-on-one interviews

Checking factual information in dealing with a situation

Checking for compliance in areas of work or recreation activities surrounding work

Selection and Development: Family Innovations LLC provides equal opportunity to all applicants on the basis of demonstrated ability, experience, training, and potential. Qualified persons are selected without prejudice or discrimination as stated in the company's Equal Opportunity Policy. Employment requisitions, initiated by the supervisor, will define the job-related tasks and qualifications necessary to assume the position. The defined tasks and stated qualifications will be the basis for screening applications. The hiring manager will conduct interviews limited to job-related questions to assess each candidate's experience, demonstrated ability and training. The telephone may be used for screening prior to initial interviews.

Recruiting is only one part of continued employee development, which is a five-part process designed to help retain good workers. The employment development process includes (1) recruiting, (2) interviewing, (3) hiring, (4) training and (5) evaluation.

Candidates for employment are found through:

- employee referral
- advertising in trade magazines and the general media

Hiring: When the manager has made a decision to make the offer and has confirmed key terms, the next step involves making the verbal or written offer culminating in the employee's first day as a member of the Family Innovations LLC team. Following employment, the references and interview ratings must be retained until the individual is no longer a member of the Family Innovations LLC team. Records are maintained or destroyed according to legal requirements.

Job Categories: Family Innovations LLC categorizes employment status solely to describe benefit eligibility and to comply with laws regulating overtime.

Classifications are as follows:

Orientation Period: During this time the employee will be closely supervised and continually evaluated in order to assess abilities and capabilities and adaptation in the position. The Orientation Period will last up to ninety (90) days and can be extended at the discretion of the SMT. During the period eligible employees accrue, but are not eligible to take Paid Time

Off. Restrictions on other benefits may apply.

Regular Full-Time Employment: Following satisfactory completion of the orientation period, employees who regularly work forty (40) hours per week will be considered classified as “regular full-time” employees.

Regular Hourly Part Time Employment: Employees who have satisfactorily completed the orientation period and regularly work more than twenty (20) but less than forty (40) hours per week on a continuous basis are classified as “Regular Part-Time” employees. Regular part-time employees are not eligible for benefits.

- *Non-Exempt Status:* Non-exempt employees are covered by overtime provisions of the Fair Labor Standards Act and applicable state laws. Such employees are entitled to overtime pay, at a rate of one and one-half times their regular hourly rate, for work required to be performed by Family Innovations LLC in excess of forty (40) hours per work-week. This typically applies to employees paid by the hour.
- *Exempt Status:* Employees classified as exempt under the Fair Labor Standards Act are ineligible for overtime pay. Generally such employees are in administrative, management, supervisory, or professional positions. Exempt positions are paid a salary representative of payment-in-full for services rendered inclusive of required and/or voluntary extra hours worked to accomplish their assigned work duties. This typically applies to employees who are salaried.

Credentiaing: Job applicants and employees are required to provide a copy of professional licenses, certifications and/or credentials. Employees will also provide a copy to the administrative office upon renewal. Family Innovations LLC will verify through primary source, when available, professional licenses, certifications and/or credentials upon hire and annually.

Orientation: Family Innovations LLC believes that orientation of new employees, transferred, promoted, or demoted employees provides for a more productive individual. Orientation assists all through positive integration into the organization’s operations and allows for basic understanding of principle concepts of the company.

Records: Family Innovations LLC is responsible for providing forms and records required to sustain a complete personnel system. Employees may review their personnel file by making an appointment. The Director or designee will be present during this process. No record can be altered, copied, or removed without direct permission from the Owner of the company. All records are kept confidential and are the property of Family Innovations LLC. Release of information from the employee file will be cause for notification of that employee.

Anytime that an employee has a change of any of the following they are to notify the corporate office immediately:

1. Employee Contact-phone number, address, etc.
2. Any change in the employee's health that would interfere with their work. All documentation requesting that a restriction is made must be put in writing by a licensed physician to practice medicine. Family Innovations LLC has the right to get a second and third opinion from a physician of their choosing
3. Any information/situation that requires the necessity for Family and Medical Leave of Absence
4. Any training that the employee attends or receives on a monthly basis.
5. Any change in educational status such as license or a degree.
6. Job incurred illness and/or injury must be reported to the SMT as soon as the incident occurs, with the incident report following within two working days by fax.
7. For any employee that is covered under medical insurance:
8. Birth or death of a dependent child
9. Marriage, divorce, or death of a spouse
10. Changes in Beneficiaries for life insurance and retirement monies
11. For any employee who drives as part of his/her employment:
 - Any restriction that the person may have
 - Any suspension put on their license
12. All employees who have a license/certificate must maintain a current license at all times. A copy must be kept in the employee chart at all times.

The Individual's Right to Know

While most employment-related records are public, even confidential records can be accessed under certain conditions. Therefore, information in any form should be presumed capable of acquisition by others for purposes not related to the original creation of that information. Employees should be aware that audits of the clients also results in audit of employees in that client care to ensure proper credentials and training. Notification in this instance will not occur. Staff should be aware that Family Innovations LLC is required to audit employee records to ensure conformance to business, ethical and legal requirements. Notification in this instance will not occur.

ETHICAL STANDARDS:

Family Innovations LLC employees shall support and further the individual's fundamental right to privacy and protect the confidential information of their institutions. Family Innovations LLC employees are committed to the ethical collection and use of information. Employees shall follow all applicable national, state, and local laws, as well as company policies, governing the collection, use, maintenance, and dissemination of information in the pursuit of the mission of the agency. Disciplinary actions, up to termination of employment, may be imposed for violations of the code of ethics.

EXIT INTERVIEWS

Employees who are terminating employment with Family Innovations LLC are required to complete an exit interview, prior to receiving their last paycheck. The interview will include

arrangements for final pay checks and turning in all Family Innovations LLC property.

GRIEVANCE PROCEDURES:

Employees have the right to file grievances, and Family Innovations LLC will afford every reasonable opportunity for informal and/or formal resolution of the grievance. Grievances will be handled at the lowest level possible and as needed forwarded to higher levels of leadership.

INCLEMENT WEATHER:

When an employee is unable to come to work due to inclement weather:

1. Call supervisor as soon as possible
2. Be ready for transport if a supervisor states someone will come and get you
3. Do NOT assume you will not have to report for work.
4. If the day off is approved the employee will use a vacation day to cover the day off.

INDIVIDUAL RELATIONSHIPS:

Family Innovations LLC employees will treat all individuals in a courteous and respectful manner at all times. At no time will an employee become involved with an individual who is receiving services at the agency. Relationship includes: seeing client one on one outside of the therapeutic relationship, making arrangements to meet once an individual completes a course of treatment, having a business relationship, accepting gifts or moneys from client or any other intimate type of relationship. Employees may be terminated for having an inappropriate relationship with a client.

JURY DUTY:

Family Innovations LLC will allow employees time off for mandatory jury duty or court appearances as a witness when the employee must serve or is required to appear as a result of a court order or subpoena due to their employment. A copy of the court order or subpoena must be supplied to the employee's supervisor when requesting time off.

The employee is entitled to full pay for each day of jury duty or service as a witness. However, the employee may choose to receive jury pay from the court, then the employee would not be eligible for their regular Family Innovations LLC pay.

PROFESSIONAL INSURANCE:

All Family Innovations LLC employees are subject to the terms and conditions of the insurance contract and must cooperate fully with all investigations and information requests. Family Innovations LLC provides insurance covering all employees, interns, and volunteers against professional and general liability claims. Persons contracted with Family Innovations LLC must provide own insurance and give copy of policy to the office.

OUTSIDE EMPLOYMENT:

Family Innovations LLC expects the primary interest of staff members to be the people we serve. A conflict of interest occurs when the interests of a staff member or another outside party actually or potentially affect Family Innovations LLC in a negative way. Family Innovations LLC staff members may have outside business interests and outside employment so long as these do not interfere with job performance. Family Innovations LLC staff may not earn profit from outside employment or business interests that directly results from affiliation with the agency.

PAY ADVANCES:

It is our policy to decline all requests for early paychecks or pay advances for personal reasons.

PAY DAY:

Family Innovations LLC employees will be paid on the third Thursday of each month.

PAYROLL DEDUCTIONS:

The following deductions are required by state or federal law:

- Withholding for federal Income tax
- Withholding for the Employee Portion of Federal Income Contribution Act FICA/Medicare
- State
- Tax Liens, Court Orders, and/or Garnishments

PERFORMANCE IMPROVEMENT PROGRAM FOR EMPLOYEES:

Performance Improvement may be suggested whenever the SMT believes that an employee's performance is less than satisfactory and can be resolved through adequate counseling. Corrective counseling is completely at the discretion of company leadership. Family Innovations LLC desires to protect its investment of time and expense devoted to employee orientation and training whenever that goal is in the company's best interests. **Family Innovations LLC expressly reserves the right to discharge "at will."** Even if corrective counseling is implemented, it may be terminated at any step. Leadership, in its sole discretion, may warn, reassign, suspend or discharge any employee at will, whichever it chooses and at any time.

Family Innovations LLC expects employees to meet the standards set for high quality work performance and conduct. Corrective action, however, may be necessary from time to time for the efficient operations of the agency. Forms of corrective action may include verbal counseling, written warnings and reprimands, probationary status, suspension from work,

and discharge.

Family Innovations LLC will administer the Performance Improvement Program with the discretion to use any level the agency sees fit for the issues being disciplined, and may choose NOT to use progressive counseling procedures and immediately discharges an employee. Any disciplinary actions taken by a supervisor must be documented in writing, signed by the employee and supervisor, and a copy forwarded to the office for inclusion in the employee's personnel file.

The degree of corrective action, whether first offense or one of several, will be determined by Family Innovations LLC in its sole judgment and discretion, and will primarily depend on the gravity of the offense and the circumstances under which it occurred. Certain major offenses could require immediate disciplinary review status and/or suspension or discharge, without recourse to the forms of disciplinary action.

The supervisor will determine the course of action best suited to the circumstances. The steps in performance improvement are as follows:

Verbal warning: As the first step in correcting unacceptable performance or behavior, the supervisor should review pertinent job requirements with the employee to ensure his/ her understanding of them. The supervisor should consider the severity of the problem, the employee's previous performance reviews and all of the circumstances surrounding the particular case. Stating that a written warning, probation or possible termination could result if the problem is not resolved should indicate the seriousness of the performance or misconduct. The employee should be asked to review what has been discussed to ensure his/ her understanding of the seriousness of the problem and the corrective action necessary. The supervisor should document the verbal counseling for future reference immediately following the review.

Written counseling: If the unacceptable performance or behavior continues, the next step should be a written warning. Certain circumstances, such as violation of a widely known policy or safety requirement, may justify a written warning without first using verbal counseling. The written warning defines the problem and how it may be corrected. The seriousness of the problem is again emphasized, and the written warning shall indicate that probation or termination or both may result if improvement is not observed. Written counseling becomes part of the employee's personnel file, although the supervisor/manager may direct that the written warning be removed after a period of time, under appropriate circumstances.

Probation: If the problem has not been resolved through written counseling or the circumstances warrant it, or both, the individual should be placed on probation. Probation is a serious action in which the employee is advised that termination will occur if improvement in performance or conduct is not achieved within the probationary period. The employee's supervisor/manager, after review of the employee's corrective counseling documentation, will determine the length of probation. Typically, the probation period should be at least two weeks and no longer than 60 days, depending on the circumstances. A written probationary

notice to the employee is prepared by the supervisor. The letter should include a statement of the following:

- The specific unsatisfactory situation;
- A review of oral and written warnings;
- The length of probation;
- The specific behavior modification or acceptable level of performance;
- Suggestions for improvement;
- A scheduled counseling session or sessions during the probationary period; and
- A statement that further action, including termination, may result if defined improvement or behavior modification does not result during probation.
- "Further action" may include, but is not limited to, reassignment, reduction in pay, grade or demotion.

The supervisor should personally meet with the employee to discuss the probationary letter and answer any questions. The employee should acknowledge receipt by signing the letter. If the employee should refuse to sign, the supervisor may sign attesting that it was delivered to the employee and identifying the date of delivery. The probationary letter becomes part of the employee's personnel file.

On the defined probation counseling date or dates, the employee and supervisor will meet to review the employee's progress in correcting the problem which led to the probation. Brief written summaries of these meetings should be prepared with copies provided to the employee.

At the completion of the probationary period, the supervisor will determine whether the employee has achieved the required level of performance and to consider removing the employee from probation, extending the period of probation or taking further action. The employee is to be advised in writing of the decision. Should probation be completed successfully, the employee should be commended, though cautioned that any future recurrence may result in further disciplinary action.

Minor violations: Less serious violations that have some effect on the continuity, efficiency of work, safety, and harmony within the company. They typically lead to corrective counseling unless repeated or when unrelated incidents occur in rapid succession. The following list is not all inclusive:

- Excessive tardiness;
- Unsatisfactory job performance;
- Interfering with another employee's job performance;
- Excessive absenteeism;
- Failure to observe working hours, such as the schedule of starting time, quitting time;
- Performing unauthorized personal work on company time;
- Failure to notify the supervisor of intended absence either before or within one hour after the start of a shift; or

- Unauthorized use of the company telephone or computers for personal business

Major Violations: These more serious violations would include any deliberate or willful infraction of company rules and may preclude continued employment of an employee. The following list is not all inclusive:

- Fighting on company premises;
- Repeated occurrences of related or unrelated minor violations, depending upon the severity of the violation and the circumstances;
- Any act which might endanger the safety or lives of others;
- Departing company premises during working hours for personal reasons without the permission of the supervisor;
- Bringing firearms or weapons onto the company premises;
- Deliberately stealing, destroying, abusing, or damaging company property, tools, or equipment or the property of another employee or visitor;
- Disclosure of confidential company information to unauthorized persons;
- Willfully disregarding company policies or procedures;
- Willfully falsifying any company records;
- Willfully deleting any files and company records;
- Employee's conviction for or confession to fraud, misappropriation, embezzlement, theft or the like against the company;
- Employee's conviction of a felony or a crime involving moral turpitude;
- If Employee performs any intentional act which damages the reputation of the company;
- Employee's conviction for or confession to sexual harassment in any form towards employees of the company or anyone affiliated with the company; or
- Employee's excessive absence from performing his duties for the company, as determined by the company, in the company's sole and absolute discretion.

Involuntary Termination: The involuntary termination notice is prepared by the supervisor with concurrence of, and review by, the SMT. The employee is notified of the termination by the supervisor and will be directed to report to the SMT for completion of termination documentation. Involuntary termination is reserved for those cases that cannot be resolved by corrective counseling or in those cases where a major violation occurs.

The following definitions and classification of violations, for which corrective counseling, performance improvement or other disciplinary action may be taken, are merely illustrative and not limited to these examples. A particular violation may be major or minor, depending on the surrounding facts or circumstances.

Employees who believe that they have been disciplined too severely or without good cause are encouraged to utilize the employee problem solving procedure.

PERFORMANCE REVIEWS:

All Family Innovations LLC staff shall receive, at least once per year, a performance appraisal, which will objectively assess their performance and accomplishments relative to their job description.

Standardized forms will be used to record all performance appraisal and all individuals managing the staff member being evaluated will contribute to the review. These records will be used to help determine salary reviews, advancements, transfers, lay-offs and other personnel actions, which are based on merit.

Family Innovations LLC staff will be given the opportunity to review and make copies of their performance appraisals. Staff is encouraged to include written comments on the appraisal. Employees who disagree with appraisals are encouraged to discuss areas of disagreement with their manager. Employees must sign and date their review after all comments have been noted. Performance review become a permanent part of the employee personnel file. The information will be held in strict confidentiality, and may only be released to a third party with the prior written approval of the staff member.

Family Innovations LLC maintains an employee performance review system that is designed to assess, maintain and improve staff competence. Employee performance reviews are conducted annually. Family Innovations LLC reserves the right to assess the employee's competence to perform the assigned duties at any time. Family Innovations LLC has adopted a management by objective approach to performance reviews. It is the supervisor's responsibility to develop and maintain a work environment in which employees can openly discuss performance and develop plans.

PERSONAL APPEARANCE OF EMPLOYEES:

Employees are expected at all times to present a professional, businesslike image to clients, prospects, and the public. Acceptable personal appearance, like proper maintenance or work areas, is an ongoing requirement of employment. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Family Innovations LLC may allow employees to dress in a more casual fashion than is normally required. On these occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped or disheveled clothing, or similarly inappropriate clothing.

POLITICAL ACTIVITIES:

In recognition of its responsibilities as a business citizen, Family Innovations LLC encourages its employees to accept the personal responsibility of good citizenship, including participation in civic and political activities, in accordance with their interests and abilities.

Each employee of Family Innovations LLC enjoys a special, confidential, and trusted relationship with the agency. Our public trust, confidence, and business reputation are assets that can be preserved only if all of its employees maintain the highest standards of integrity,

credibility, confidentiality, and business ethics at all times.

Employees are expected to act in the best interests of the agency and to refrain in any way from placing themselves in a position that might give the appearance of impropriety or that might produce a conflict between their self-interest and the interests of the agency. A conflict of interest occurs when an employee's personal interests interfere or conflict, or appear to interfere or conflict, in any way with the agency's interests and may also arise when an employee or a member of his or her family receives improper personal benefits as a result of his /her position.

Family Innovations LLC accepts the basic democratic principle that all employees are free to make their own individual decisions in civic and political matters. No political activities or solicitations will be carried on within company premises.

Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of, or in concert with, any individual candidate for political office, or of a political party, which seek to influence the election of candidates to federal, state, or local offices.

PROBLEM SOLVING POLICY:

It is the desire of Family Innovations LLC that employees have an opportunity to present their work-related complaints and to appeal leadership decisions through a dispute resolution or problem solving procedures. Family Innovations LLC will attempt to resolve promptly all disputes/problems that are appropriate for handling under the policy.

PRODUCTIVE WORK ENVIRONMENT:

Family Innovations LLC will provide a productive work environment and will not tolerate verbal or physical conduct by any employee which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

Employees are to act in a professional manner and help Family Innovations LLC maintain a productive work environment. All employees are to understand that no form of harassment will be tolerated.

PROMOTIONS:

Every attempt is made to promote existing employees into vacant positions when qualified applicants exist.

RATES OF PAY/PAY GRADES:

Family Innovations LLC evaluates each job position on a regular basis. Each position is evaluated considering factors such as education, experience requirements, position

demands, accountability, and relative compensation. Based on these factors, each position is assigned a pay grade which identifies a pay range for that position. An individual's placement within that range depends on experience and individual job performance.

Family Innovations LLC will not pay wages to any employee at a rate less than the company pays employees of the opposite sex for work that is substantially equivalent requiring comparable skills. This policy applies to appropriate federal and state laws and regulations.

An employee's rate of pay is confidential business information and not to be shared with other employees.

REFERENCES ON PAST AND PRESENT EMPLOYEES:

All reference requests concerning current or former employees of Family Innovations LLC will be referred to the Office. The agency will only give the following information:

Date of hire, all positions held, and date of termination and whether or not past employee is eligible for rehire.

RETURN TO WORK after SERIOUS INJURY OR ILLNESS:

As a joint protection to the employee and the company, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than three days or which may limit the employee's future performance of regular duties or assignments.

Family Innovations LLC's SMT shall ensure that employees who return to work after a serious injury or illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

If the cause of the employee's illness or injury was job-related, the employee's supervisor will make every reasonable effort to assign the returning employee to assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before recovery can be assumed.

SAFETY:

Family Innovations LLC strives to provide its employees with a safe and healthful workplace environment. To accomplish this goal, both leadership and employees must diligently undertake efforts to promote safety.

All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In the case of serious injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an

injury or illness may preclude or delay the payment of any benefits to the employee and could subject Family Innovations LLC to fines and penalties.

Safety is a part of each employee's job. The safety and well-being of the organization's clients, guests, and employees presents a 24-hour challenge. It is in the interest of each employee that he/she be a safe worker and that he/she correct unsafe situations and/or call the situation to the attention of supervision.

Most accidents are preventable through proper use and maintenance of equipment and facilities, alertness on the job, and thorough housekeeping practices. Incident reports should be filed by employees when they see unsafe situations or when accidents occur. Incident reports should be given to the supervisor and routed to the Director. A copy of work related incident reports are to be sent immediately to the corporate office to approve payment of emergency room bill when appropriate. The supervisor is responsible for completeness and accuracy of the incident report.

SEXUAL HARASSMENT:

Specifically, supervisors, staff or clients will not threaten or insinuate either explicitly or implicitly that a staff member's refusal to submit to sexual advances will adversely affect the staff member's employment, evaluation, wages, advancement, assigned duties, shifts or any other condition of employment or career development. Other sexually harassing conduct that creates a hostile working environment, whether committed by managers, staff members, clients or vendors is also prohibited by FI. Such conduct includes:

1. Unwelcome sexual flirtations, advances or propositions;
2. Verbal abuse of sexual nature;
3. Verbal comments about an individual's body;
4. Sexually degrading words used to describe an individual;
5. Jokes and stories of sexual nature.
6. Inappropriate physical contact such as touching in a sexual manner, purposefully bumping into a client or other staff member in a sexual manner, etc.
7. Sexual jesters such as mimicking sexual intercourse, grabbing crotch area, etc.

Any Family Innovations LLC staff member who believes that he or she has been the subject of sexual harassment should report the alleged act immediately (the same day) to his/her manager, the SMT or the Corporate Compliance Officer. The one receiving the report will document receipt of complaint and will make every effort to ensure that complaints are resolved promptly and efficiently. The complaint will be investigated and the staff member(s) involved will be advised of the findings. All findings related to the investigation will be kept confidential. Any Family Innovations LLC supervisor or staff member who is found, after appropriate investigation, to have engaged in sexual harassment of another Family Innovations LLC staff member will be subject to appropriate disciplinary actions, up to and including termination.

SMOKING/TOBACCO/ILLEGAL DRUG USE:

Family Innovations LLC offers a tobacco-free environment to all staff and clients. No tobacco is allowed inside any of the agency's buildings or vehicles. Tobacco use is allowed on Family Innovations LLC property in designated smoking areas only.

Under no circumstances is tobacco use allowed in the presence of clients. Additionally, there shall be no illegal drugs on the premises.

TERMINATION OF EMPLOYMENT

Terminations are to be treated in a confidential and professional manner by all concerned. The supervisor/department manager must assure thorough, consistent and evenhanded termination procedures. This policy and its administration will be implemented in accordance with the company equal opportunity statement.

Terminated employees are entitled to receive all earned pay, including vacation pay; excluding sick pay.

Termination occurs through one of the following actions:

Resignation: Voluntary termination by the employee

Dismissal: Involuntary termination for substandard performance or misconduct

Layoff: Termination due to reduction of the work force or elimination of a position

Resignation: Employee gives written notice of their intention to leave employment:

- Salaried employees- thirty (30) calendar day notice
- Non-salaried employees fourteen (14) calendar day notice and/or 80 work hours

If an employee resigns to join a competitor; or other conflict of interest; or if the employee refuses to reveal the circumstances or relationship of his or her resignation; leadership may require the employee to leave the company immediately rather than work during the notice period. This is not to be construed as a reflection upon the employee's integrity but an action in the best interests of business practice. When immediate voluntary termination occurs for the above reasons, the employee may be granted pay "in lieu of notice," the maximum being two weeks of pay based upon a 40-hour workweek at the employee's straight-time rate or salary.

Dismissal:

Substandard Performance: An employee may be discharged if his or her performance is unacceptable. The supervisor/manager shall have counseled the employee concerning performance deficiencies, provided direction for improvement, and warned the employee of possible termination if performance did not improve within a defined period of time. The

supervisor/manager is expected to be alert to any underlying reasons for performance deficiencies such as personal problems or illegal drug abuse. The management team must concur in advance of advising the employee of discharge action. Documentation to be prepared by the supervisor/manager shall include reason for separation, performance history, corrective efforts taken, alternatives explored and any additional pertinent information.

Misconduct: An employee found to be engaged in activities such as, but not limited to, theft of company property, insubordination, conflict of interest or any other activities showing willful disregard of company interests or policies will be terminated as soon as the supervisor/manager and management team have concurred with the action.

Termination resulting from misconduct shall be entered into the employee's personnel file. A separation letter will be mailed to the employee. No salary continuance or severance pay will be allowed.

Layoff: When a reduction in force is necessary or if one or more positions are eliminated, employees will be identified for layoff after evaluating the following factors:

1. Company work requirements;
2. Employee's abilities, experience, and skill;
3. Employee's potential for reassignment within the organization; and
4. Length of service.

The supervisor will notify employees of a layoff. After explaining the layoff procedure, the employee will be given a termination letter describing the conditions of the layoff. After consultation with the employee's supervisor, the employee will follow one of the following procedures:

The employee will be terminated immediately and will receive, in lieu of notice, a severance pay for two weeks unless a different severance package is specified in the termination clause of his/her employment agreement. The payment will be based on a 40-hour work week at the employee's straight time rate or salary.

Involuntary Termination: The involuntary termination notice is prepared by the supervisor/manager with concurrence of, and review by, the Accounting department. The employee is notified of the termination by the supervisor/manager and will be directed to report to the Accounting department for debriefing and completion of termination documentation. Involuntary termination is reserved for those cases that cannot be resolved by corrective counseling or in those cases where a major violation has occurred which cannot be tolerated.

The following definitions and classification of violations, for which corrective counseling, performance improvement or other disciplinary action may be taken, are merely illustrative and not limited to these examples. A particular violation may be major or minor, depending on the surrounding facts or circumstances.

Termination Processing Procedures: The supervisor must immediately notify the leadership team of the termination so that a termination letter can be initiated. All outstanding advances charged to the terminating employee will be deducted from the final paycheck by accounting department. On the final day of employment, the supervisor must receive all keys and company property from the employee. The employee will pick up his or her final payroll check at the time of the exit interview. The final check shall include all earned pay and any expenses due the employee.

TIME OFF:

Paid time off (PTO)

All full-time salaried employees (40 hours per week) will receive PTO and its accrued monthly. Employees must be with the company for a full 90 calendar days prior to receiving PTO. **PTO is used for vacation and or sick time.**

PTO is based on the length of services with the agency as follows:

0 – 2 years	10 PTO days per year
2 – 5 years	15 PTO days per year
5 – 10 years	20 PTO days per year

PTO leave is accrued on the last day of the month only when an employee is in a paid status for the entire month. PTO leave may not be accrued and/or carried from one year to the next (based on the employee's anniversary of employment). Maximum accrual for leave is twenty days per year.

A "PTO Leave Request Form" must be completed in advance of requested time off and given to the supervisor to ensure coverage for time off and forwarding up the appropriate channels. Before leave request form is signed, employee must find a replacement staff to be on call for the caseload.

Requests are granted upon approval of the Manager and subject to program needs. In some departments, it may be necessary to schedule leave days during certain weeks of the year or to designate other weeks as "no vacation" periods. Leave time may be taken by the week, day, or half day (4 hours). Not more than ten (5) consecutive days may be taken without approval from the SMT in writing.

Examples of when an employee will not be paid for leave upon termination of employment include:

- Failure of an employee to provide and work out a two (2) week notice or four (4) weeks for licensed staff upon resignation.
- Termination of an employee for violating/breaking company rules or breaking the law while on the job.

A doctor's statement is required for more than three (3) consecutive day's absence due to illness OR, at the discretion of the supervisor, when an accumulation of scattered absences seems to establish a pattern of illness OR when contagious disease such as the flu are in evidence. Family Innovations LLC may request and obtain verification of the circumstances surrounding any use of sick leave. Family Innovations LLC staff, at their discretion, may use leave to care for ill family members living in the household.

Holiday: The following ten (10) holidays are declared paid holidays for Family Innovations LLC staff during which the offices will be closed. If a holiday falls on a Saturday, it will be observed on the preceding Friday; if a holiday falls on a Sunday, it will be observed on the following Monday. Any deviation from this plan will be posted.

Holidays are:

<i>New Year's Day</i>	
<i>Martin Luther King's Birthday</i>	
<i>Good Friday</i>	<i>Friday before Easter</i>
<i>Memorial (Decoration) Day</i>	<i>Last Monday in May</i>
<i>Independence Day</i>	<i>July 4th</i>
<i>Labor Day</i>	<i>1st Monday in September</i>
<i>Thanksgiving Day (2 days)</i>	<i>4th Thursday in November</i>
	<i>Following Friday</i>
<i>Christmas Day (2 days)</i>	<i>December 25th</i>
<i>The two days for Christmas will be announced as to which day will accompany the 25th.</i>	

Leaves of Absence:

Military Leave of Absence: A military leave of absence will be granted if an employee is absent in order to serve in the uniformed services of the United States for a period of up to five years (not including certain involuntary extensions of services). Employees, who have satisfactory work performance and return from service in the Armed Forces, the Military Reserves, the National Guard, or certain Public Service positions, will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length-of-service pay increases as required by applicable federal or state law.

Maternity Leave: Up to forty (40) days of time off may be taken for maternity leave. This includes accrued sick leave and accrued annual leave time, after which any additional approved leave becomes leave without pay. Any leave without pay must be approved by the Owner.

Personal Leave of Absence: May be granted by the CEO. Personal leaves of absence are unpaid.

Benefits under the leave of absence:

Holidays: To be paid for a holiday, an employee must be in active pay status the day before

and the day after the holiday. Employees are not eligible to receive pay for any holiday during the leave period.

PTO: No PTO hours are earned during the leave period. Employees requesting a leave of absence for medical or military reasons may choose to use all earned vacation before beginning leave of absence. Employees requesting personal leave of absence must use all earned vacation before beginning leave of absence.

Administrative Leave: Administrative leave will only be considered for full time employees, must be approved by the Owner on the 'Time off Request Form'. This category includes but is not limited to: National Guard activation, military reserve duty, jury duty and subpoenaed witness leave. Leave for military duty or jury duty may be with regular pay or the employee may choose to accept their reimbursement from the military or jury duty up to a maximum of three (3) weeks per year. If employee accepts their Family Innovations LLC regular pay the reimbursement from military or jury duty must be given to Venida Croslin in the office. In no case may an employee be paid by the corporation and another source for the same period of time. Support documentation must be filed by Family Innovations LLC staff.

Required Administrative Leave: Family Innovations LLC reserves the right to place staff on paid or unpaid administrative leave, at the discretion of the SMT to resolve issues in the workplace that the individual is directly or indirectly involved in. This may include a staff member's inability to complete daily work assignments, after the issues has been discussed and documented with staff member and the member has been given the opportunity to resolve the issue. If staff still hasn't completed daily work assignments, Family Innovations LLC reserves the right to require staff to complete the assignment without pay and on their own time.

USE OF FAMILY INNOVATIONS LLC TELEPHONES:

All telephones in Family Innovations LLC work locations are the private property of the agency. They are intended for business use only. Any deviation of that could result in the use of the Performance Improvement Plan.

VACCINATIONS:

Employees are required to obtain a TB test BEFORE hire. The cost shall be incurred by potential staff.

DRUG TEST:

Employees are required to obtain a drug test. The cost shall be paid by Family Innovations LLC.

VISITORS:

Safety regulations for visitors require that all check into the main office of the building they are visiting.

Law enforcement or government officials, including health or fire inspectors, shall be directed immediately to the Director who shall determine proper governmental authority, review court orders or subpoenas, and assist the law enforcement or government officials in a manner which provides full cooperation with minimal disruption to company operations.

WORK WEEK/ HOURS/ SCHEDULES:

Most regular, full-time, non-exempt employees work eight hours per day. Efforts will be made to insure that work hours do not exceed forty (40) hours in a one week period. Work days and hours will be based on operational needs of the location or program.

MILEAGE:

It is a requirement that staff transport individuals. Family Innovations LLC has a credit card to be used for gas purposes. See Nakeesha Parks if you need gas to transport an individual.

EMPLOYEE CODE OF ETHICS:

1. I will not discriminate against or refuse professional services to anyone on the basis of race, color, creed, age, sex, religion, disability or nationality.
2. I will not use my professional relationship to further my own interests.
3. I will evidence a genuine interest in all persons served, and do hereby dedicate myself to their best interests and helping them help themselves.
4. I will respect the privacy of persons served and hold in confidence all information obtained in the course of professional service.
5. I will maintain confidentiality when storing or disposing of client records.
6. I will maintain a professional attitude, which holds confidentiality towards individuals served, colleagues, applicants and Family Innovations LLC.
7. I, upon termination, will maintain client and co-worker confidentiality, and I will hold as confidential any information I obtained concerning Family Innovations LLC.
8. I will respect the rights and views of my colleagues, and treat them with fairness, courtesy and good faith.
9. I will not exploit the trust of the public or my co-workers. I will make every effort to avoid relationships that could impair my professional judgment.
10. I will not engage in or condone any form of harassment or discrimination.
11. I will not permit fellow staff to present themselves as competent or to perform services beyond their training and/or level of experience.
12. I will respect the confidences of my co-workers.
13. When I replace a colleague or am replaced, I will act with consideration for the interest, character and reputation of the other professional.
14. I will extend respect and cooperation to colleagues of all professions.
15. I will not assume professional responsibility for the clients of a colleague without appropriate consultation with that colleague.
16. If I see the client of a colleague during a temporary absence or emergency, I will serve that client with the same consideration afforded any client.
17. If I have the responsibility for employing and evaluation staff performance, I will do so in a responsible, fair, considerate and equitable manner.
18. If I know that a colleague has violated ethical standards, I will bring this to my colleague's attention. If this fails, I will report the activity to my manager.
19. I will accurately represent my education, training, experience and competencies as they relate to my profession.
20. I will correct, when possible, misleading or inaccurate information and representations made by others concerning my qualifications or services.
21. If serving as a manager, I will make certain that the qualifications of persons I supervise are honestly represented.
22. I will abide by Family Innovations LLC policies related to public statements.
23. I have total commitment to provide the highest quality of service to those who seek my professional assistance.
24. I will continually assess my personal strengths, limitations, biases and effectiveness.
25. I will strive to become and remain proficient in professional practice and the performance of professional functions.
26. I will not advise on problems outside the bounds of my competence.
27. I understand that violation of this code may be grounds for dismissal

RECEIPT OF EMPLOYEE HANDBOOK:

Staff Name (printed)

Date

I have received a copy of the Employee Handbook and have had the opportunity to read it or have had it read to me. I understand that I am responsible for the information contained in this handbook. I understand that this handbook is intended to provide a condensed version of the policies, procedures, rules and ethics most often applied to day-to-day work activities and has been prepared for the information and guidance of staff working at Family Innovations LLC. I understand that some of the information will change from time to time because policies are under constant review and are revised when appropriate. I understand that I will be notified in writing if the changes directly affect my employment or expectation of job performance. I understand that other changes will be discussed in staff meetings.

I understand that I have a right to read all Family Innovations LLC policy and procedures and may do so by contacting the SMT either in writing or by e-mail requesting an appointment at the office to be able to sit down and fully read them.

I agree that my employment is terminable at-will, so that both Family Innovations LLC and I remain free to end our work relationship. I understand that there is no guarantee of employment made to any staff member, either expressly or implies, in this handbook.

Employee Signature/Date

I have read the title Code of Ethical Conduct and understand that I am responsible for the information it contains. I have been given the opportunity to ask questions about the policy.

Employee Staff Signature/Date

I have answered this employees questions to the best of my ability, those questions I could not answer I forwarded to the SMT for a reply.

Supervisor or Administration Employee Signature/Date

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