



SENIOR SERVICES

HUMAN RESOURCES MANUAL

Updated 12/16/2024

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STATEMENT OF DISCLOSURE

This handbook is not intended to be and may not be viewed as an employment contract. All employees serve at will, and Senior Services, Inc. is free to change the terms of the employment relationship or terminate employment at any time for any reason, unless the employee has an express written contract stating a specific duration of employment with Senior Services. Senior Services' ability to terminate employment at will includes but is not limited to reasons specified in this handbook. This at-will employment cannot be changed or modified regardless of any verbal statements made by any employees of Senior Services. Employees are also free to terminate their employment relationship with Senior Services at any time for any reason (subject, however, to any non-competition requirements). There are no contracts of employment unless in writing and approved and signed by an officer of Senior Services.

Furthermore, while Senior Services has attempted to answer many questions you may have about working at Senior Services, this manual is not intended as a complete guide. The information in the manual is subject to change as appropriate, and you will be notified when changes occur. Senior Services reserves the right to amend its practices and this manual at any time in its sole discretion. This manual supersedes all previously issued ones. If you have any specific questions, please direct them to your supervisor.

INTRODUCTION

Senior Services, Inc. is a private, nonprofit agency providing care and quality services to elderly people who need assistance in the community. The mission of Senior Services is to provide and coordinate creative, quality services that enable senior adults to live as independently as possible; thereby enabling them to live out the remainder of their lives with dignity. With concern for those who care for senior adults, we also strive to assist caregivers through services and education that will benefit them.

Individuals who cannot afford to pay for services are of special concern to Senior Services and receive assistance to every extent possible through philanthropic contributions and available public funds. Each employee of Senior Services plays a critical role in ensuring that services are delivered in a professional and caring manner. Employees will also work with volunteers who greatly enhance our ability to help seniors live with dignity and purpose. We strive to provide volunteers with experiences that they will find meaningful and impactful while fully utilizing their talents and passions.

The information contained in this document is designed to acquaint employees with the policies and regulations of Senior Services. Each employee is expected to become acquainted with the policies as well as the philosophy behind them. The pride and loyalty that employees have in their work and in this organization are a direct reflection of the spirit, goals, and purposes of Senior Services.

ORGANIZATIONAL COMPLIANCE

BOARD-STAFF RELATIONSHIPS AND THE ROLE OF THE PRESIDENT AND CEO

As a 501(c)(3) nonprofit organization, the Board of Trustees is the governing body of Senior Services. All employees must work within the framework of policies established by the Board of Trustees, but employees work specifically for the President and CEO and their designated supervisor. The Board of Trustees is charged with setting policies and general procedures for the operation of the organization, including employing and evaluating the President and CEO. The President and CEO is the chief operating officer of the organization and is responsible for its administrative leadership and the day-to-day operation of the agency.

CODE OF ETHICS

At Senior Services, Inc. the President and CEO and the Chief Operating Officer are responsible for establishing standards of behavior and for overseeing compliance. It is each employee's responsibility to comply with these standards. Employees may encounter a variety of ethical and legal questions and issues. Such questions and issues must be dealt with in a manner consistent with the agency's core values, that is, in an ethical and lawful manner. Senior Services, Inc. expects and, in fact, requires that its employees behave ethically and obey the law. Various policies and procedures provide specific guidance relating to a variety of ethical and legal questions and issues.

The purpose of this Code of Ethics is to provide employees with overarching guidance relative to the agency's expectations and requirements.

Reporting Unethical or Unlawful Behavior

If an employee becomes aware of unethical or unlawful behavior, they must inform senior management as soon as practicable. Prompt and thorough attention will be paid to the matter. There will be no retaliation for the reporting of such matters as stated in the agency's Whistleblower Policy. However, it must be understood clearly that knowingly making a false report of unethical or unlawful behavior will result in the employee making the false report becoming subject to disciplinary action, which may include termination.

Individual Employee Conduct

Senior Services' reputation is a critical aspect of its ability to provide services to its participants. To maintain that reputation, employees must behave ethically and follow the law. It is no exaggeration to state that the Agency's reputation is in the hands of each employee—all day, every day. If senior management determines that an employee's conduct on or off the job adversely impacts that employee's performance, that of other employees, or Senior Services legitimate interests, that employee will be subject to disciplinary action, which may include termination.

The Work Environment

Senior Services, Inc. strives to maintain a healthy, safe and productive work environment, which is free from discrimination or harassment. Moreover, Senior Services, Inc. will not tolerate sexual advances, actions, comments or any other conduct in the workplace that creates, in the judgment of senior management, an intimidating or otherwise offensive environment. Similarly, the use of racial or religious slurs--or any other remarks, jokes or conduct that, in the judgment of senior management, encourages or permits an offensive work environment--will not be tolerated.

If an employee believes that they are subject to discrimination, harassment or intimidating or otherwise offensive conduct, they should let senior management know. The complaint of such conduct will be reviewed promptly. (See Senior Services, Inc. Harassment Policy in the Human Resources Manual for details.) Employees found to have engaged in harassment or discrimination, or to have misused their positions of authority in this regard, will be subject to disciplinary action, which may include termination.

Other conduct prohibited because of its adverse impact on the work environment includes: threats; violent behavior; the possession of weapons of any type; the use of recording devices for other than senior management approved purposes; and, the use, distribution, sale or possession of illegal drugs or any other controlled substance, except for approved medical purposes. In addition, employees may not be on the premises or in the workplace if they are under the influence of or are under the effect of illegal drugs, controlled substances used for non-medical purposes, or alcoholic beverages.

Consumption of alcoholic beverages on the premises is permitted only, with senior management's approval.

Employee, Participant and Volunteer Privacy

Senior Services, Inc. collects and maintains personal information which relates to employment, including medical and benefit information, service eligibility and volunteerism. Access to such information is restricted to employees with a need to know. Personal information is normally released to outside parties only with employee, participant or volunteer approval. Senior Services may release personal information to verify employment or for appropriate investigatory, business or legal reasons. Employees who have access to personal information must ensure that the information is not disclosed in violation of Senior Services' policies or practices.

Personal items, messages or information that an employee considers private must not be placed or kept anywhere in the electronic office systems, desks, credenzas, lockers or offices. Senior management has the right to access these areas. Additionally, in order to protect its employees and assets, senior management may ask to search an employee's personal property, including briefcases and bags, located on or being removed from agency locations. The employee is expected to cooperate with such a request for access. However, employees must not access another employee's workspace, including electronic files, without prior senior management approval.

Protecting Senior Services' Assets

Senior Services, Inc. possesses a variety of assets and protection of these assets is critical. Their loss, theft or misuse jeopardizes the future of Senior Services. Employees are personally responsible for protecting these assets entrusted to them and for helping to protect Senior Services assets in general. Employees will exercise responsible stewardship of Senior Services' resources.

Gifts

Gifts can range from widely distributed advertising novelties of nominal value, which you may give or accept, to bribes, which you unquestionably may not give or accept. Gifts include not only material goods, but also services, promotional premiums and discounts. The following are Senior Services' guidelines relating to giving and receiving gifts. Exceptions may be approved only by the President and CEO or Chief Operating Officer, but those exceptions must not be prohibited by law.

Business Amenities:

You may give or accept customary business amenities, such as meals and entertainment, provided the expenses involved are kept to a reasonable level and are not prohibited by law.

Receiving Gifts:

Neither you nor any member of your family may solicit or accept a gift that could influence or could reasonably give the appearance of influencing Senior Services' relationship with the intended giver. However, unless Senior Services, Inc. has specified

to the contrary, you may accept promotional premiums and discounts offered by transportation companies, hotels, auto rental agencies and restaurants, if they are based upon membership in bonus programs for individuals and are offered to travelers generally. Furthermore, you may accept a gift of nominal value, such as an advertising novelty, when it is customarily offered to others having a similar relationship with giver. If you have any doubts about a particular situation, you should consult with your supervisor. If you are offered a gift which has more than nominal value or which is not customarily offered to others, or money, or if either arrives at your home or office, inform your manager immediately. Appropriate arrangements will be made to return or dispose of what has been received.

Personal Time

A conflict of interest may arise if an employee engages in any activities or advances personal interests, at the expense of Senior Services' interests. It is up to the employee to avoid situations in which loyalty may become divided. Moreover, an employee may not perform non-agency work or solicit for an outside business on Senior Services' property or while working on Senior Services' time. Employees are not permitted to use agency assets, including equipment, telephones, materials, resources or proprietary information for any outside work.

Participation in Political Life

Senior Services, Inc. will not make contributions or payments to political parties or candidates. Also, the company will not provide any other form of support that could be considered a contribution. An employee's work time is the equivalent of such a contribution. Therefore, an employee will not be paid by Senior Services for any time spent running for public office, serving as an elected official or campaigning for a political candidate, unless required by law. However, an employee may take reasonable time off without pay for such activities, if his/her duties permit that time off and if his/her supervisor approves it. Vacation time may be used for political activity.

Compliance with Laws, Regulations and Organization Policies

Senior Services, Inc. does not tolerate the willful violation or circumvention of any federal, state, local, or foreign law by an employee during the course of that person's employment; nor does the Organization tolerate the disregard or circumvention of Senior Services, Inc. policy or engagement in unscrupulous dealings. Employees must not attempt to accomplish by indirect means, through agents or intermediaries, that which is directly forbidden. As Senior Services' business is conducted, an employee may encounter a variety of legal issues. If questions relating to specific laws or regulations arise, an employee should consult with his/her supervisor.

AFFIRMATIVE ACTION INFORMATION

Senior Services is fully committed to the concept and practice of equal opportunity and affirmative action in all aspects of employment.

Equal Employment Opportunity Statement

It is the policy of Senior Services not to discriminate on the basis of race, color, sex (including gender identity and sexual orientation), national origin, religion, age, disability, veteran status or any other protected category in all job levels with respect to recruitment, hiring, training, promotion, and other terms and conditions of employment, provided the individual is qualified to perform the essential functions of the work available, with or without reasonable accommodations.

Further, it is the policy of Senior Services to comply with the concepts and practices of affirmative action. The Chief Operating Officer has been designated to administer Senior Services' Affirmative Action Policy and to monitor that policy and make reports on a periodic and continuing basis to the President and CEO.

Accordingly, all employment decisions shall be consistent with the principles of equal employment opportunity (EEO).

All other personnel actions or programs, including but not limited to, compensation, benefits, promotions, transfers, layoff, recall, Company-sponsored training, education, tuition assistance, social and recreational programs will be administered without regard to race, color, sex (including sexual orientation and gender identity), religion, national origin, age, disability, or veteran status.

Affirmative Action Policy

It is the policy of Senior Services to provide equal employment opportunity without regard to race, color, religion, sex, sexual orientation, gender identity, age, disability, national origin, or status as a disabled or Vietnam Era veteran. This policy relates to all phases of employment including, but not limited to, employment placement, upgrading, promotion, demotion, transfer, layoff, recall, termination, rates of pay or other forms of compensation, selection for training and recruitment.

If you have a disability or if you are a qualified disabled veteran or veteran of the Vietnam Era and would like to be accommodated under the Affirmative Action Policy, please advise the Human Resources Manager. Information provided by employees or applicants participating in the plan will be on a voluntary basis and kept confidential except that (1) supervisors and managers may be informed regarding restrictions on the work or duties of a disabled veteran or disabled individual and regarding necessary accommodations and (2) first aid personnel may be informed, when and to the extent appropriate if the condition might require emergency treatment.

Refusal to submit this information or participate in the process will not result in detrimental treatment. Furthermore, there will be no discrimination or harassment against any individual for participation in this policy. Employees and applicants are protected from coercion, intimidation, interference, discrimination, or harassment for filing a complaint or assisting in any investigation under this program.

Affirmative Action Statement

It is the policy of Senior Services to be fair and impartial in all its relations with its employees and applicants for employment without regard to race, color, sex, sexual orientation, gender identity, national origin, religion, age, disability, or veteran status. Employment will be based on the principles of Equal Employment Opportunity.

Senior Services will work to ensure that hiring, promotion, training, and transfer decisions are in accord with principles of Equal Employment Opportunity by imposing only valid position requirements. Senior Services will also ensure that all other personnel actions such as, but not limited to, compensation (including rates of pay), benefits, transfers, layoffs, returns from layoff, terminations, Senior Services sponsored training, education, social and recreational programs will be administered without regard race, color, sex, sexual orientation, gender identity, national origin, religion, age, disability, or veteran status.

Equal Employment Opportunity is a social and economic necessity for Senior Services. Our policy will require Affirmative Action throughout Senior Services.

Responsibility for the Affirmative Action Policy has been assigned to the Chief Operating Officer with all management personnel sharing in this responsibility.

It is Senior Services' commitment that all of the objectives of Equal Employment Opportunity and Affirmative Action shall be fulfilled for all. The cooperation of all employees of Senior Services is expected in meeting these goals.

Problems relating to EEO matters may be discussed with Human Resources at any time.

DIVERSITY, EQUITY AND INCLUSION POLICY

Senior Services, Inc. is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and achievement as well.

We embrace and encourage our employees' differences in age, color, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Our diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; layoffs; terminations; and the ongoing development of a work environment built on the premise of equity that encourages and enforces our Core Values:

Respect for Others

At all times, we are respectful of participants, volunteers, donors, visitors, vendors, co-workers and others, demonstrating civility and an appreciation for the dignity of all people.

Teamwork

Every Senior Services employee is a critical member of our team and is committed to collaboration and compromise towards the achievement of our common goals. We are strengthened by the diversity of our team and affirm the unique contributions of each individual employee.

Integrity

We are committed to being open, honest, and forthright in all we do. The resulting trust ensures a level of efficiency, effectiveness, productivity and service critical to achieving our mission.

Mission-driven Excellence

We are committed to providing the best possible service to our community. To that end, our staff and volunteers are committed to performing quality work to the best of their ability while serving our participants and the community.

All employees of Senior Services, Inc. have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, in all areas of service provision and at all other organization-sponsored and affiliated participative events. All employees are also required to attend and complete diversity awareness training when presented to enhance their knowledge to fulfill this responsibility.

Senior Services has zero tolerance for discrimination of any kind. Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action in accordance with our Disciplinary Action policy.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, Chief Operating Officer, President & CEO or Human Resources, in accordance with our Harassment Policy.

HARASSMENT POLICY

In compliance with Senior Services Equal Employment Opportunity Policy, Senior Services, Inc. does not condone harassment or intimidation of employees based on age, sex, sexual orientation, gender identity, ethnicity, race, religion, national origin, veteran status or disability, and will not be tolerated. Harassment, including that of a sexual nature, violates our Equal Employment Opportunity Policy. Senior Services' work environment should be free from all forms of unlawful harassment and intimidation. The agency will promptly investigate any allegation of harassment, and if it is

determined that harassment has occurred, appropriate disciplinary action, up to and including discharge of the offending employee will be taken.

Harassment is defined as verbal or physical abuse, intimidation based on age, sex, sexual orientation, gender identity, ethnicity, race, religion, national origin, veteran status or disability. No conduct will be permitted that has the effect of creating a hostile or offensive work environment. Conduct that could be construed as harassment includes, but is not limited to:

1. Racial epithets;
2. Jokes about an employee's age, sex, sexual orientation, gender identity, ethnicity, race, religion, national origin, veteran status or disability;
3. Singling out an employee for unfair or adverse treatment because of the employee's age, sex, sexual orientation, gender identity, ethnicity, race, religion, national origin, veteran status or disability.

Under no circumstances may management or supervisory personnel suggest that a subordinate provide sexual favors or submit to sexual harassment under threat of some kind of retaliation on the job. Retaliation may include, but is not limited to, undesirable work assignments, denial of overtime, denial of promotion, lower performance evaluation, or dismissal. Sexual harassment can be defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, regardless of whether designed or intended to promote an intimate relationship. This conduct will be unlawful when:

1. Submission to the conduct is explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of this conduct is a basis for employment decisions; or
3. It has the effect of substantially interfering with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Any form of unlawful harassment, including unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct that has sexual connotations will not be tolerated. Such behavior by vendors and other non-employees who have reason to be on the work premises or who otherwise have dealings with Senior Services' employees also will not be tolerated.

An employee who believes that they are being sexually harassed, or harassed on the basis of age, sex, sexual orientation, gender identity, ethnicity, race, religion, national origin, veteran status or disability should go to his or her immediate supervisor and state the specific details of the harassing behavior. Alternatively, an employee may report such behavior to the President and CEO or Chief Operating Officer. Senior Services' policy is to listen to all reasonable complaints, investigate with due regard for confidentiality and quickly take appropriate action to end the harassing behavior. Employees who violate this policy will be subject to disciplinary action, up to and including terminations.

This system for resolving complaints is available to all employees without fear of retaliation. Management or supervisory personnel who take retaliatory action or

threaten to take retaliatory action are in violation of our policy against harassment and will be subject to disciplinary action, up to and including dismissal. If any employee believes retaliation has resulted from the reporting of sexual or other harassment complaint, the employee should immediately report this to his or her supervisor, the President and CEO, or the Chief Operating Officer.

EMPLOYEE CLASSIFICATION AND PAY

Classification of Employees

Employees of Senior Services are classified according to the number of hours they are regularly scheduled to work and according to whether their positions are covered by provisions of the Fair Labor Standards Act. The Fair Labor Standards Act (FLSA) establishes minimum wage, overtime pay, and record keeping standards in the private sector and in government and applies only to non-exempt employees. (For Senior Services' policies on overtime and compensatory time, see below.) Employees are classified as follows:

Full-Time, Non-Exempt

These are employees regularly scheduled to work 30 hours per week or above who are covered by the FLSA and are eligible to receive benefits for full-time employees as described in this manual. When employees work more hours than their regularly scheduled day, compensatory time off must be taken in the same week to balance their regular workweek, in consultation with employee's supervisor. Overtime pay is calculated when actual hours worked are in excess of 40 hours per week in consultation with employee's supervisor.

Part-Time, Non-Exempt

These are employees who work a consistent schedule and are regularly scheduled to work fewer than 30 hours per week. These employees are covered by FLSA and receive benefits required by law.

Full-Time, Exempt

These are employees regularly scheduled to work 30 hours per week or above in an executive, professional, or administrative position who are exempt from the FLSA as determined by management. Exempt employees include the President and CEO, Chief Operating Officer, all Program Directors, and other staff in positions that meet requirements as defined by the FLSA. They receive benefits for full-time employees as described in these policies, but do not receive and are ineligible for compensatory time or overtime pay.

Part-Time, Exempt

These are employees who work a consistent schedule and are regularly scheduled to work fewer than 30 hours per week in an executive, professional, or administrative

position who are exempt from the FLSA as determined by management and receive benefits required by law.

PRN

PRN is defined as an employee who works occasionally/as needed and not on a regular schedule. PRN employees need to work at least 1 day per 90-day timeframe to remain active. If the employee has not been in contact with their supervisor or worked 1 day within a 90-day timeframe they will be considered to have voluntarily resigned from their position.

Exception to this policy – employees who are away and unable to work (for example due to school or other known obligations) who maintain contact with their supervisor letting them know that they want to continue employment. In this instance, if the employee has not worked within a 6-month timeframe they will be considered to have voluntarily resigned their position.

Temporary

Temporary employees work for a short period of time (i.e., for special projects, relief coverage, etc.). Employees in this classification receive only benefits required by law.

An employee who has questions about their employment classification may consult their supervisor, Human Resources or the Chief Operating Officer for clarification.

Changes in Classification

Full-time to Part-time

If a full-time employee changes classification to become a part-time employee, arrangements will be made for the employee to use all accumulated hours of annual leave before the part-time classification begins. If this is not possible, the employee will be paid for all accrued annual leave. Unused sick leave will be cancelled when the part-time classification begins. Employees will meet with Human Resources to discuss the termination of applicable benefits. The employee's hourly wage does not change unless duties also change. Employees whose hours are reduced to below 30 for an entire month will be changed to part-time status with benefits ceasing.

Part-time or Temporary to Full-time

If an employee is changed to full-time status from either part-time or temporary status and has worked 30 hours or more for consecutive weeks in the job, the employee's full-time status and Trial Service Period began at the time of the increase in hours. However, the employee will not be eligible for benefits until the employee is in the full-time status for 90 days. If an employee has previously been full-time and returns to full-time status within three months, that employee may have some previous benefits reinstated with no waiting period, if so determined by the President and CEO or Chief Operating Officer.

Full-time or Part-time to Temporary

If an employee changes classification to become a temporary employee, the employee's hourly wage does not change unless duties also change. However, a temporary employee receives only benefits required by law and is not automatically eligible for annual pay increases. Arrangements will be made for the full-time employee to use all annual leave before the classification change takes place. If this is impossible, the employee will be paid for all accrued annual leave. Unused sick leave will be cancelled when the temporary classification begins.

Salaries and Wages Increases

Senior Services strives to pay salaries and wages commensurate with comparable organizations. Salaries are annual compensation rates divided equally among pay periods. Wages are hourly compensation rates. The agency pay plan is reviewed annually by management to determine needed adjustments. Salary and wage increases are not automatic but shall be based on the economic health of Senior Services, the performance level of each employee, and the results of the job performance evaluation process. The amount of such increases shall be determined by the President and CEO or Chief Operating Officer in consultation with the designated supervisor and will fall within the approved annual budget allocations and salary and wage scales as set by the Personnel Committee and Board of Trustees.

Pay Days

Employees are paid bi-weekly every other Friday for work done for the two preceding workweeks. Pay is based on the reported hours worked and approved of an employee by his or her supervisor within the pay period. Actual pay is received one week after the close of the 2-week pay period. If a regular payday falls on a bank holiday, employees will be paid on the last working day prior to the bank holiday.

Senior Services provides and encourages direct deposit for each employee's pay. If direct deposit is not elected by the employee, checks or vouchers will be mailed to the employee's home.

Workweek

All work performed by an employee for Senior Services will be calculated and compensated on the basis of the workweek as defined in these policies. For purposes of compensation, the workweek is defined as occurring from the end of the workday on Friday (usually 4:00 PM to 6:00 PM) to the end of the workday the following Friday. The regular number of hours and the schedule that employees work are arranged at the time of employment. Flexible scheduling, such as working from home or temporarily adjusting workday start and end times, may be allowed in certain circumstances with prior manager approval. Managers must give consideration to the impact of the flexible schedule within the department as well as to other departments and positions in the agency before granting such a request.

Compensatory Time

Non-exempt employees earn compensatory time when additional working hours are required or directed by the supervisor. One hour of compensatory time is earned for each additional hour worked. Compensatory time shall be taken off with the approval of the supervisor at a time when it will least interfere with the efficient operation of the agency, within the parameters set forth below.

Non-exempt employees, regularly scheduled to work 40 hours per week, who are required to work more than their regular hours on any day should have their work hours reduced another day in the same workweek so they will not exceed 40 hours in that workweek.

Non-exempt employees regularly scheduled to work less than 40 hours per week, who are required to work more than their regular hours on any day may take the time off the same week or the following week, as long as the hours worked in any given week will not exceed 40 hours. Supervisors are responsible for adjusting hours to stay within the budgeted payroll.

Required work that is considered additional work time includes:

1. Special one-day assignments in another county requiring travel outside normal working hours.
2. Special events requiring productive work outside normal working hours; and
3. Special work assignments that require completion prior to leaving at the end of the day causing the employee to exceed normal working hours.

If a non-exempt employee is required to make an overnight stay, the employee is paid only for those hours that coincide with the employee's regular work hours, even if the event includes a weekend stay, unless work is performed outside regular work hours.

If compensatory time cannot be taken off within the week, thereby making actual time worked during the workweek exceed 40 hours, the time over 40 hours becomes overtime and must be paid as stated below.

Overtime Pay

Overtime is defined as time worked in excess of 40 hours per week. The employee's immediate supervisor as well as the President and CEO or Chief Operating Officer must approve overtime prior to the hours worked.

Non-exempt employees working beyond 40 hours in any given week must be paid at one and one-half times the employee's regular rate of pay for each additional hour worked over 40 hours. Exempt employees are exempt from overtime pay according to the Fair Labor Standards Act.

Mileage Reimbursement

Mileage reimbursement is paid when employees use their personal vehicles in the performance of work. Mileage is not paid for use of a personal vehicle for an employee to travel between home and work or a work site, nor for personal errands added onto a business trip. Mileage will be paid for employees' travel between work sites once they are on the job. If an employee begins their day by traveling to a worksite other than his/her normal worksite, mileage can be reimbursed only to the extent that the mileage incurred exceeds an employee's normal daily commute. When it is convenient to start or end a business trip from an employee's home, mileage reimbursement must be based on the lesser of the distance between that home and the destination OR the distance between the office and the destination.

Mileage reimbursement is paid by Senior Services to employees at the current year's IRS rate. In order to receive mileage reimbursement, mileage records must be kept on Senior Services' forms and approved by the employee's supervisor. The mileage form is also used to request reimbursement for parking fees. Mileage reimbursement requests can be paid via check or added to an employee's paycheck.

EMPLOYEE BENEFITS

OVERVIEW

Senior Services intends to provide employee benefits to assist its employees and to be consistent with employee benefits generally provided in this area. Benefits currently provided for full-time employees include the following:

1. Health Insurance
2. Certain Liability Insurance
3. Life Insurance
4. Long-Term Disability Insurance
5. Health and Dependent Care Flexible Spending Accounts
6. A Retirement Plan (403B)

These benefits are the subject of detailed written plan documents and summary plan descriptions that are available for your review. Those plan documents govern the administration of those employee benefits, so employees are referred to those plan documents for terms and conditions of the benefits, including eligibility.

Other voluntary benefits available to full-time employees include:

1. Dental Insurance
2. Voluntary Life Insurance
3. Vision Plan
4. Short Term Disability
5. Accident and Critical Illness

These voluntary benefits are paid for entirely by the employee. Senior Services reserves the right to amend or terminate each of its benefits at any time with or without notice.

Part-time employees who regularly work at least 40 hours per pay period (20 hours/week) will be eligible to elect vision, dental, voluntary life, short term disability and accidental and critical illness. All part-time employees have the option to start a retirement plan (403B), part-time employees who work 20 or more hours per week are eligible to have their contributions matched by the agency after the employee's first 90 days.

In addition to these benefits, Senior Services makes contributions to Social Security, Workers' Compensation Insurance, and Unemployment Compensation Insurance on behalf of employees.

Finally, Senior Services encourages all employees to take advantage of the knowledge and advice offered by our Elder Care Choices and Help Line departments. These programs can assist employees with any personal questions or concerns they may have with older family members at no charge.

Senior Services strives to provide the most current benefits to its employees; therefore new benefits may be added at any time. Please consult the Human Resources Department for all benefit inquiries.

LEAVE OF ABSENCE

Employees requesting annual leave, sick leave, or other leave should make a request to their supervisor as early as possible to allow arrangements to be made to cover their work responsibilities. Employees may not use paid leave that has not been accrued.

Annual Leave

In the best interests of the employee, Senior Services encourages employees to take periodic annual leave. In addition to vacation, employees may use annual leave for personal errands and short-term absences of less than a full day.

Full-time employees will earn one day of annual leave per their specific accrual rate for each month worked for the first four years of continuous employment. Beginning the fourth year of employment, each employee shall accumulate seventeen days of annual leave per year at the rate of 1.42 days per month. Beginning the tenth year of employment, each employee shall accumulate twenty days of annual leave per year at a rate of 1.67 days per month. The accrual rate table, showing the amount of time accrued per pay period according to the hours worked per day and the years of service is as follows:

| | Hrs worked per day | | | 12 days Vac. & Sick/Year For Less than 4 yrs Service | 17 days Vac/Year For 4-9 yrs Service | 20 days Vac./Year For 10+ yrs Service |
|------|--------------------|----------|----------|--|--------------------------------------|---------------------------------------|
| | Biweekly | Biweekly | Biweekly | | | |
| 8.00 | 3.70 | 5.24 | 6.16 | | | |
| 7.00 | 3.23 | 4.58 | 5.39 | | | |
| 6.00 | 2.77 | 3.92 | 4.62 | | | |

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Full-time employees begin accruing annual leave at their date of hire or date of eligibility but may not use leave until the Trial Service Period ends.

Employees may accrue more than 30 days of annual leave during the calendar year. However, at the end of the year, all leave in excess of 30 days is forfeited and not carried over to the next calendar year.

Approval of annual leave will be based on the needs of the agency and insofar as possible, the request of the employee. Leave requests should be submitted to the employee's supervisor well in advance of the first day of leave. The length of time between requesting and taking leave should be equal to twice the amount of leave requested, e.g., a request for one week's leave should be submitted at least two weeks prior to the first day of leave.

Employees are encouraged to accrue and maintain as much time as possible in the event of an emergency.

Sick Leave

All full-time employees earn one day of sick leave for each month worked according to their specific accrual rate, as shown in columns 1-3 of the table in Section A. Employees begin accruing sick leave from their date of hire or date of eligibility but may not use leave until the Trial Service Period ends.

The maximum number of sick leave days a person can accumulate is 45 days. When the maximum of allowable sick leave days has been reached, the employee will cease to earn additional sick leave.

If eligible employees are sick or injured, they will receive full pay according to their specific accrual rate for each day of illness up to the number of sick days they have accrued. Sick leave may be used for personal illness, personal doctor appointments, pregnancy, childbirth, sickness in the immediate family, and other medical disabilities. Immediate family is defined as spouse, domestic partner, parents, children, siblings, grandparents, grandchildren, and in-laws.

If the employee works part of the day and needs to take the remainder of the day for personal illness including doctor appointments, the employee must use sick time to equal the amount of their specific accrual rate for a day.

If the supervisor becomes concerned with the employee's excessive use of sick leave, the supervisor holds the right to ask the employee to submit a statement from their physician as to the specific nature of their illness. Extreme abuse of sick time or the inability to maintain an adequate balance of time to meet personal needs may ultimately result in disciplinary action, up to and including termination, to the extent permitted by law. Employees are encouraged to accrue and maintain as much sick leave as possible in the event of an emergency.

Bereavement Leave

In the event of the death of a loved one, up to five days of bereavement leave will be granted at regular pay according to the employee's specific accrual rate.

All employees are allowed up to five days of bereavement leave during the calendar year. Should a full-time employee need more than five days off in the event of a death or more than one bereavement leave over the course of a year, additional time off may be taken with the supervisor's approval. Approved additional time off will be charged first to accrued sick leave, then to annual leave, then as leave without pay. Leave without pay must be approved by the President and CEO or Chief Operating Officer.

Inclement weather policy

Senior Services, Inc. is committed to delivering needed services while at the same time operating with safe practices. The following policy regarding inclement weather is written to eliminate or reduce the interruption of services to our participants and to protect participants, employees and volunteers from the risk of personal injury and property damage.

Each program and function of Senior Services, Inc. has very distinct concerns during a time of inclement weather. These concerns must be considered as decisions are made. Maintaining services to our participants must be the first priority. Occasions may arise when a service may have to close due to weather conditions. If it is determined that it is unsafe for participants to travel to the service or for employees or volunteers to access participants' homes, the service may close for the day or close early. The program director along with management will make the determination. Administrative offices, program employees and participants scheduled for service will be notified by the most efficient method.

Even though delivery of services may be canceled, employees, both full-time and part-time, are expected to work their regularly scheduled hours if work is available and it is safe for them to report to work. In this situation neither the Agency nor the service is officially closed. Supervisors are responsible for determining the availability of work. Employees are encouraged to plan ahead for safe travel, making necessary arrangements or securing special clothing and equipment. If an employee considers conditions unsafe, and has work that can be done, and elects not to work, they must notify the appropriate supervisor by their scheduled starting time. Full-time employees electing not to work will use annual leave time. An employee who does not have any accrued annual leave will take leave without pay. Part-time employees electing not to work will receive no pay for that day.

When extreme weather conditions warrant, Senior Services as a whole agency may have an official "CLOSED" day or a particular *service* may be unable to operate and therefore be "CLOSED". Management will announce these decisions. The decision will be made as early as possible to keep employees from unnecessary exposure. Calling Trees are in place throughout the Agency to inform employees individually and promptly of the decision. Closing information is also available via voice mail on Senior Services

main telephone line. All employees, both full-time and part-time, receive pay for "CLOSED" days for their regularly scheduled hours.

If the weather conditions worsen during the workday, a specific service or services or the whole Agency may close early. If service delivery is curtailed and/or all employees sent home, both full-time and part-time employees will receive pay according to their scheduled hours. If the Agency officially CLOSES by direction of the management, all employees will discontinue working at the earliest possible time. All employees, both full-time and part-time, will be paid for scheduled hours.

Holidays

Full-time, active employees will be paid for holidays listed below according to their specific accrual rates.

Holidays observed by Senior Services include:

- New Year's Day
 - Martin Luther King's Birthday
 - Good Friday
 - Memorial Day
 - Juneteenth
 - July 4th
 - Labor Day
 - Thanksgiving Day and Thanksgiving Friday
 - Christmas Eve and Christmas Day
-
- Part-time employees with fewer than three years with the agency will be awarded one bonus day per 90-day period of employment (up to 4 per year).
 - Part-time employees with more than three years of service will get 4 bonus days at the beginning of the year with the opportunity to earn 1 additional bonus day every 6 months.
 - All Part-time employee Bonus Days must be used within 12 months of being issued. They are forfeited upon employee resignation/termination.
 - Bonus days can be used for either holidays or vacations on days the employee would have been regularly scheduled to work.
 - Value of bonus day will be determined when they are redeemed and be based on the average number of hours worked over four pay periods.

Leave without Pay

In extreme circumstances, an employee may be granted an unpaid temporary absence from employment for a period not less than one day or not more than twelve months. Such a leave without pay must be approved by the President and CEO or the Chief Operating Officer. Full-time employees who are granted leave without pay must first exhaust all accrued annual leave. Employees may have the option of continuing some of their benefit coverage while on leave by paying the cost of the entire premium themselves. Arrangements must be made with Human Resources prior to starting the leave for the requirements and payment options of such benefits to be discussed.

Military Leave

Additional leave for military service will be allowed to the extent required by law.

Jury Duty

Senior Services will pay any employee at their regular pay rate for days on jury duty. Employees required to serve as jurors should list "Jury Duty" on their time sheets. If an employee is dismissed from jury duty with at least two hours remaining in the scheduled workday, the employee should report back to work.

Leave for Parental Involvement in School

In accordance with North Carolina statute guidelines, Senior Services will grant up to four (4) hours annually of unpaid leave to any employee who is a parent or guardian of a school-aged child, so the parent may attend school related activities. This is defined as any public or private grade school, preschool, or day care facility. The employee may opt to use annual leave for this purpose if accrued time is available. The employee is requested to give at least 48 hours' notice of the need for parental involvement leave.

FAMILY AND MEDICAL LEAVE ACT

REVISION 04/16

Basic Leave Entitlement

FMLA requires Senior Services to provide up to 12 weeks of unpaid, job protected leave to eligible employees for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

The 12 weeks of leave is allowed in a "rolling" 12-month period measured backward from the date of any FMLA usage.

Military Family Leave Entitlements

Eligible employees with a spouse, child parent or next of kin on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 workweeks of leave to care for a covered servicemember during a single 12-

month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, Senior Services will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. If the leave exceeds 12 weeks of FMLA, the employee will be responsible for 100% of his/her group health plan premium until returning to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. In the situation where the original position is not available, every effort will be made by Senior Services to find an alternate position. Failure to accept the offered position will be considered voluntary termination, effective immediately.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for Senior Services for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by Senior Services within 75 miles.

Definition of a Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regime of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical

treatment so as not to unduly disrupt Senior Services' operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees must first use all accrued sick leave and then all accrued annual leave before leave without pay will begin, unless Short Term Disability applies. Use of accrued paid time is optional after the Short Term Disability waiting period expires.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with Senior Services' normal call-in procedures.

Employees must provide sufficient information for Senior Services to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform Senior Services if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave. Upon returning to work, employees must present a return to work certificate from their physician notifying Senior Services of any restrictions.

Employer Responsibilities

Senior Services must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, Senior Services must provide a reason for the ineligibility.

Senior Services must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If Senior Services determines that leave is not FMLA-protected, Senior Services must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

The U.S. Department of Labor is authorized to investigate and resolve complaints of violations. An eligible employee may bring a civil action against any employer for violations. FMLA does not affect any Federal or State law prohibiting discrimination or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

Please see posting for additional information.

Leave under State Military Leave Laws

A growing number of states provide leave for family members of service members. The entitlements for such leave differ from state to state. Our policy is to comply with such laws in any circumstances where they apply to employees of our Company.

For additional information on the Family Medical Leave Act, contact the nearest office of the Wage and Hour Division, listed in most telephone directories under U.S. Government, Department of Labor.

WORKERS' COMPENSATION

Worker's Compensation coverage is provided to all employees per North Carolina law. It is the responsibility of employees to promptly advise their supervisor (and supervisors, their supervisor) of any injury, exposure or accident which occurs while working for Senior Services. Senior Services will make every effort to activate an injured employee with light duty as soon as possible. In order to protect our coverage, employees must report accidents, exposures or injuries promptly so that a report may be filed with the insurance carrier within five days of the incident, as required by law. Procedures for reporting accidents are described in Senior Services' Safety and Health Plan.

EMPLOYMENT PROCEDURES

Criminal Background Checks and Drug Screenings

All offers of employment are conditional upon successful completion of a pre-employment drug screening and criminal background check. On-going criminal background checks will be processed for hands-on staff members and for those who visit participant homes. Annual criminal background re-checks will be conducted for the remainder of staff.

ORIENTATION

All new employees shall receive a thorough orientation to the agency and its policies and procedures. Orientation is documented in employee personnel file. Orientation to office procedures and equipment will be done in conjunction with the employee's initial orientation with Human Resources.

Orientation of the agency means to have exposure to all services and functions of the agency. It is the responsibility of both the employee and supervisor to see that the required orientation is received by the employee in the Trial Service Period.

Professional and Administrative employees will make a visit to each program and function area of the agency within the first three months of employment, receiving a full explanation of the area and experiencing the delivery of the service where possible. Sessions will be scheduled by each program and function area and appear on the monthly agency calendar. Meeting times will be as consistent as possible from month to month and may be led by someone other than the program director as necessary. Scheduling of this orientation for the new employee will be the Human Resource Manager's responsibility. Employee Trial Service Period will not be approved until orientation is complete.

Personnel Files

Personnel files belong to the agency. However, employees may have access to and examine all parts of their personnel file upon request and in the presence of Human Resources Manager.

Trial Service Period

All new employees will be in a Trial Service or introductory period for 90 calendar days from the date of hire. During this period, both the employee and employer shall consider whether each wishes to continue the employment relationship. Employees are expected to acquire and demonstrate the necessary skills and knowledge required to perform the job satisfactorily. Employees will be continually monitored during the Trial Service Period. Those not meeting standards during this period may be given an opportunity to improve their job performance by having an extension of the Trial Service Period if their supervisor deems appropriate. Employees who fail to exhibit the necessary qualities or fail to meet the standards of Senior Services are subject to termination without recourse to any grievance procedures.

Performance Evaluation

Evaluations are designed to improve the employee's understanding of his or her job and expected job performance and to encourage employee professional development. Evaluations also provide the basis for periodic salary adjustments.

A written performance evaluation by the supervisor will take place at the end of the 90-day Trial Service Period and after discussion with the employee. Additional performance evaluations will take place on an annual basis. Performance evaluations are based on work goals developed and agreed to by the employee and supervisor and are subject to periodic review during the year.

Disciplinary Action

Senior Services seeks to provide an effective and productive work environment, which facilitates the performance of job duties. In turn, Senior Services expects employees to perform their duties and conduct themselves in a manner, which is consistent with their responsibilities and is appropriate in relation to participants and co-workers.

However, when an employee does not adequately perform tasks as described in the job description, or when an employee's conduct violates any of the agency's rules or policies outlined here, disciplinary action will be taken. The supervisor may determine the appropriate disciplinary action or actions to be taken to correct employee misconduct or poor job performance. Senior Services reserves the right to begin at any step of discipline, including termination of employment, as may be deemed necessary and appropriate based on the frequency or seriousness of the matter. The major purpose of any discipline or corrective action is to resolve the problem, to prevent recurrence, and to help prepare employees for satisfactory performance in the future. However, employment remains "at-will" and termination may be initiated at any time with or without cause and with or without notice if circumstances warrant such action, without resort to any progressive discipline.

Grounds for Disciplinary Action

Forms of personal conduct and work performance issues that are subject to disciplinary action include, but are not limited to:

1. Failure to perform at required level.
2. Refusal to perform a reasonable and proper assignment from supervisor.
3. Insubordination.
4. Excessive or repeated tardiness, absences, or failure to maintain regular hours. Note that excessive absenteeism is defined as (a) the use of leave in excess of accrued leave, (b) frequent leave request without proper notice, or (c) frequent absenteeism that hinders the operation of a work unit.
5. Personal work or excessive personal calls on agency time.
6. Acceptance of tips, gifts, or gratuities from participants receiving services.
7. Discourteous treatment of employees, participants or the general public.
8. Fighting, horseplay, threatening, intimidating or interfering with employees on Company property or while engaging in Company business.

9. Abuse or intentional neglect of any participant of Senior Services.
10. Theft, misappropriation, or destruction of a participant's or Senior Services' funds or property.
11. Harassment of participants or employees and/or retaliation.
12. Disclosure of confidential information from agency records.
13. Falsification of agency records, including employment applications, time sheets, travel sheets, participant records, any records documenting services rendered, financial records, etc.
14. Unauthorized possession of firearms or dangerous weapons on agency property or during working hours.
15. The manufacture, possession, distribution, transfer, sale, or use of alcohol or illegal drugs, or legal drugs without a valid prescription on agency property, in an agency vehicle, or on agency time.
16. Gross misconduct or conduct that might discredit or reflect negatively on Senior Services.
17. Failure to report discriminating evidence or giving false information.
18. Failure to comply with this and all other company policies including, Safety & Health Plan, Drug Abuse Policy, Participant Confidentiality Policy, Computer Confidentiality Policy, etc.

TERMINATION OF EMPLOYMENT

Resignation

Employees may resign their employment voluntarily at any time. A minimum of 30-calendar days written notice of resignation is required from the President and CEO, Chief Operating Officer, all Leadership Team members, and program/area directors. A notice of two weeks is required from all other employees. The days of notice are required to ensure that sufficient working days remain for an employee to accomplish a smooth transition out of the agency. In keeping with that goal, an employee will not be eligible to take any accrued annual leave or sick leave after the submission of resignation, except as required by law. Senior Services reserves the right to terminate employment before the notice period is worked if in the best interest of the agency.

All resignations must be in writing and presented to the employee's supervisor prior to the required notice. Appropriate written notice will include the employee's name, reason for resignation, date of last workday, and signature.

All accrued, unused sick leave is forfeited at the end of employment. However, employees will be paid for accrued, unused vacation leave if sufficient notice of resignation - as outlined in this policy - is given. This paid time off payout will be less any money owed the company and less any applicable taxes, as authorized by law. If the employee is terminated for "Misconduct" as that term is defined in N.C.G.S. § 96-14.6 (such determination to be made at the sole discretion of Senior Services), all accrued, unused vacation leave is forfeited by the employee.

Reduction in Force

In the event of lost revenue, Senior Services may find it necessary to reduce its work force. A Reduction in Force (RIF) will be activated whenever budget revisions or lack of work make it necessary to temporarily or permanently terminate employees. The program or unit affected by the revenue loss will be considered first for employee reduction. Every effort will be made to see how employees from the affected unit may be used in other agency programs.

If Senior Services faces a RIF, a plan for employee reassignment or termination will be drawn up and employees of the agency will be informed of the Reduction in Force plan. As far as possible, employees affected by the RIF will be given time off with pay to seek other employment.

Exit Interviews

Exit interviews with Human Resources will be scheduled with all departing employees before they receive their final check from Senior Services. During the exit interview, the Human Resources Manager will explain the closing provisions of benefits, arrange return of all agency property, obtain a mailing address for the W-2 form, and cover any other topics pertinent to the exiting.

Rehires

Any employee who returns to work after being terminated for any amount of time is considered a rehire. Employees who return in good standing with less than one month break in service are not required to repeat all of the initial employment procedures, i.e. drug screening, criminal record checks, or background checks. "Good standing" will be determined by the Program Director, Chief Operating Officer, or the President and CEO. If a full-time employee returns in good standing within three months, that employee may have some previous benefits reinstated with no waiting period, if so determined by the President and CEO or Chief Operating Officer.

CONDITIONS OF EMPLOYMENT

Outside Employment

All employees working an additional job outside of Senior Services must provide the place and hours of outside employment in writing to their supervisor, to be included in their personnel file. If at any time the outside employment becomes a conflict of interest and/or interferes with the job performance of the employee, disciplinary action will follow and/or the employee will be required to give up the outside employment.

Employment of Relatives (Nepotism)

Senior Services seeks the most qualified employees for all positions but will refrain from hiring employees of the same family in any area of the agency where their work would automatically interface. Senior Services may hire the relative of a current employee, if the new employee will not supervise or be supervised by a member of his or her family,

or otherwise have influence over the other's job activities. For purposes of this policy, family is defined as spouse, domestic partner, parents, children, siblings, grandparents, grandchildren, uncles, aunts, nieces, nephews, cousins, and in-laws or step relations in any of the above.

Attendance

In order to provide for smooth agency operations and uninterrupted participant services, Senior Services requires reliable attendance and prompt reporting to work. If employees find it necessary to be absent from work due to illness or some other emergency, they should contact their supervisor as soon as possible so that provisions to cover their commitments can be made if necessary. Employees must report their intended absence within 30 minutes of the scheduled start time for the workday. If employees are absent without notifying their supervisor for three consecutive days, they may be subject to discharge.

Workday, Lunch and Breaks

Senior Services pays full-time employees for the entire workday including 30 minutes for lunch, unlike many employers who break their paid workday with an unpaid lunch hour. Because Senior Services recognizes that employees work more productively with time out for rest and refreshment, employees who work more than six hours per day are encouraged to take a 30-minute lunch break as well as brief mid-morning or mid-afternoon breaks. Lunches and break periods may not be saved for the purpose of leaving work early or arriving late. If a lunch break is not taken, an employee cannot receive additional pay because of their failure or inability to take the 30-minute break.

Employees are required to end their workday at the office. This applies to all staff, including those who visit participant homes or perform other job duties away for the agency. Occasional exceptions may be made with supervisor approval and for Angel deliveries made for Meals-on-Wheels.

Personal Appearance

Senior Services, Inc. requires employees to represent an excellent image with the public by maintaining a clean, professional appearance at all times. Employees need to dress appropriately for their work environment. Business attire should be worn Monday through Thursday and includes professional clothing that would be acceptable for representation of your profession and the type of work you do at Senior Services, Inc. Employees should check with your supervisor for specific job dress requirements.

Business Attire includes:

Men: Business suit and tie, sport coats, slacks, dress shirts, or button-up sport shirts, dress or casual shoes.

Women: dresses, suits, skirts not more than two inches above the knee, dress pants of mid-calf and longer, shirts and blouses, sweaters, dress or casual shoes.

Unacceptable: Anything usually worn for casual days or recreational activities. Clothing that is too tight, low cut or revealing.

Casual Dress Guidelines: Senior Services' employees may observe casual dress every Friday. All employees are to use good judgment in making casual dress choices, which are appropriate to the workplace. In general, employees should choose clothing that is comfortable yet communicates a professional attitude. The focus should remain on your work and not what you are wearing. Leave at home anything you might wear to the beach, to the gym, or to clean the garage. Clothing that is too tight fitting or revealing should be avoided. Your daily schedule/calendar should be considered when planning casual dress day. Meetings requiring traditional professional business attire should be taken into consideration.

Friday Casual Attire: Dressy casual that would be appropriate for any work activity or meeting with any non-employee contacts during the day.

Men: Slacks or jeans, sport shirts, solid tees, polo shirts, walking shoes

Women: Slacks, jeans, knit tops, solid tees, walking shoes

Unacceptable: Sweat suits, sweat pants, message tee shirts, flip flops, "beach" clothes, halters\backless tops

NOTE: Your work area may have some specific requirements. Check with your supervisor.

Solicitations

Each year Senior Services receives requests from organizations, businesses, and individuals for permission to solicit employees for various causes and promotions. In order to prevent disruption of agency operations, Senior Services limits such solicitations by the following rules:

1. Solicitation and/or distribution of literature by non-employees on agency property is prohibited.
2. Solicitation and/or distribution of literature by employees on agency property during working time is prohibited.
3. Taking orders, collecting money, or distributing materials for sale items such as cosmetics, household goods, or for other private business enterprise will not be permitted during work hours of any employee.
4. Employees may not solicit but may post opportunities for the other employees in the designated staff area.

Anyone seeking exception to the rules against solicitations must have the approval of the President and CEO or Chief Operating Officer.

Gifts

Employees of Senior Services are prohibited from accepting gifts, money, or gratuities from participants receiving services under any Senior Services' program or from any person or agency performing services under contract with Senior Services. If an employee receives a gift through the mail, or through other unavoidable circumstances, the items should be disposed of as follows:

1. Perishable gifts delivered without notice must be made available to all employees.
2. Non-perishable items become property of the agency to be used or disposed of by decision of the President and CEO or Chief Operating Officer.

Staff Development and Training

To ensure a high standard of excellence in all divisions of Senior Services, Inc., staff members will participate annually as part of the budget process at some level of accountability in the development of his/her plan for ongoing training and education.

Senior Services, Inc. recognizes the value of and is committed to assisting its staff in attaining high levels of expertise in his/her area through continuing education. The purpose of this policy is to document the accountabilities of the staff member, program director, and management in implementing the Professional Development Plan (PDP).

Staff member:

1. Works with supervisor/program director to review and recommend needed/required and desired/elective continuing training and education.
2. Assists in gathering itemized details.
3. Processes reimbursement for training/education during the budget year according to policy.
4. Shares expertise with other staff members through internal in-service training.

Program director:

1. Reviews/counsels with the staff member the proposed plan for the year.
2. Drafts the PDP budget for his/her division and submits to management.
3. Allocates funds as requested based upon revised plan upon final approval of the budget.
4. Authorizes reimbursement for training/education and time away from work.

Management:

1. Reviews PDP budgets submitted by program directors to authorize for inclusion in the budget.
2. Provides information to program directors regarding final budget allocations for the division and helps program directors balance this budget.
3. Authorizes reimbursement for training/education and time away from work for administrative staff.
4. Oversees the entire process to ensure that all staff members have had the opportunity to participate.

5. May mandate certain training as needed and reallocate funds from one division to another as necessary.

Priority will be given to continuing education opportunities in the following order:

1. Mandated: Training and travel mandated by funding sources and licensing bodies (e.g. nutrition program management training for Senior Lunch director).
2. Required: Training and travel related to program funding, licensure, and/or accreditation or training necessary to provide a particular service (e.g. CPR certification for Certified Nursing Assistants).
3. Value Added: Continuing education related to an employee's job duties which provides the employee with skills necessary to the performance of his/her job duties (e.g. computer training in software packages utilized by employee on a regular basis, interviewing skills for Help Line counselors).
4. Value added: Continuing education related to an employee's job duties which benefit the agency's position and standing in the community (e.g. CPA license, Case Management certification).
5. Elective: Community presentations, fact-finding trips, computer training in software packages staff wants, but not necessarily needed to carry out position duties.

Certification and Licensure

Most positions within Senior Services, Inc. have some type of certification/licensure available for employees to attain. Although Senior Services cannot financially support all employees in attaining the certification/licensure available they do encourage employees to take advantage of these opportunities and include them in their continuing education.

Human Resources will maintain a listing and information on opportunities available to employees. Program Directors and other employees are encouraged to keep HR informed of new opportunities as they develop.

The agency will use the following guidelines in approving funding for certification and licensure based on the benefits Senior Services receives from this action.

1. Licensure/certification required for employment.
2. Licensure/certification that the agency deems necessary to assure the qualifications of employees to do their job.
3. Licensure/certification that the agency determines adds status to the agency for the employee to attain.
4. Licensure/certification that the employee desires to acquire for their professional development.

Funding for program certification/accreditation will be determined by the following criteria.

1. Certification/accreditation required by funding sources.

2. Certification/accreditation that makes the service more marketable among competitors.
3. Certification/accreditation that adds prestige and attracts better funding.
4. Certification/accreditation that uses standards of excellence that can become training for staff and service objectives.

Company Facilities

All facilities, equipment, and supplies are resources essential to the operations of Senior Services. Senior Services' telephone lines are to be open for business only. Personal calls are to be kept to a minimum. If personal long-distance calls are made, the employee must reimburse the cost of each call to the agency after the bill has been received.

All electronic and telephonic communications systems, including those providing Internet access, and all communications and information transmitted by, received from, or stored in these systems are the property of Senior Services. As such, these systems are to be used primarily for job-related purposes.

Improper use of the Internet and/or E-mail system (e.g., spreading offensive jokes or remarks, accessing or downloading inappropriate websites) will not be tolerated. Employees who violate this policy are subject to disciplinary action, up to and including discharge.

While Senior Services respects individual privacy, it needs to ensure that the use of electronic and telephonic communications systems and business equipment is consistent with Senior Services' legitimate business interests. As a result, authorized representatives of Senior Services may monitor the use of such equipment from time to time. This may include listening to stored voicemail, stored and/or deleted email messages, and monitoring Internet access.

AGENCY POLICIES

GRIEVANCE AND COMPLAINT POLICY

A grievance is defined as a statement of dissatisfaction when an employee believes they have received unfair treatment in areas such as:

1. Disciplinary actions,
2. Discrimination on the basis of race, color, religion, political opinions, national origin, veteran status, age, sex, sexual orientation, gender identity or disability, or
3. Personnel actions including assignment of duties, promotion, training, evaluation, retention, or discharge.

Senior Services seeks to ensure prompt, orderly, and fair response to an employee grievance by providing a framework through which all employees are free to appeal their grievance to a higher authority without interference, restraint, or reprisal.

If any employee of the agency believes that they have been unfairly treated, the employee must first discuss the matter with the immediate supervisor. This discussion must occur within ten days of the employment action that the employee feels was unfair.

If the employee is not satisfied with the supervisor's decision, the matter shall be presented by the employee to the President and CEO or Chief Operating Officer within ten working days of the supervisor's decision. If the employee is not satisfied with the President and CEO or Chief Operating Officer's decision, a written request to review the challenged action should be presented to the Personnel Committee through the President and CEO within five working days. If not presented to the Personnel Committee within five working days, the President's decision is final. The employee's written request must contain a specific statement of the facts and the reason why the employee believes the action is unfair. The employee's supervisor and the President and CEO will also have an opportunity to submit written statements. The action of the Personnel Committee shall be presented in writing to the employee, the supervisor, and the President and CEO. The decision of Senior Services' Personnel Committee is final.

COMPUTER AND TECHNOLOGY POLICY

Purpose and Scope

The purpose of this policy is to identify rules for the use of Senior Services, Inc. technologies and communications systems. This policy establishes a minimum standard that must be upheld and enforced by users of the organization's technologies and communications systems.

The term "user" as used in these policies refers to employees (whether full-time, part-time or limited-term), independent contractors, consultants, volunteers and any other user having authorized access to, and using any of, the organization's computers or electronic communications resources. Independent contractors, consultants, or business clearing houses are required to sign the HIPAA business associates agreement prior to accessing any EPHI (electronic personal health information).

Computer and electronic communications resources include, but are not limited to, host computers, file servers, stand-alone computers, laptops, printers, fax machines, phones, personal cell phones or tablets used for business purposes, on-line services, E-mail systems, bulletin board systems, and all software that is owned, licensed or operated by Senior Services, Inc. and the data generated, stored, accessed and transmitted using these pieces of equipment and software.

Acceptable Use of Organization Property

Use of the organization's computers and electronic communications technologies is for programmatic and business activities of Senior Services, Inc. All use of such resources shall be in an honest, ethical, and legal manner that conforms to applicable license agreements, contracts, and policies regarding their intended use. Although incidental and occasional personal use of the organization's communications systems are

permitted, users should not have any expectation of privacy in anything they create, store, send or receive on any computer resource.

In addition, the information, ideas, concepts and knowledge described, documented or contained in the organization's electronic systems are the intellectual property of Senior Services, Inc. The copying or use of the organization's intellectual property for personal use or benefit during or after employment (or period of contract) with Senior Services, Inc. is prohibited unless approved in advance by the President and CEO.

All hardware (laptops, computers, monitors, mice, keyboards, printers, telephones, fax machines, etc.) issued by Senior Services, Inc. is the property of the organization and should be treated as such. Users may not physically alter or attempt repairs on any hardware at any time. Users must report any problems with hardware to the IT Director.

Password Security

Unique user id's and passwords are mandatory for every user. Users are responsible for safeguarding their login passwords. Passwords may not be shared, nor should they be printed or stored on-line. Users should not leave their computers unattended without logging off or locking their computers. Users are strictly prohibited from accessing any computer resource with another user's id or password.

Network use/data access

Procedures for logging in and out of Senior Services, Inc. systems are provided for each user who will have access to these resources.

Access to sensitive information is granted based on the needs of the staff member's position. All data files are to be saved on the central file servers. No consumer data should be stored on personal computers. Personal files are not to be kept on any PC.

Security

Users may not alter the contents of files created by other users without obtaining permission from the author or management. Users may not use computer resources to gain inappropriate access to other user files or e-mail.

Users may not connect to other networks without the consent of the hosting network.

Every user is responsible for ensuring that other networks, such as the Internet, do not pose a threat to or otherwise compromise security of the computer resources of Senior Services, Inc. This responsibility includes taking precautions when web browsing, and using virus scanning software.

Virus Scanning

Viruses pose a major risk and may cause considerable damage to the computer resources of Senior Services, Inc. Virus scanning will occur on all PC hard drives as well as on all diskettes and downloaded materials. Users should not disable virus-scanning software except under the direction of the IT department.

E-mail, Texts, and Chats (internal and Internet)

E-mail and chat services have been provided for users by Senior Services, Inc. Staff members should use this tool to communicate with co-workers when other communication methods are less efficient. E-mail does not eradicate the need for direct communication. Standard "netiquette" rules apply in the composition of e-mail messages; guidelines for e-mail usage have been provided for each user. Use of the e-mail system for personal communication is discouraged as it misuses network bandwidth, users are expected to use the system judiciously.

Users will compose messages carefully to avoid any situation that will put Senior Services, Inc. at risk. Users have a responsibility to compose e-mail, text and chat messages with the same sense of formality that they would use in any other business communication. Attachment of copyright material (graphics or text) without the consent of the author is forbidden by copyright laws. Alteration of "from" lines on forwarded messages and anonymous postings are prohibited.

Internet e-mail is inherently insecure and un-private. Copies of messages may be stored on numerous computers, may be misdirected or forwarded to others without the users' knowledge or consent.

Confidentiality

All information about individuals, families or organizations served by Senior Services or donors to Senior Services, Inc. is confidential. No information may be shared with any person or organization outside Senior Services, Inc. without the prior written approval of the individual, family or organization and the President and CEO. Electronic information about our consumers (E PHI) is protected under HIPAA security rules and regulations.

Copyrighted Information

Use of Senior Services, Inc. electronic communication systems to copy, modify, or transmit documents, software, information or other materials protected by copyright, trademark, patent or trade secrecy laws, without obtaining prior written permission from the owner of such rights in such materials, is prohibited.

Installation of Software

The installation of new software on the computers of Senior Services, Inc. without the prior approval of IT Director is prohibited. If an employee desires to install any new programs onto a Senior Services, Inc. computer, written permission should first be obtained.

Other Prohibited Uses

Other prohibited uses of the organization's communication systems include, but are not limited to:

1. Engaging in any communication that is discriminatory, defamatory, pornographic, obscene, racist, sexist or that evidences religious bias, or is otherwise of a derogatory nature toward any specific person, or toward any race, nationality, gender, marital status, sexual orientation or gender identity, religion, disability, physical characteristic, or age group.
2. Browsing or downloading and/or forwarding and/or printing pornographic, profane, discriminatory, threatening or otherwise offensive material from any source including, but not limited to, the Internet.
3. Engaging in any communication that is in violation of federal, state or local laws.
4. Proselytizing or promoting a religious belief or tenet.
5. Campaigning for or against any candidate for political office or any ballot proposal or issue.
6. Sending, forwarding, redistributing or replying to "chain letters."
7. Unauthorized use of passwords to gain access to another user's information or communications on Senior Services, Inc. systems or elsewhere.
8. Advertising, solicitation or other commercial, non-programmatic use.
9. Knowingly introducing a computer virus into the organization's communication system or otherwise knowingly causing damage to the organization's systems.
10. Using the organization's systems in a manner that interferes with normal business functions in any way, including but not limited to, streaming audio

- from the Internet during business hours, stock tickers, installing unauthorized software, etc.
11. Excessive personal use of the organization's technologies that preempts any business activity or interferes with organizational productivity.
 12. Sending E-mail messages under an assumed name or obscuring the origin of an E-mail message sent or received.

Disciplinary Action for Violations

Senior Services, Inc. requires all users to adhere to this policy. Violations of this policy will result in disciplinary action, which could include termination of employment as well as be subject to civil and criminal liability.

Reporting of Suspected Violations

Suspected violations of these policies should be immediately and confidentially reported to the Chief Operating Officer.

Senior Services, Inc. reserves the right to install programs that monitor employee use of the Internet and electronic communication systems and to act on any violations of these policies found through use of such programs. Senior Services, Inc. further reserves the right to examine any and all electronic communications sent or received by employees via the organization's electronic communications systems.

SOCIAL NETWORKING POLICY

Senior Services, Inc. takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of the company to protect itself from unauthorized disclosure of information. Senior Services, Inc.'s social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all management and staff.

General Provisions

Bloggging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with Senior Services, Inc.

Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of Senior Services, Inc. Employees may not publicly discuss participants, products, employees or any work-related matters, whether confidential or not, outside company-authorized communications. Employees are expected to protect the privacy of Senior Services and its employees and participants, and are prohibited from disclosing personal employee and nonemployee information and any other proprietary and nonpublic information to which employees have access. Such

information includes but is not limited to participant information, financial information and strategic business plans.

Employer Monitoring

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including Senior Services. Senior Services, Inc. reserves the right to monitor comments or discussions about the company, its employees, participants and the industry, posted on the Internet by anyone, including employees and non-employees. Senior Services, Inc. can and does monitor web usage from data collected at the firewall.

Employees are cautioned that they should have no expectation of privacy while using company equipment or facilities for any purpose, including authorized blogging. Senior Services, Inc. reserves the right to use content management tools to monitor, review or block content on company blogs that violate company blogging rules and guidelines.

Reporting Violations

Senior Services, Inc. requests and strongly urges employees to report any violations or possible or perceived violations to supervisors or the HR department. Violations include discussions of Senior Services, Inc. and its employees and participants, any discussion of proprietary information and any unlawful activity related to blogging or social networking.

Discipline for Violations

Senior Services, Inc. investigates and responds to *all* reports of violations of the social networking policy and other related policies. Violation of the company's social networking policy will result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature and factors of any blog or social networking post. Senior Services, Inc. reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

Acknowledgment

Employees are required to sign a written acknowledgement that they have received, read, understood and agreed to comply with the company's social networking policy and any other related policy.

Authorized Social Networking

The goal of authorized social networking and blogging is to become a part of the industry conversation and promote web-based sharing of ideas and exchange of information. Authorized social networking and blogging is used to convey information about services, promote and raise awareness of the Senior Services, Inc. brand, search

for potential senior needs, communicate with employees and participants, issue or respond to breaking news or negative publicity, and discuss agency activities and events.

When social networking, blogging or using other forms of web-based forums, Senior Services, Inc. must ensure that use of these communications maintains our brand identity, integrity and reputation while minimizing actual or potential legal risks, whether used inside or outside the workplace.

Rules and Guidelines

The following rules and guidelines apply to social networking and blogging when authorized by the employer and done on company time. The rules and guidelines apply to all employer-related blogs and social networking entries.

Only authorized employees can prepare and modify content for Senior Services, Inc.'s blog located on seniorservicesinc.org and/or the social networking entries located on the web site. Content must be relevant, add value and meet at least one of the specified goals or purposes developed by Senior Services, Inc. If uncertain about any information, material or conversation, discuss the content with your manager.

Authorized employees are required to follow IT security procedures to avoid:

1. Leaking confidential information
2. Exposing the agency to legal and financial penalties from compliance breaches
3. Compromising network security
4. Using excessive amounts of bandwidth

All employees must identify themselves as employees of Senior Services, Inc. when posting comments or responses on the employer's blog or on the social networking site. Any copyrighted information where written reprint information has not been obtained in advance cannot be posted on Senior Services, Inc.'s blog.

Managers are responsible for ensuring all blogging and social networking information complies with Senior Services, Inc.'s written policies. Department managers are authorized to remove any content that does not meet the rules and guidelines of this policy or that may be illegal or offensive. Removal of such content will be done without permission of the blogger or advance warning.

Senior Services, Inc. expects all guest bloggers to abide by all rules and guidelines of this policy. Company reserves the right to remove, without advance notice or permission, all guest bloggers' content considered inaccurate or offensive. Senior Services, Inc. also reserves the right to take legal action against guests who engage in prohibited or unlawful conduct.

Personal Blogs

Senior Services, Inc. respects the right of employees to write blogs and use social networking sites and does not want to discourage employees from self-publishing and self-expression. Employees are expected to follow the guidelines and policies set forth to provide a clear line between you as the individual and you as the employee.

Senior Services, Inc. respects the right of employees to use blogs and social networking sites as a medium of self-expression and public conversation and does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.

Bloggers and commenters are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just Senior Services, Inc.

Employees cannot use employer-owned equipment, including computers, company-licensed software or other electronic equipment, nor facilities or company time, to conduct personal blogging or social networking activities. Employees can access social networking sites on official breaks in John's Café.

Employees cannot use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with Senior Services, Inc. If you choose to identify yourself as a Senior Services, Inc. employee, please understand that some readers may view you as a spokesperson for Senior Services, Inc. Because of this possibility, we ask that you state that your views expressed in your blog or social networking area are your own and not those of the company, nor of any person or organization affiliated or doing business with Senior Services, Inc.

Employees cannot post on personal blogs or other sites the name, trademark or logo of Senior Services, Inc. or any business with a connection to Senior Services, Inc. Employees cannot post company-privileged information, including copyrighted information or company-issued documents.

Employees cannot post on personal blogs or social networking sites photographs of other employees, participants, vendors or suppliers, nor can employees post photographs of persons engaged in agency business or at agency events. Employees cannot link from a personal blog or social networking site to Senior Services, Inc.'s internal or external web site.

If contacted by the media or press about their post that relates to Senior Services, Inc. business, employees are required to speak with their manager before responding. If you have any questions relating to this policy, your personal blog or social networking, ask your supervisor.

CELL PHONE POLICY

This policy outlines the use of personal cell phones at work and the safe use of cell phones by employees while driving.

Personal Cell Phones

Employees are expected to leave cell phones on silent or vibrate while at work. Use of cell phones in work areas is strongly discouraged. Personal phone calls may be accepted on our company phones, but employees are expected to exercise discretion. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. Employees are encouraged to make any personal calls on non-work time where possible and to ensure that friends and family members are aware of Senior Services' policy.

Senior Services will not be liable for the loss of personal cell phones brought into the workplace.

Safety Issues for Cell Phone Use

All employees are expected to follow applicable state or federal laws or regulations regarding the use of cell phones at all times. North Carolina has banned text messaging for all drivers.

Employees whose job responsibilities include regular or occasional driving are prohibited from using their phone while driving. You may not use your cell phone, or similar device to receive or place calls, text messages, surf the Internet, check phone messages, or receive or respond to email while driving if you are in any way doing activities that are related to your employment. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or use hands-free operations, refrain from discussion of complicated or emotional matters and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

Video or Audio Recording Devices

The use of camera phones or other audio or video recording capable devices within the company may constitute not only an invasion of employees' personal privacy, but may breach confidentiality of Senior Services' participant files or other protected information. Therefore, the use of camera or other video-capable recording devices within Senior Services, Inc. is prohibited without the express prior permission of senior management and of the person(s) present at the time. This prohibition is specifically applicable to restrooms and locker rooms.

Company-Owned Cell Phones:

When job duties or business needs demand, Senior Services, Inc. may issue a business cellphone to an employee for work-related communications. Personal use of company-owned cellphones should be kept to a minimum. Any information stored or sent using an agency-issued cell phone will become the property of Senior Services, Inc. You may text participants with their prior approval and when their care needs

require it. Staff are responsible for how and what they communicate, and must comply with all existing HIPAA, safety and confidentiality guidelines.

Employees in possession of company-owned cellphones are expected to protect the equipment from loss, damage or theft. Employees may not alter the phone or download any apps, software, social media platforms, etc. to the device without prior approval.

Upon resignation or termination of employment, or at any time on request, the employee may be asked to produce the phone for return or inspection.

Special Responsibilities for Managerial Staff

As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

Violations of this policy will be subject to disciplinary action, up to and including termination.

CHILDREN IN THE WORKPLACE POLICY

Senior Services, Inc. strives to have working conditions free of infectious diseases for employees and participants. To this extent all employees are asked to refrain from bringing sick children to the work site. If an employee's child is too sick to attend school or day care, the child should not be around employees or participants. Employees are encouraged to have plans for care in place should the need arise or use sick leave if available.

WHISTLEBLOWER POLICY

If an employee reasonably believes that some policy, practice, or activity of Senior Services, Inc. is in violation of the law or a clear mandate or public policy, that employee should file a written complaint with the President and CEO (or with the Chair of the Board if the violation involves the President).

Senior Services will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of Senior Services, against another employee of Senior Services, or against another individual or entity with whom Senior Services has a business relationship if that protest or complaint is based on a reasonable belief that the practice is in violation of law or a clear mandate or public policy.

Whistleblower protection is afforded to anyone who appropriately reports the alleged unlawful activity, policy, or practice to the attention of the appropriate person as designated above. Going outside of the agency inappropriately or to coworkers is not protected by the law. Senior Services should have the opportunity to investigate and correct the alleged unlawful activity.

CONFLICT OF INTEREST POLICY

The purpose of the following policy is to complement Article II, Section 9, of the Senior Services, Inc. Amended and Restated Bylaws adopted September 29, 2011, to prevent the personal interest of staff members, officers, and board members from interfering with the performance of their duties to Senior Services, Inc., or resulting in personal financial, professional, and/or political gain on the part of such persons at the expense of the organization or its participants.

Definitions

Conflict of Interest (also Conflict) means a conflict, or the appearance of a conflict between the private interests and official responsibilities of a person in a position of trust. Persons in a position of trust include staff members, officers, and Directors of Senior Services, Inc. and directors of the Senior Services Foundation, Inc. The Board of Directors refers to the governing board of Senior Services, Inc., and "Director" means an individual member of the Board of Directors. "Board member" refers to anyone who is a member of either the Senior Services, Inc. Board of Directors of the Senior Services Foundation, Inc., Board of Directors. Staff member means a person who receives all or part of his/her income from the payroll of Senior Services, Inc.

Policy

Full disclosure, by notice in writing, shall be made by the interested parties to the full Board of Directors in all conflicts of interest, including but not limited to the following:

1. A board member is related to another board member.
2. A board member is related to a staff member.
3. A staff member in a supervisory capacity is related to another staff member whom they supervise.
4. A board member or staff member receives payment from Senior Services for any subcontract, goods, or services other than as part of his/her regular job responsibilities or as reimbursement for reasonable expenses incurred as provided in the bylaws and board policy.
5. A board member or staff member is a member of the governing body of a contributor to Senior Services.
6. A board member or staff member may have personal, financial, professional, or political gain at the expense of Senior Services.
7. A board member or staff member engages in activities that may cause a loss of public credibility in Senior Services or create a public impression of impropriety.

Following full disclosure of a possible conflict of interest or any condition listed above, the Board of Directors shall determine whether a conflict of interest exists and, if so, the Board shall vote to authorize or reject the transaction and/or condition. Both votes shall be by a majority vote without counting the vote of any interested Director, even if the disinterested Directors, are less than a quorum, provided that at least one consenting Director is disinterested.

An interested board member, officer, or staff member shall not participate in any discussion or debate of the Board of Directors, or of any committee thereof, in which the subject of discussion is a contract, transaction, or situation in which there may be a conflict of interest.

No board member, officer, or staff member shall participate in the selection, award, or administration of a procurement transaction in which federal or state funds are used, where to his/her knowledge, any of the following has a financial interest in that transaction: (1) the staff member, officer, or board member; (2) any member of his/her immediate family; (3) his/her partner; (4) an organization in which any of the above is an officer, director, or employee; or (5) a person or organization with whom any of the above is negotiating or has any arrangement concerning prospective employment.

The existence of any of the above-listed conditions shall render a contract or a transaction voidable unless full disclosure of personal interest is made in writing to the Board of Directors and such transaction was approved by the Board in full knowledge of such interest.

The disinterested directors are authorized to impose by majority vote other reasonable sanctions as necessary to recover associated costs against a board member, officer, or staff member for failure to disclose a conflict of interest as described in Paragraph 1 or for any appearance of a conflict.

Appeal from sanctions imposed pursuant to Paragraph 5 and 6 above shall be prescribed by law in those courts of the State of North Carolina with jurisdiction over both the parties and the subject matter of the appeal.

In the event that Senior Services has incurred costs or attorney fees as a result of legal action, litigation, or appeal brought by or on behalf of an interested board member or staff member due to a conflict of interest and consequent sanctions and in the event that Senior Services prevails in such legal action, litigation, or appeal, Senior Services shall be entitled to recover all of its costs and attorney fees from the unsuccessful party.

A copy of this policy shall be given to all board members, officers, and staff members upon commencement of such person's relationship with Senior Services. Each board member, officer, and staff member shall sign and date the policy at the beginning of his or her term of service or employment and each year thereafter. Failure to sign does not nullify the policy.

SUBSTANCE ABUSE POLICY

Purpose

Senior Services, Inc. has a vital interest in maintaining a safe, healthy and efficient workplace for the benefit of its employees, participants and the public. The use of performance impairing drugs can cause avoidable injuries to employees, damage to property and productivity losses.

Statement of Policy

To ensure a safe and productive work environment, employees are prohibited from:

1. Unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances, misusing or abusing prescribed or over the counter drugs.
2. Having present in their bodies detectable levels of illegal drugs during working hours.
3. Violating any Federal or State law relating to drugs.
4. The exception to this policy is the authorized possession, use and transportation of drugs prescribed by a physician and used according to prescription instructions, unless such use would pose a safety risk to the employee, other employees or the public.

Scope

This policy covers all employees of Senior Services, Inc. It covers any employee on Senior Services' time at any location. The policy applies to all agency property, which includes grounds and parking lots, leased space, agency vehicles, and personal vehicles used for Senior Services' purposes. This policy requires that employees of Senior Services, Inc. shall not use drugs illegally at any time, shall not use or be under the influence of alcohol while working, and shall not use or be under the influence of medications that could affect their ability to work safely.

Employee Responsibilities

As a condition of employment, each employee must:

1. Abide by this Substance Abuse Policy and
2. Notify Human Resources of any criminal drugs statute conviction for a violation of Federal or State law relating to drug use, possession or dealing no later than five (5) days after such conviction.
3. Employees who are required to submit to post accident testing agree to accept, at Senior Services, Inc. discretion, transportation to a location where the test will be conducted and to their residence.

Penalties

Any employee who violates this Substance Abuse Program shall be subject to discipline up to and including termination. Nothing in this policy changes the at-will employment relationship and employees may be terminated at any time with or without cause or notice.

Definitions

DRUG: Any substance that has known mind or function altering effects on a person, including psychoactive substances prohibited or controlled by Federal or State controlled substance law

PRESCRIBED DRUGS: Any substance prescribed for use by the employee by a licensed medical practitioner.

SAMPLE: Means oral fluid, urine, hair or blood.

Drug Testing Procedures

1. Job applicants, as a condition of employment
2. Employees who, by reliable evidence, or by their observed or reliably reported behavior, may be reasonably suspected of using or being under the influence of drugs, alcohol or medication while working.

Post-accident testing

1. Employees involved in a work related injury, *regardless of severity*, that requires professional medical treatment, will be subject to a drug test.
2. Employees involved in an accident or safety-related incident of any kind while in a company vehicle; while on company time; or, on company property will be subject to a drug test.
3. Senior Services, Inc. will require an employee who contributed to an accident to be tested, if there is reasonable cause to believe that the accident may have resulted from the use of drugs.
4. Refusal to cooperate in the collection procedure or refusal to take the test will require discipline up to and including termination.

Confidentiality

Only those persons authorized to receive results from the laboratory will be allowed to discuss these results with the supervisor or the employee.

No test results shall appear in a personnel folder. Information of this nature will be included in a medical file.

Drug test results will be released to a decision maker in a lawsuit, grievance or other proceeding (such as for a Workers' Compensation or Unemployment Insurance Claim) initiated by or on behalf of the donor.

Use of Prescription Drugs

In the event an employee is under the care of a physician and is taking prescribed medication that might impair their ability to perform a job safely, the employee must notify Human Resources in advance of starting work. It is at management's discretion as to whether the employee may continue to perform the normal assigned duties or be designated non-safety sensitive duties (if available) until the employee provides a physician release to perform normal duties.

Authority to Establish a Drug Free Workplace Program

Senior Services' Drug Free Workplace Program has been established in accordance with the U.S. Federal Drug Free Workplace Program; North Carolina Law: 95-20-230 thru 232; DOT 49CFR 391.81-391-123.

Federal and State Laws and Regulations

Nothing in this statement of policy shall be presumed to override, amend or change any requirements of North Carolina and/or Federal Law. In the event any of the provisions of this policy conflict with applicable laws and regulations, such laws and regulations will be deemed to control.

Certified Testing Laboratory

FastMed Urgent Care
5701 University Parkway
Winston-Salem, NC 27105
(336) 714-4616

To consult confidentiality about medications that you do not wish to disclose to your supervisor call either employer representative at 336-725-0907.

Kim Sheffey
Director of Human Resources

or

Kristen Perry
Chief Operating Officer

General Drug Testing Information

National Institute on Drug Abuse:

<http://www.nida.nih.gov/>

Office of National Drug Control Policy:

<http://www.whitehousedrugpolicy.gov/prevent/workplace/demog.html>

U.S. National Library of Medicine:

<http://www.nlm.nih.gov/medlineplus/drugabuse.html>

U.S. Department of Labor:

<http://www.dol.gov/workingpartners/welcome.html>

National Drug-Free Workplace Alliance:

<http://www.ndfwa.org/index.htm> (Homepage)

<http://www.ndfwa.org/statistics.htm> (Workplace Drug Use Statistics)

Authorization of Amendment

This policy may be amended in any and all respects, at any time by the employer. If any provision of this policy or the application thereof, to any party or circumstance is held invalid or unenforceable, the remainder of the terms of this policy and the application of any invalid or unenforceable provisions to other parties or circumstances, will not be affected thereby, and to this end, the provisions of this policy are severable.

SAFETY AND HEALTH POLICY

Policy

Senior Services, Inc. is committed to ensuring a safe and healthy working environment for all employees and volunteers at all facilities maintained by Senior Services, Inc. Senior Services also encourages employees to be health and safety conscious and practice preventative behavior on the job and in travel. We will voluntarily comply, to the best of our knowledge, with both the letter and intent of safety and health standards promulgated under the Occupational Safety and Health Act of 1970. Doing so is not only a moral obligation to our participants but is inseparable from good management of our limited and most precious resource – the employees. To this end this policy will be reviewed and updated annually.

In order to ensure safety, employees are asked to continuously observe all safety precautions and procedures, and to immediately report any unsafe conditions to their supervisor.

Scope

This Safety and Health Policy covers all employees of and volunteers working on behalf of Senior Services, Inc. The cooperation of management and employees is needed to maintain safe, accident-free working conditions. Each employee must carefully follow established safe work practices. In addition, positions within Senior Services will be categorized according to the possible exposure of risks and employees in those positions must adhere to the policy regarding that risk. All employees will receive the appropriate safety training relative to their possible risk exposure category and receipt of this training will be documented in the employee's file.

Responsibilities

The Chief Operating Officer is designated as the focal point for all matters pertaining to employee and participant safety and health. They may designate others to fulfill specific responsibilities of assisting with monitoring the progress of this plan, chairing the Safety Committee, orienting and training employees, and compliance with OSHA. Carrying out this plan is the responsibility of each supervisor within Senior Services, Inc.

Human Resources is responsible for posting required posters for employees and the Director of Business Operations is responsible for completing and posting the 300A Logs.

Any employee who obtains a restraining order that covers the workplace should inform Human Resources immediately and provide a copy of the order.

On-the-Job Injuries or Exposures/Return to Work Program

Senior Services, Inc. is committed to providing and promoting a safe and healthy workplace for our employees. Preventing accidents, injuries, illnesses and exposures is

our primary objective. In the event an employee is injured on the job, we will arrange for immediate, appropriate medical attention for the injured employee. The employee will be sent to FastMed Urgent Care if medical attention is needed and in the case of an accident, a post-accident drug test will be administered.

Senior Services, Inc. provides worker's compensation coverage for all employees in accordance with North Carolina law. Employees are required to get appropriate treatment and to report every on-the-job injury, accident or exposure to their supervisor immediately, even though it may appear unimportant. If an employee is involved in an accident resulting in injury, the supervisor should, if possible, go to the site of the accident.

When an employee is injured on the job, Senior Services, Inc. will use our return-to-work process to assist the employee in returning to work as soon as medically feasible. We will attempt to create opportunities for them to return to safe, transitional work assignments as soon as medically possible. Our ultimate goal is to return our injured employees to their original jobs.

Employee's Responsibilities:

1. It is the employee's responsibility to immediately report every work-related injury or exposure to their supervisor.
2. If the medical provider restricts you from working, contact Human Resources and provide a copy of the treating physician's release-to-work form that explains any and all work restrictions. Keep Human Resources and your supervisor informed of your progress and any change in work status.
3. If the medical provider indicates you can return to transitional work with restrictions, follow the doctor's orders. Do not exceed the physical restrictions outlined by the treating physician.
4. When you are released to regular work, you will need to report to work the next day of the workweek.

Senior Services, Inc.'s Responsibilities:

1. Human Resources will complete the required forms and communicate with the worker's compensation carrier.
2. Within seven calendar days, the supervisor will complete OSHA's Form 301 (Injuries and Illnesses Incident Report) and submit the form to the Director of Business Operations.
3. Supervisors are responsible for providing training on the proper way to report work-related injuries, accidents, exposures and incidents. Supervisors must also discuss the company's return-to-work process with all direct reports.
4. Supervisors should contact the injured worker at least once a week to verify that they are adhering to medical restrictions. Confirm that all necessary forms are completed.
5. Keep Human Resources informed of the injured worker's medical status.
6. Assist all individuals involved in the workplace injury situation. Inform them of appropriate transitional work that will be meaningful to the Agency and to the injured employee.

Healthcare Provider's Responsibilities:

Under applicable North Carolina laws/statutes, Senior Services, Inc. has chosen FastMed Urgent Care as medical provider for the treatment of all work-related incidents and exposures. FastMed has the following responsibilities:

1. Offer immediate and appropriate medical care to the injured worker
2. Evaluate the injured worker's ability to work.
3. Communicate the patient's status and ability to return to work via a Physician Activity Status Report.
4. Explain to the injured worker any appropriate physical restrictions that may be needed if the worker returns to work to perform his/her essential job functions.
5. Explain to the injured worker what restrictions are being given and why. Make sure the employee understand that these restrictions are for his/her protection.

Non-Employee Accident/Incident Reporting

An OSHA Form 301 should be filled out for all accidents or unexpected incidents involving any and all Senior Services' participants, volunteers, or visitors to Senior Services' premises, whether or not injury occurs. The completed Non-Employee Accident/Incident Form should be forwarded within 24 hours to the Chief Operating Officer and other required parties. In the case of participants, a family member of the participant will be notified of any accident or incident occurring on Senior Services' premises or under the care of Senior Services, Inc. employees.

The program director and employees involved in the accident or incident should review the events and determine what action should be taken to avoid a re-occurrence of event. Recommendations for corrective action or a description of corrective steps already taken must be reported on the form.

The Safety Committee will be responsible for reviewing all Employee and Non-Employee Accident/Incident Reports and report findings to the Chief Operating Officer.

Emergency/Disaster Action Plan

Each facility operated by Senior Services, Inc. has an Emergency/Disaster Action Plan to address emergencies that might be expected in the workplace or in the community. Emergencies/disasters may be defined as any unannounced event that results in injuries and/or fatalities or property damage.

The purpose and primary objective of any Emergency/Disaster Plan is to prevent the loss of life, reduce injury and damage to property or the environment. Exact protocol and every detail of the planning process must be followed. Everyone's safety is our utmost priority and daily goal.

The complete Emergency, Business Continuity and Disaster Preparedness Plan is contained in Senior Services Risk Management Plan.

Safety Committee

A Safety Committee functions to oversee the safety issues of Senior Services. The committee will be made up of representatives from agency departments. The Safety Committee reports to the Chief Operating Officer who has the ultimate responsibility for the Safety and Health Plan. The role of the Safety Committee will be to educate staff and volunteers in safe work practices, to inspect the physical locations for good safety practices, review accident and incident reports and corrective action plans, assist each program and department to develop area specific addendums and review annually, develop agency- wide training opportunities, and make suggestions for revisions to this policy.

1. Building Inspections

The Safety Committee will ensure a thorough inspection of the workplace once a month. Particular attention will be given to employee work habits in addition to identifying hazardous conditions. A written record of the inspection results and corrective actions taken will be maintained by the Safety Committee and submitted for review by management. Realistic dates shall be established for correcting each hazard noted during the inspection. The Safety Committee will track correction of hazards. Supervisors shall be responsible for ensuring correction of hazards in their work area. The Safety Committee will maintain a log of all workplace hazards identified and the resulting corrective action taken or recommended.

- 2. Review of Accident and Incident Reports and analyzed for trends.** The Chief Operating Officer will also review all accident and incident reports.
- 3. Review of Emergency Action Plans and Fire Prevention Plans**
- 4. The Safety Committee will monitor department specific safety plans at least annually.** Any concerns or problems will be submitted to the Chief Operating Officer.
- 5. Develop, review and update safety training materials on an annual basis.**

Exposure determination

All employees/volunteers at Senior Services, Inc. will be categorized according to their exposure to infectious disease and hazardous conditions. The category will be used to determine employee safety training.

Below is a listing of job classifications and their risk category:

Job Classification

Risk Category

Administration

- | | |
|---------------------------|-----|
| • President and CEO | III |
| • Chief Operating Officer | III |
| • Chief Financial Officer | III |
| • Lead Accountant | III |

- Program Billing & Accounts Payable Specialist III
- Program Accountant III
- Creative Aging & Partnerships Officer III
- Creative Connections Director III
- Director of Innovation & Initiatives III
- Kinship Care Coordinator III
- Memory Connections Project Coordinator III
- ADPI Project Coordinator III
- VP for Community Engagement III
- Director of Communication & Engagement III
- Engagement Coordinator III
- Volunteer and Community Engagement Manager III
- Graphic Design and Marketing Coordinator III
- Director of Human Resources III
- Business Operations Officer III
- Director of IT III
- Business and Data Analyst III
- Chief Development Officer III
- Director of Giving & Events III
- Executive Support/Development Manager III
- Administrative Assistant III
- Volunteers/Interns III
- Housekeeper I

Nutrition Services

- VP of Nutrition Services II
- MOW Service Coordinator II
- Reassessment Coordinator II
- MOW Services Associate II
- Volunteer Coordinator II
- Data Coordinator III
- Intake Coordinator III
- Assessment and Operational Associate III
- Operations Coordinator III
- Courier II
- Senior Lunch Program Coordinator II
- Senior Lunch Site Manager II

Elizabeth and Tab Williams Adult Day Center

- VP of Adult Day Services I
- Health Care Coordinator I
- Assistant Health Care Coordinator I
- Health Care Associate I
- Health and Medication Aide I
- Program Coordinator I

- Assistant Program Coordinator I
- Family Liaison & Community Engagement I
- Program Specialist I
- Food Service Manager I
- Administrative Coordinator I
- Receptionist I
- Housekeeper I

Living-at-Home

- VP of In-Home Services II
- Director of Living at Home II
- Social Work Case Manager II
- Nurse Case Manager I
- LAH Administrative Coordinator III

Home Care Program

- VP of In-Home Services I
- Director of Home Care I
- Home Care Scheduler II
- Nurse Case Manager I
- Care and Resource Coordinator III
- Home Care Aide I

Help Line/Elder Care Choices Program

- VP of Aging Resources III
- Lead Aging Resource Specialist III
- Aging Resource Specialist III
- Lead Care Consultant III
- Care Consultant III
- ECC Program Coordinator II

All employees will be oriented and trained on safety and health issues pertinent to their job responsibilities. Supervisors should be our most knowledgeable, skillful, and safety conscious employees.

During the initial orientation of current or new employees, supervisors will ensure that the person is fully capable of coping with all potential emergencies and is aware of job related hazards. An employee is not to work without direct, immediate supervision until this training is complete. All employees will be provided a copy of the Safety and Health Policy during orientation. Supervisors shall review with the employee pertinent safety issues related to their particular position.

Level III employees do not come into contact with direct exposure to blood and other body fluids, but may be exposed indirectly or when emergencies occur. Exposure would occur at no greater risk than with public at large. Safety topics covered for Job Risk Category Level III include:

Infection Prevention
Driving Safety
Back Care and Lifting
Office Ergonomics
Fire Safety
Temperature Emergencies
What is an SDS?
Floods
Severe Weather
Specific to Information Technology:
 Ladder use
 Electronic equipment handling/working in the computer case
 Uninterruptible Power Supplies (UPS) battery handling
 FIKE SHP Pro Fire Alarm/Suppression System

Level II employees usually do not come into contact with direct exposure to blood and other body fluids, but may have exposures due to travel, home visits, performing house cleaning duties, or when emergencies occur.

Safety topics covered for Job Risk Category Level II include:

Infection Prevention
Driving Safety
Back Care and Lifting
Office Ergonomics
Fire Safety
Temperature Emergencies
What is an SDS?
Floods
Severe Weather
Home Visits
Pet Safety
Specific to Senior Lunch:
 Per NC Food Code, effective September 1, 2012, Employee Health Policy
 Agreement for staff and volunteers

Level I employees come in direct contact with blood or other body fluids for which universal precautions apply.

The following are the recommended safety topics to be covered:

Infection Prevention
Driving Safety
Back Care and Lifting
Office Ergonomics
Fire Safety
Temperature Emergencies
What is an SDS?
Floods

Severe Weather
Home Visit
Pet Safety
Specific to Adult Day Health:
 Wander Away policy
 CPR & AED
 Civil Rights
Specific to Home Care:
 Home Care Aide Checklists

INFORMATION ON HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act. HIPAA was mandated to ensure that personal medical information shared with doctors, hospitals, and other healthcare providers is protected. Senior Services, Inc., because of its full array of services, is considered a healthcare provider under HIPAA. Therefore we must abide by these regulations.

Basically, the HIPAA Privacy Rule does two things:

1. It restricts the use and disclosure of patient data including how it is stored, who can access it, where it goes and how it is used.
2. It gives patients new rights regarding their protected health information and more control over how and when it is used and by whom.

When a patient gives personal health information to a healthcare provider, that information becomes “protected health information”. It includes:

1. Any information – oral, recorded on paper or sent electronically – about a person’s physical or mental health, services rendered or payment for those services, and includes personal information that connects the patient to records.

Examples of information that might connect the personal health information to the individual patient include:

1. The individual’s name or address
2. Social security or other identification numbers
3. Physician’s personal notes
4. Billing information

Senior Services has always treated information given to us by those we serve as confidential information, sharing it only with those who need to know to carry out our work or to obtain the best service possible for our participants. We will continue to respect the privacy of our participants and keep this information confidential.

All participants will receive our Notice of Privacy Practice and will be asked to sign an acknowledgement form.

Participant Rights and Responsibilities Policy

All participants of Senior Services, Inc. shall be treated with dignity and respect, shall be fully informed of their rights and responsibilities, and will be assured that all information imparted to Senior Services' employees will be held in confidence. Each participant receiving ongoing service will be provided the Participant Bill of Rights at the time of service implementation and reassessment. Any program of Senior Services developing a Rights and Responsibilities Policy specifically for the program will include at a minimum the following Participant Bill of Rights and present the document to become an addendum to this policy.

Participant Bill of Rights

As a participant of Senior Services, Inc., you have the right:

1. To receive a timely response to your request for service;
2. To be informed of agency policies, charges, and costs for services available;
3. To be admitted for service only if Senior Services has the ability to provide safe and professional care at the level of intensity needed;
4. To be fully informed in advance about the care and services available through Senior Services and of your rights to receive service appropriate to your needs;
5. To participate in determining the care or services that you will receive and in altering the nature of the care as your needs change;
6. To be fully informed in advance of any changes in the care or services that you receive and to give informed consent to changes in care;
7. To voice grievances with respect to service and to expect that there will be no restraint, discrimination, or reprisal for grievances expressed;
8. To expect the preservation of your privacy and respect for your property;
9. To expect that information you share with Senior Services will be respected and held in confidence, to be shared only with your written consent and as it relates to obtaining other needed community services; and
10. To be referred elsewhere in the community for service if we are unable to provide services to you for any reason.

Confidentiality

Senior Services Inc. maintains the belief that all persons have a basic right to privacy. The agency expects all employees to respect the privacy of each participant both past and present. Information regarding any participant shall not be disclosed in a form which identifies the participant without the written consent of the participant or family member unless the disclosure is by court order, or for program monitoring by authorized Federal, State, local or other designated monitoring agencies. In the absence of a court order, participant information will **not** be released to attorneys without the written consent of the participant. Only employees, or supervisor(s) thereof, who have the job responsibility to manage the care or service of a participant have the right to provide information to outside individuals or agencies.

Employees will refrain from discussing participants with other employees except those providing care for, or service to the participant and/or those who have need of the knowledge in order to perform their supervisory or supportive functions. Fictitious names will be used in examples of service or case histories shared with staff, Board members, funding sources, or used in public presentations in order protect the true identity of participants.

All new employees are instructed in the Participant Rights and Responsibilities Policy of the agency during their orientation. A signed statement acknowledging that the employee received and will be responsible for the contents of the policy is included in the personnel file. Failure to observe the Participant Rights and Responsibilities Policy is reason for disciplinary action up to and including discharge.

Participant Information

Participant information means any information relating to a participant that was received in connection with the performance of any agency function. Non-identifying statistical information and general information about the scope of programs is not subject to these policies.

Written Consent for Release of Information

Written permission is received before releasing participant information to other individuals or agencies except by court order, or for program monitoring by authorized Federal, State, local or other designated monitoring agencies. A signed and dated release form will be obtained from the participant or family member and kept in the participant record. When a participant is incompetent or unable to give written consent due to condition, consent will be obtained from a responsible family member. The consent for release of information shall include the following items:

1. The extent of information to be released;
2. The recipient of the information;
3. The specific purpose for the release;
4. The name and dated signature of the participant/participant representative;
5. A statement that the consent is subject to revocation at any time except to the extent that action has been taken in reliance on the consent,
6. A statement specifying the date, event or condition upon which the consent may expire even if the participant does not expressly revoke the consent;
7. That consent is voluntary; and
8. Length of time the consent is valid.

Consent for Promotional Activities

Written permission will be obtained from participants before releasing names, arranging interviews, taking pictures, using photographs or other information which may identify a participant in any agency promotional material or giving any material to the news media. A signed and dated release form will be obtained from the participant/participant representative and kept in the participant record. The consent must include the following:

1. The type and extent of the promotion;
2. A statement that the consent may be withdrawn up to the time that action has begun on the project;
3. Length of time the consent is valid; and
4. That the consent is voluntary.

Disclosure of Participant Information Without Participant Consent

Information included in the Participant Record may be disclosed to other employees of the agency for the purpose of making referrals to other agency services, supervisory activities, consultation with supervisors, and determination of eligibility. Senior Services

will disclose participant information when explicitly directed by a court order or when regulations require reporting information to a regulatory agency for the purpose of monitoring.

In the absence of a court order, participant information will not be released to attorneys or any other official without written consent. All request(s) for information related to court orders or legal matters must be relayed to management.

Ownership of Participant Records

All participant information contained in any Senior Services record is the property and responsibility of the agency.

Security of Participant Records

Participant records, both written and computerized, will be maintained and stored with controlled access. Access to participant records will be controlled through locks and/or computer restrictions.

Only employees, volunteers, and/or other individuals who must have access to participant information in order to carry out duties or functions of the agency will have access to participant information. Removal of records from premises will occur only at the approval of the employee's supervisor and only if necessary for agency functions. The authorized individual shall be responsible for the security of the record until it is returned to the storage area.

Participant Access to Records

Participants may have access to their records by giving five working days' notice of their desire to review information in their participant record. The President and CEO or Chief Operating Officer will be present when the participant reviews the record and will document in the record the date, time of the participant review. Records or copies of records may not be mailed to participants for review. A participant may contest the accuracy, completeness or relevancy of the record and may include a statement to that effect in the record.

Retention and Destruction of Participant Records

Participant records which may be destroyed are those which have shown no activity for at least 3 years, more, if required by funding source, and for which no legal action is anticipated or in progress. Active participant records older than three years should be purged of all non-essential data. All participant records will be shredded to assure confidentiality.

Participant Complaints

In keeping with the mission to provide quality services to the elderly, Senior Services strives to assist all its participants in a professional and caring manner. If a participant expresses a concern or complaint about services provided by an employee or volunteer,

it will be addressed promptly, objectively, and courteously. The person receiving the complaint should direct the participant to the Program Director of that service. The Program Director will investigate and decide the appropriate response. If the complaint is of a serious nature or threatens the liability or reputation of Senior Services the complaint should be reported to the President and CEO or Chief Operating Officer.

Grievance

Senior Services' participants have the right to appeal service reduction, termination, or the outcome of a complaint. If a participant believes that they have been treated unfairly, the participant may appeal in writing to the Program Director within ten days of the incident or change in service.

If the participant is not satisfied with the Program Director's decision, the matter should be presented to the President and CEO or Chief Operating Officer in writing within ten days. If not satisfied with that decision the participant may make a written request within five days for a hearing with the Board of Trustees. A Participant Review Committee will be established to hear from both the employee(s) and participant and will make a final decision. The Participant Review Committee will notify the participant and Program Director in writing of their decision.



ADDENDUMS TO THE MANUAL

Job Posting Protocol and Internal Applicants – Addendum I

Job Vacancies

Vacant (not filled) positions at Senior Services must be announced to staff. When seeking to fill a vacant position, the role must be posted so that interested individuals may express interest and apply. Hiring managers have several options for posting vacant positions:

1. Internal Only Postings

These positions are only posted internally, with the goal of tapping internal talent to fill an open need. An email is sent to AllStaff and the position is posted on agency bulletin boards.

Hiring managers are likely to follow this posting structure when there is likely to be a large degree of internal interest and capacity/skill to fill the role, or for positions where there is a preferred internal candidate.

2. Internal First Postings

These positions are first posted internally for a short period of time to allow staff to express interest before the vacancy is shared outside of our organization. An email is sent to AllStaff and the position is posted on agency bulletin boards. A timeframe is given for staff to express interest and it is noted that the position will/may move to external once that time frame passes. Whether the posting moves to external depends on the level and type of interest expressed internally.

Hiring managers are likely to follow this posting structure when they want to gauge internal interest and internal talent pool before collecting external resumes. Hiring managers have the ability to transition to an external posting even if an internal candidate expresses interest, should they feel a more robust pool of applicants is required to find the best fit.

3. Dual Posting (Internal/External)

These positions are posted externally with the option for internal candidates to also express interest. An email is sent to AllStaff and the position is posted on agency bulletin boards. The position also appears on the Senior Services website and other posting sites (like Indeed, LinkedIn, etc.) as appropriate.

Positions requiring more unique or specialized skill sets, where it is less likely a robust internal pool of applicants will be available typically follow this posting structure.

Guidelines for Internal Candidates

Senior Services staff are encouraged to explore opportunities for job growth/change within the agency as opportunities they are qualified for arise.

Existing Senior Services staff interested in applying for another position within the agency should meet the following criteria before doing so:

- Except in rare exceptions requiring approval from manager and Chief Operating Officer, internal candidates should have worked at Senior Services for at least six months before applying for positions within the same department, or at least one year before applying for positions in another department.
- Review and understand minimum requirements for the role carefully, and ensure you are able to meet them.
- Understand that internal job changes require a bit more transition planning for the agency. Internal candidates should be willing and able to assist with providing reasonable support for the transition and training of their vacated role, beyond the traditional two-week notice, if requested. *This will be negotiated on a case-by-case basis if an offer is extended.*

Internal candidates expressing interest in a vacant position at Senior Services should be granted a conversation with the hiring manager, departmental/organizational leader, or Human Resources.

Senior Services staff pursuing a job opportunity within the organization are encouraged to inform their current supervisor. Please note that your current supervisor may be consulted for a reference as part of the interview and hiring process.

New Positions

Occasionally, Senior Services has the need to create a completely new position. New positions typically involve increasing head count to add a role at the agency and are positions for which we don't have anyone in a similar role (i.e. not a promotion, role expansion, restructuring). New positions (meeting this criteria) at Senior Services should be announced to staff and posted in accordance with one of the posting strategies outlined above.

Job and Title Changes, Role and Responsibility Expansion or Adjustments (Existing Staff)

Senior Services is continually evaluating needs within the organization. Occasionally, this results in opportunities to restructure, expand, or adjust roles and responsibilities for existing staff. These modifications may result in job and title changes for the staff person within the agency. These are considered promotions or status changes. "New" positions resulting from this process are not posted. However, adjustments and changes in scope of responsibility that lead to title changes, expanded or changed responsibilities, or departmental restructuring will be announced to staff.

Compensation Philosophy – Addendum II

Senior Services is committed to competitive, fair, and equitable compensation practices. We strive to pay wages that are competitive to the market for other non-profits of similar size and scope, while maintaining internal equity in comparison to others within the organization.

In order to achieve this, our salaries are determined using job descriptions with comparative salary data for similar positions in the market. Individual compensation will vary based on the candidates' or employees' skills, depth of experience, and specific roles and job duties.

Salary Structure:

We have developed a salary structure which reflects our compensation philosophy and ensures that we are able to attract and retain top talent.

Below are the steps utilized to design our salary structure:

1. Job roles and responsibilities are defined for each position in the organization and job descriptions are developed.
2. A job analysis is completed based on the job description, and the grade of the position is determined by assigning points to specific compensable factors.
3. Market rates are researched to identify what other non-profits of similar size and budget are paying for similar positions.
4. Pay grades are established by grouping jobs with similar grades and setting minimum, midpoint, and maximum salary levels for each grade.
5. Salary ranges are established for each pay grade.

The salary ranges will be reviewed for possible updates as needed. These updates may vary depending on changes in the market and cost of living.

A comprehensive review of the salary structure, complete with job analysis and salary surveys will be conducted every three (3) years. Our goal is to be as competitive as possible with comparable nonprofit agencies in our area.

Senior Services uses a variety of salary surveying methods and reports to assess our position relative to other agencies in our sector and may weigh salary along with other benefit offerings as necessary to determine whether our offerings are comparable and competitive in nature.

Evaluation of Positions for Placement on the Salary Structure:

Senior Services evaluates positions for placement on our salary structure using a point system based on the following compensable factors:

- **Capability** – Years of experience, level of education, and overall ability required for the position.
- **Responsibility** – The extent to which an employee manages and controls assignments given to themselves or others. Level and scope of responsibility around things like fiscal/budget, confidential information, safety of other employees, project management, decision-making.
- **Physical Effort/Demand** – The physical demands of the position.
- **Mental Effort/Demand** – The mental demands of the position.
- **Working Conditions** – Overall environmental factors such as locations, hazards, travel, and any other extreme factors.
- **Leadership** – Whether an individual supervises others directly or indirectly and the responsibility that the employee has for controlling policy decisions, costs, or work processes/methods.
- **Supervision Received** – Involves how closely the individual's manager outlines their specific methods, work procedures, processes.

Setting Individual Compensation:

In setting or reviewing an individual's compensation at Senior Services we evaluate unique factors related to the employee performing the role and determine their salary within the approved range for the position. Factors that should be considered:

- Employee's skills
- Employee's education
- Employee tenure/seniority
- Previous Experience

This is the process Senior Services follows when making job offers to new employees and when evaluating pay increases for existing employees, outside of the normal annual increase.

Annual Pay Progression and Other Adjustments:

Pending financial capacity, Senior Services budgets an annual increase for staff. Typically, we implement this increase on January 1st. However, there may be extenuating circumstances that require implementation to occur in a different time frame or perhaps not at all. Merit increases may also be awarded based on individual performance.

Each position on the salary chart has a maximum pay figure. Once a staff person reaches the maximum for their position range, they will cease receiving annual salary increases. Instead, they will receive an annual bonus comparable to the budgeted percentage increase, delivered in the first paycheck following the effective date of other staff increases.

It is recognized that some people may consider leaving for more pay, and the agency is willing in some circumstances to consider a salary adjustment that is equitable for other employees and commensurate with general market conditions to retain an employee. However, it is unlikely that the agency will be able to match all salary offers received by its employees. Employees should not expect to negotiate their salaries upward by regularly soliciting better paying jobs elsewhere.

Other Compensation Elements:

Senior Services is committed to providing a diverse array of benefits and perks to support the well-being of our employees and their families. Annually, Senior Services will provide each employee with a total compensation statement outlining our full investment in them.