

Lifeways

Employee Handbook

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Welcome to LifeWays!

We are happy that you have joined our “family.”

I am positive that you will find this an outstanding place to work for many reasons. At the top of the list is the caliber of people that we have been able to attract and retain over the years. Our team members are active, committed and interesting people who take their jobs seriously, but also have fun doing them. They have an “I-can-do-it” attitude that enables them to learn and grow, as well as to perform exceptionally.

LifeWays employees also take their families and communities seriously and involve themselves in activities to benefit both. We are a family-friendly workplace and view our families as being just as important as our jobs. Team members feel that it is important that they are able to participate in in community events that strengthen and support their families. We are committed to collaboration in our communities though shared developments, services and celebrations.

Finally, LifeWays employees are very committed to achieving exceptional customer service in all areas of our work. As President John F. Kennedy once said, “One person can make a difference, and everyone should try.” We believe that statement to be a call to action for each and every one of us to do our best to make our community a better place to live, work, play, and grow. Whether that quote inspires you to make a positive impact on your co-workers, consumers, providers or other community – the opportunities to inspire hope and to make a difference at LifeWays are limitless.

Sincerely,



Maribeth Leonard
Chief Executive Officer

Introduction

This LifeWays Employee Handbook is predicated on the agency's purpose as outlined in the Mental Health Code, and operating philosophy as outlined in its Strategic Plan:

330.1206 Community mental health services program; purpose; services.

Sec. 206. (1) The purpose of a community mental health services program shall be to provide a comprehensive array of mental health services appropriate to conditions of individuals who are located within its geographic service area, regardless of an individual's ability to pay.

Our Mission

LifeWays inspires hope and promotes life-enhancing recovery.

Our Vision

We envision a fully integrated healthcare network that supports individuals in our community to reach their full potential.

Our Values

We value exceptional service, person-centered care, innovation, integrity, strategic partnerships, and compassion.

Purpose

The LifeWays Employee Handbook is designed to acquaint employees with LifeWays policies and procedures which may affect their employment. The handbook addresses issues pertaining to such things as employee benefits, working conditions, and other provisions with which employees should become aware. The handbook outlines employee responsibilities and describes the programs developed by LifeWays, which will benefit all employees. The policies, procedures, and provision contained herein shall not be construed as all inclusive, and are meant only to emphasize specific policies, procedures, and provisions.

This Employee Handbook and the policies within it apply to employees of LifeWays exclusively and are not meant for employees from any other company, agency, or entity. Similarly, any other handbook developed for a Network Provider (contractor) of LifeWays will not be understood or interpreted to apply to employees of LifeWays. The handbook is not intended to cover Board members or compensated individuals appointed to standing councils or committees regardless of the compensation status or method.

This handbook is not meant to encompass every situation: it is every employee's responsibility to understand and follow the items in the handbook, to ask questions to management if they do not understand any part of this handbook and to exercise sound judgement when applying the principals of this handbook to various work place situations. No Employee Handbook can predict or anticipate every circumstance for which a policy (meaning any LifeWays policy or procedure) has been developed. Over time, the need may arise to change or alter policies described herein. The interpretation and operation of the policies or benefits noted herein are within the sole discretion of LifeWays. Therefore, LifeWays reserves the right to revise, supplement, or rescind any policies, stated benefits, or portions of the handbook it deems appropriate. A change of any kind is in the sole discretion of LifeWays

and every effort will be made to notify employees of such changes as they may occur. This handbook should not be construed as creating a contract between LifeWays and its employees.

It is each employee's responsibility to be aware of any change. In no case and under no circumstances will future changes or practices affect the status of at-will employees of LifeWays.

In order to encourage an efficient and professional work environment which serves our stakeholders' needs, LifeWays follows the policies and procedures outlined herein.

LifeWays People & Culture Department

LifeWays' People & Culture (P&C) Department supports its human resource functions. People & Culture administers new employee records compliance, benefits procurement and administration, and provides payroll administration. People & Culture supports compliance with local, state, and federal employment and wage and hour laws; as such, People & Culture may serve as a point of contact for employees seeking assistance as outlined in this handbook; and for any People & Culture policy development and administration covered under section nine (9.00 People & Culture Policies & Procedures).

LifeWays Commitment to Diversity, Equity, Inclusion, & Belonging

Our employees are the most valuable asset we have and are truly the heart of our organization. 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 the way we can care for and relate to our consumers, while ensuring that our reputation and achievements are valued by those we serve.

DEFINITIONS:

- Diversity - means having an organization in which a variety of social and cultural characteristics exist. It entails the presence of different types of people from a wide range of identities with different perspectives, experiences, etc.
- Equity - means everyone is given the same treatment, opportunities, and advancement. Equity aims to identify and eliminate barriers that prevent the full participation of some groups. This involves ensuring equally high outcomes for all and removing any correlation between success or failure and social or cultural factors.
- Inclusion - means that employees feel a part of their team and the larger organization, no matter what their identity. Inclusion is diversity in action: creating an environment of acceptance and respect and harnessing the impact of different ideas, experiences, and perspectives to deliver greater value.
- Belonging - means to build on the sense of inclusion and makes an employee feel as if they truly are part of the LifeWays family.

Standard Employment Practices

At-Will Employee:

At-Will Employment means that the employee or LifeWays may decide to terminate an individual's employment at any time, with or without reason, and with or without notice. Since all LifeWays employment relationships are at-will, no contract or promise of continued employment –either verbal or implied– is created now or at any time during employment. As such, no employment contract is or can be created unless or until LifeWays and the employee expressly agree to an alternative to an at-will status and formalize such terms by a written agreement authorized by the LifeWays Chief Executive Officer (CEO) and signed by the LifeWays authorized designee. (9-01.01 Hiring Practices)

Equal Employment Practices:

LifeWays is committed to provide equal employment opportunities to all individuals without regard to race, color, religion, sex (including gender identity, sexual orientation and pregnancy), genetic information, national origin, age, disability, veteran status, marital status, or any other characteristic protected by law. LifeWays follows Federal Equal Opportunity Laws, including the Americans with Disabilities Act, the Equal Pay Act, Title VII, and the Age Discrimination in Employment Act. LifeWays' policy of equal employment opportunity applies to all terms and conditions of employment including hiring, placement, compensation, training, promotion, discipline, and termination.

LifeWays does not unlawfully discriminate against qualified applicants or employees who, with or without a reasonable accommodation, can perform the essential functions of the job. LifeWays will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship. An employee with a disability for which a reasonable accommodation is needed should contact the People & Culture Department to discuss possible solutions and begin the interactive process. LifeWays may require documentation to establish the need for an accommodation if an employee has a qualifying disability that affects his or her job.

Accommodations that are not medical in nature will be assessed on a case-by-case basis, and approval will be granted at the discretion of the supervisor.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the People & Culture Department.

Anyone found to be engaging in any type of unlawful discrimination may be subject to disciplinary action, up to and including termination. Employees can raise legitimate concerns, and make good faith reports, without fear of reprisal. (9-01.09 Equal Opportunity Employer | 9-04.01 Appropriate Workplace Conduct and Expectations | 9-04.09 Employee Problem Resolution)

Evaluation Period:

During the first ninety (90) days of employment, employees are in an evaluation period. During this time the CEO, through the direct supervisor, will continually evaluate performance and compatibility with LifeWays. Should an employee's performance not meet the standards set forth by LifeWays, corrective action up to and including termination will be taken. This evaluation period shall not be deemed to in any way affect nor abrogate an employee's status as an at-will employee.

Ethical Standards of Conduct:

LifeWays expects that all employees conduct themselves in a professional and ethical manner. An employee must not conduct business that is unethical in any way, nor should any employee influence other employees to act

unethically. Furthermore, an employee must report any dishonest activities or damaging conduct to the CEO. (9-04.02 Ethical Standards)

Reporting Suspected Fraud or Illegal Activity:

LifeWays' Board and employees shall report any suspected or actual fraud, abuse or waste of any funds, including Medicaid funds, or other suspected illegal activity to the Corporate Compliance Officer. (9-04.03 Conflict of Interest/Secondary Employment | 1-08.01 Corporate Compliance Officer and Corporate Compliance Committee)

In the event that an employee becomes aware or believes that another employee's behavior or actions are inappropriate, illegal, problematic, or in any way inhibit or affect the organization's or the employee's performance or the LifeWays work environment, the conduct or behavior should be reported to the People & Culture Department, Corporate Compliance/Risk Management/Privacy Officer, or CEO/designee.

All reasonable concerns shall be promptly, thoroughly, and when at all possible confidentially investigated by LifeWays and, where necessary, appropriate corrective action will be taken. To protect the integrity of the investigation, employees should not discuss such actions or behavior with others. Discussion about such matters may create an unacceptable work environment for which the involved employee will be held responsible and may be disciplined in accordance with LifeWays' disciplinary procedure (9-04.07 Counseling and Discipline).

All employees are required to read and abide by LifeWays policies, procedures and the Corporate Compliance Plan. These documents provide the framework for LifeWays employees to comply with applicable laws, regulations and program requirements.

Personnel File:

LifeWays keeps personnel files for its employees. Medical records are kept separately from personnel records. Employees may view the contents of their personnel file by making a written request to the People & Culture Executive Director. No employee may alter or remove any document in his or her personnel file. If an employee believes any records or information in their general personnel file to be inaccurate, they may submit a written request to have the record corrected or, if denied, an employee response may be included in the personnel record in compliance with the *Bullard-Plawecki Employee Right to Know Act, MCL 423.501, et seq.* (9-02.12 Personnel Files)

General Policies and Procedures

Background Checks and Disclosing Certain Criminal Information:

All employees shall fully disclose to the People & Culture Department any criminal felony or work-related misdemeanor convictions. Any employees that work directly with consumers or who will have access to consumer records that are convicted of a felony or misdemeanor, including expressly any law relating to drugs or other controlled substances, or are charged with a felony, or are placed on the CPS Central Registry as a perpetrator, shall notify in writing the People & Culture Department immediately, and in all cases, no later than five (5) days after such conviction, charge, or placement on the CPS Central Registry. An employee must disclose to LifeWays People & Culture any conviction resulting from such pending charges as described in this Section. However, as required by Federal regulation, employees working with consumers must disclose any arrests or charges related to child sexual abuse, child abuse, or child neglect and the disposition of such arrest or charges and may also be required to certify that no case of child abuse or neglect has been substantiated against them. In every case, employees in positions that work directly with consumers or who will have access to consumer records shall undergo the background checks including drug testing, and, if they have not resided or lived in Michigan for each of the previous

ten years, they must also sign a waiver attesting to the fact that they have not been convicted of a felony or been identified as a perpetrator. LifeWays may, at its cost, conduct a criminal history search periodically on all employees when required to ensure compliance with grants, licensing requirements, and performance standards. (9-01.04 Background Checking)

Credentialing and Re-credentialing:

In accordance with LifeWays policy and the Michigan Department of Health and Human Services (MDHHS) Behavioral Health and Developmental Disabilities Administration (BHDDA) Credentialing and Re-credentialing Process, health care professionals, as indicated in the Credentialing and Re-credentialing Process, who make clinical decisions impacting a consumer's care, must be credentialed upon hire and recredentialed at least every two years. At minimum, this includes Access Services, Crisis Services, Outpatient Services, Medical Services, Case Management, and Utilization Management staff. LifeWays may recognize and accept the credentialing activities conducted by another entity; however, must maintain copies of the credentialing decision and primary source verifications in its administrative records. (9-01.03 Credentialing of LifeWays Staff | 9-03.05 Training Reciprocity)

Orientation:

In accordance with federal law, both new employees and re-hires are required to provide documentation of identity and eligibility to work in the United States. New employees will receive a copy of the Employee Handbook and will be given the time to read it and ask any clarifying questions of People & Culture or the hiring supervisor. The signed copy of the "Acknowledgement & Receipt of Understanding" will be placed in the employee's personnel file. Employee orientation will also include review of LifeWays policies and procedures and the new employee's job description. (9-01.08 Onboarding and New Employee Orientation)

Performance Reviews:

Supervisors and employees are encouraged to discuss job performance, individual goals, and objectives on an informal, periodic, or as needed basis. Additionally, LifeWays endeavors to undertake employee performance appraisal reviews on a periodic basis. The reviews will focus on job-related competencies, strengths and weaknesses, as well as overall fit with the LifeWays Mission, Vision and Values and the Strategic Plan's goals and objectives. Goals and improvement plans may be mapped out each review period and progress will be measured at the next review. Performance reviews may determine salary increases and promotions. Employees have the opportunity to review all performance appraisals and provide a written response, if requested. All reviews and responses become part of an employee's personnel file. (9-03.02 Performance Evaluation | 9-02.12 Personnel Files)

Job Descriptions:

LifeWays employees shall be provided with a job description as part of new employee orientation. The job description shall outline qualifications, competencies, required skills and general responsibilities. Job responsibilities will include measurable key performance indicators (KPIs) for each position. (9-03.04 Supervision | 9-01.02 Job Descriptions)

Expense Reimbursement:

LifeWays will reimburse employees for reasonable pre-approved business expenses. Reasonable expenses while traveling on agency business include travel fares, accommodations, meals, tips, telephone and fax charges, and purchases on behalf of the agency. Travel and expense reimbursement practices are outlined in policies and procedures and must be requested in accordance with procedure. (3-06.01 Travel and Training | 9-03.03 Conference Requests)

Personal Property:

LifeWays does not assume responsibility for any personal property located on its premises. Employees are to use their own discretion when choosing to bring personal property into the office and do so at their own risk. Additionally, employees may not bring or display in the office any property that may be viewed as inappropriate or offensive to others. (9-04.02 Ethical Standards | 11-01.10 Vandalism or Theft)

General Safety and Health Policies:

The safety of LifeWays employees and visitors is of the utmost importance. Each employee is expected to work diligently to maintain safe and healthful working conditions, and to adhere to all practices and procedures designed to prevent injuries and illness. Each employee is responsible for being aware of best safety practices, thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately to achieve a safe and healthy environment. (9-02.11 Health, Injury, and Wellness)

In addition, employees should observe the following precautions:

- Notify People & Culture of any emergency situation. If employees are injured or become sick at work, no matter how slightly, they must inform People & Culture immediately. Failure to notify LifeWays in a timely manner can lead to possible worker compensation disqualification.
- Employees should promptly notify their supervisor or the People & Culture Department, before the beginning of the workday, of any prescription or over the counter medication they are taking that may cause drowsiness or other side effects that could lead to injury to the employee or their coworkers.
- The use of alcoholic beverages, marijuana or illegal substances during working hours is prohibited. The possession of alcoholic beverages, marijuana or illegal substances in either LifeWays facility is forbidden.
- Employees should use, adjust, and repair machines and equipment only if trained and qualified.
- Employees should get help when lifting or pushing heavy objects.
- If an employee is not sure of the safe procedure, they should ask appropriate staff for support or directions.
- Employees should know the locations, contents, and use of first aid and firefighting equipment.
- Employees should use personal protective equipment in accordance with the job being performed.
- Employees should report the need for repair or replacement of work materials as soon as discovered.
- Employees should avoid having clutter that might cause accidents; materials and equipment should be stored safely and neatly.

(9-04.05 Drug-Free Workplace | 11-01.01 Building Access, Safety and Security Management)

LifeWays reserves the right to request that an employee leave the premises if, in LifeWays' judgment, an injury or illness poses a direct threat to the health and safety of the employee or others in the workplace. Employees concerned about being infected with a serious disease or illness by a coworker or other person should report such concern to their supervisor, or the People & Culture Department. (9-02.11 Health, Injury, and Wellness)

Occupational Safety and Health Administration (OSHA) Compliance:

Due to the potentially hazardous nature of any workplace, all LifeWays employees are responsible for familiarity and compliance with OSHA, Environmental Protection Agency (EPA), and state regulations regarding infection control, job safety, and health protection. LifeWays provides training and materials via Relias (online training) explaining the applicable standards and guidelines for all employees during the initial orientation and periodically, if applicable, when regulations are revised or added. All employees are required to participate, and completion records will be maintained. Missed meetings and training exercises must be made up within a reasonable time to avoid disciplinary action. LifeWays maintains a central file on Material Safety Data Sheets (MSDS) for all hazardous materials at LifeWays by employees. (11-01.06 Hazardous Materials Management | 11-01.07 Medical Waste Management Plan | LifeWays Infection Control and Exposure Response Plan)

Workers' Compensation:

LifeWays requires that all employees report job-related accidents or injuries to a supervisor and the People & Culture Department immediately, whether the accident occurred on or off company premises. Failure to report an injury, regardless of how minor, could result in difficulty with the employee's claim. Once the injury is reported, the employee will be asked to complete an incident report and may be asked to go to the designated occupational health clinic. Once this occurs, LifeWays and/or the LifeWays workers' compensation carrier may begin the accident investigation. After the accident investigation is complete, and LifeWays accepts the employee's claim under workers' compensation, LifeWays will pay reasonable medical and other expenses related to the employee's work injury. (9-02.11 Health, Injury, and Wellness)

Monitoring and Searches:

All agency and personal property at the work site is subject to monitoring and review at all times. This includes, but is not limited to, desks, computers, other containers and email files. Reasons for searches and reviews may include, but are not limited to, personal abuse of agency property, theft or substance abuse investigation, and improper disclosure of confidential information. (7-02.07 Acceptable Internet Use | 7-02.02 Information Access and Security)

LifeWays retains the right to conduct searches at any time. This includes the right to search assigned computers or files, even if protected by a password. Any employee who attempts to obtain or alter a password for the purpose of accessing restricted files may be subject to disciplinary action, up to and including termination. (7-02.02 Information Access and Security)

Video and Audio Surveillance Policy:

To promote the safety of employees and Agency visitors, as well as the security of its facilities, the Agency or any third party authorized by the Agency may conduct video and audio surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, and that video cameras and audio recording devices may be positioned in appropriate places within and around the Agency premises and used in order to help promote the safety and security of people and property. Employees acknowledge, with the exception of private areas identified above, that there is no expectation of privacy on the premises of the Agency and give their consent to such video or audio surveillance at any time the Agency may choose. The Agency may access, review, and disclose to third parties any and all recordings obtained from its video and audio surveillance without any liability whatsoever.

Office Security:

Shortly after an employee's start date, the employee will be given an ID badge to gain access to their work location office. The last employee to leave the office for the day is responsible for making certain the area is secure, free of unescorted visitors, and the lights have been turned off. Those employees requiring after-hours access to the building may be recommended by their supervisor for an access code to disarm the alarm in the portion of the building they are required to access. The supervisor shall email the Governance office to make this request. (11-01.01 Building Access, Safety and Security Management)

Confidential Information:

LifeWays requires that employees do not disclose information held to be confidential by LifeWays under the Health Insurance Portability and Accountability Act (HIPAA), Michigan's Mental Health Code, or other state/federal regulations. Social Security numbers should be collected only where required by federal and state law or as otherwise permitted by federal and state law for legitimate reasons.

LifeWays is committed to protecting the privacy of the persons served through its provider network and shall strictly govern the disclosure of any information to anyone other than those authorized. Any employee who engages in unauthorized disclosure of confidential or protected information is subject to disciplinary action which may result in termination.

Documents containing Social Security numbers are to be stored in locked, secure areas. Social Security numbers will not be publicly displayed and will not be released to anyone outside the agency, except as required by law. No more than four sequential digits of a Social Security number may be included on a document mailed outside of the agency. Any document containing a Social Security number is to be shredded when discarded utilizing the LifeWays provided shred bins.

To ensure that all protected information remains confidential, employees are required to comply with all confidentiality policies and procedures in effect, specifically to include the HIPAA Privacy regulations outlined in the LifeWays Notice of Privacy Practices.

Conflict of Interest:

LifeWays requires that employees not compromise the agency, its stakeholders, partners, or suppliers for personal gain. Examples of conflict of interest include, but are not limited to, accepting gifts worth more than \$25, requesting or granting business favors, or conducting business for personal gain. Employees are required to disclose in writing all conflicts of interest to People & Culture. Failure to do so may result in disciplinary action, up to and including termination. (9-04.0 Conflict of Interest/Secondary Employment)

Secondary Employment:

While LifeWays respects and appreciates that employees may want or need to have secondary employment, the employee must understand that in no case shall secondary employment conflict with or impair the employee's responsibilities to LifeWays. Any employee desiring to participate in secondary employment must obtain permission of the People & Culture Department in writing prior to engaging in outside or supplemental employment. All employees engaged in secondary employment shall:

- Not use LifeWays facilities as a source of referral for private customers or clients
- Not be engaged in during an employee's regularly scheduled working hours
- Not use the name of the LifeWays as a reference or credential in advertising or soliciting customers or clients
- Not use LifeWays supplies, facilities, staff or equipment in conjunction with any secondary employment or private practice (including any equipment or supplies provided for use by the employee in the employee's home office)
- Maintain a clear separation of secondary employment from those activities which are performed in their position for LifeWays
- Not cause any incompatibility, conflict of interest, or any possible appearance of conflict of interest, or any impairment of the independent and impartial performance of employee's duties.

(9-04.03 Conflict of Interest / Secondary Employment)

Nepotism:

It is the policy of LifeWays to prohibit the hiring of relatives in situations where a relative would be under the direct or general supervision of an elected official, department head, supervisor or team leader, or to employ relatives where the status of employment of that person might be influenced by an elected official, department head, supervisor or team leader.

By adhering to the above policy which prohibits relatives from working in positions where they might have influence over each other's status or the hiring of those relatives, a potentially discriminatory situation is avoided altogether. LifeWays realizes that there may be existing relationships among employees which are contrary to this policy. It is the purpose of this policy statement to avoid creating any new situations where relatives are employed in spheres of influence relationships, and not to affect the employment of any relationships that currently exist.

- Relative – Parent, foster parent, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law or step relative, or any person with whom the employee has a close personal relationship.
- Personal relationship – Relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.
- Spheres of influence – Scope in which an employee exerts direct or indirect control over another.
- Economic relationship – Fiduciary relationship in which one employee benefits by receiving financial remuneration such as landlord/tenant relationships or business partnerships.
- Fraternalization – Relationship of an intimate or romantic nature between a supervisor and his/her subordinates or conduct that creates the appearance of impression that such a relationship exists.
- If a supervisory-subordinate relationship develops in the form of either an intimate relationship, and/or marriage between two employees working in the same program area, then LifeWays will attempt to transfer one of the individuals, but it is not required to do so. If a transfer does not occur, one of the employees will be required to resign within 60 days of the marriage.

Political Activity:

Every employee has the right to freely express his or her views as a citizen and to cast a vote as he or she may wish. Coercion for political purposes is strictly prohibited. Employees of federally-aided programs are, however, prohibited from participation in partisan political activity under the Federal Hatch Political Activities Act.

No employee shall engage in any partisan political activity or campaigning for a non-partisan elective office during scheduled working hours or while on duty or while off duty wearing a uniform or other identifying insignia of LifeWays or employment. Solicitation of signatures or contributions or nominating petitions is prohibited during working hours. No employee shall be required to engage in a campaign for election of any candidate. LifeWays Board and employees are not permitted to use agency funds or resources to contribute to political campaigns or activities of any political party. (9-02.03 Conflict of Interest/Secondary Employment)

Pay and Benefits

Pay Periods:

All employees are normally paid on a bi-weekly basis (usually twenty-six pay periods annually). Electronic deposits will not be released prior to the set pay schedule for any reason, nor will they be released to anyone other than the employee. LifeWays may require employees to use direct deposit or a payroll debit card in compliance with the Michigan Wage and Fringe Benefit Act. LifeWays will provide an online election form to each employee to select debit card or direct deposit (and for the employee to provide account information for the direct deposit). An employee's failure to return their selection form within 30 days with the requisite account information may result in payment by debit card.

It is LifeWays' policy to comply with the Fair Labor Standards Act (FLSA) salary basis requirements. All deductions from an employee's wages shall be in accordance with applicable law and, when required, with the employee's

consent. LifeWays can make additional payroll deductions for authorized activities with an employee's written consent. (9-02 Salary, Benefits, and Payroll Administration)

Paycheck Corrections:

Employees are asked to review their payroll remittance carefully for errors. If an employee finds a mistake, they should report it to the People & Culture Department or the Chief Financial Officer (CFO) so that necessary steps may be taken to correct the error. Errors in payroll will be corrected and paid in the next scheduled paycheck after notice is received or otherwise in compliance with the Michigan Wage and Fringe Benefit Act.

Job Classifications:

Employees are classified by two major categories: "Exempt" and "Non-exempt." This handbook applies to both Exempt and Non-Exempt employees. For more information see procedure 9-02.02 Exemption Status

1. Non-exempt employees are eligible to receive overtime pay in accordance with state and federal wage and hour laws. These employees are required to submit a timely and accurate time record for each pay period, approved by the appropriate supervisor, for the purpose of tracking hours worked and calculating compensation. Compensated paid time off is not considered hours worked for purposes of calculating overtime pay.
2. Exempt employees are generally salaried and fall into one or more of the following classifications: executive, professional, certain computer, or administrative personnel. These employees are exempt from the applicable provisions of state and federal wage and hour laws and are not entitled to overtime or compensatory time.

Time Sheet Policy:

Accurate recording of time worked is the responsibility of every employee. Federal and state laws require the employer to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is the time actually spent on the job performing assigned duties.

- Hourly employees shall accurately report the hours worked each week. The designated supervisor approves exceptions to normal hours.
- Salaried employees are required to complete a timesheet for each pay period indicating hours worked as well as the use of paid time off (PTO).
- Each employee is required to notify their supervisor, in advance, of the dates of all approved PTO.
- Excessive use of unplanned leave or lateness in arriving at work are reasons for concern and may result in corrective action.

Time reports are provided in an electronic format. Unless authorized, no employee may record the time of any other employee, or request that another employee record their time. Falsification of time worked, altering or tampering time, and using unauthorized devices to record time are prohibited. Violators will be subject to disciplinary action, up to and including termination. (9-02.06 Paid Time Away from Work | 9-04.10 Work Schedule/Break Time)

Work Week and Hours of Work:

The standard work week is from Saturday 12:00 a.m. until Friday 11:59 p.m. Normal office hours are from 8:00 a.m. to 5:00 p.m. Individual work schedules will vary depending on the operating needs of the agency. (9-04.10 Work Schedule and Break Time | 9-04.08 Attendance)

Overtime:

Non-exempt employees are to be paid time and one-half (1.5) for work time that exceeds 40 hours during a scheduled workweek. Employees asked to work overtime are expected to do so. Overtime must be approved in advance. Exempt employees are not eligible for overtime pay. Paid time off, for example holidays or vacations, is not considered work time for purposes of determining overtime pay. (9-04.10 Work Schedule and Break Time)

Break Time:

Depending on the business needs of the organization, LifeWays encourages employees to utilize break time. Break time should be scheduled and/or approved by a supervisor prior to use. In general, employees may receive two paid ten-minute breaks or one twenty-minute paid break per scheduled shift; employees do not have to punch out for break time unless the employee leaves LifeWays property.

Since break time is paid time, it may not be used at the beginning of a shift or at the end of a shift and cannot be combined with a lunch period. Break time should be taken away from the workstation/area and the employee should remain on LifeWays property while using paid time break time. Manager/supervisors reserve the right to schedule break times or deny the use of according to business needs of the department. (9-04.10 Work Schedule and Break Time)

Break Time for Nursing Mothers:

In compliance with federal law which requires the provision of unpaid, reasonable break time for a non-exempt employee to express breast milk, LifeWays subscribes to the following policy:

All lactating mothers shall be provided a place to breastfeed or express their milk. LifeWays has designated a suitable, private location, other than a bathroom for such breaks. Employees shall be provided flexible breaks to accommodate breastfeeding or milk expression for the first year of the child's life. A non-exempt breastfeeding employee shall be provided a flexible schedule for breastfeeding or pumping to provide breast milk for her child. The time would not exceed normal time allowed for lunch and breaks. For time above and beyond normal lunch and breaks, PTO time must be used, or the employee can make up the time at the discretion of the supervisor. A refrigerator will be made available for safe storage of expressed breast milk. Employees may use their own cooler packs to store expressed breast milk or may store milk in a designated refrigerator/freezer. Employees should provide their own containers. Those using the refrigerator are responsible for keeping it clean. (9-04.10 Work Schedule and Break Time)

Teleworking:

Teleworking allows employees to work at home or in a satellite location for all or part of their workweek. LifeWays considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and positions but not for others. Telecommuting is not an entitlement, it is not an agency-wide benefit, and it no way changes any terms and conditions of employment. Eligible employees whose positions have been approved for telework, may be allowed to work in a remote capacity, in a job identified by the employee's supervisor and the People & Culture Department. A work agreement (a formalized agreement entered into between the supervisor and employee authorized to Telework that outlines the specific work arrangement that is agreed to and is mandatory in order for any employee to participate in Telework) is required. Permission to telework may be withdrawn in the sole discretion of LifeWays. (9-02.03 Teleworking)

Benefits Coordination:

LifeWays makes health insurance available for those who qualify. All spouses and children are required to use coverage available to them other than LifeWays' coverage, unless the following occurs:

- a. If an employee's spouse or children's plan has higher co-pays or premiums or less than adequate coverage through another available plan, the employee may add their spouse and/or children to LifeWays policy for the designated premium amount. The employee must provide evidence of the co-pay at the time of requested enrollment.
- b. If an employee's spouse or children do not have any coverage available to them, they may be enrolled in LifeWays' plan.
- c. In the case of a divorce settlement requiring the LifeWays employee to cover the children, they may be enrolled in the LifeWays plan upon LifeWays' receipt of the court-issued medical support order.

Employees shall be required to request a dependent coverage exception and provide documentation indicating the reason for additional coverage upon hire as well as during the annual enrollment period. All decisions regarding exception requests will be made by the People & Culture Department. Upon approval, employees will receive notification from the People & Culture Department and must complete the enrollment process within the HR Information System for this change to take effect.

Reporting Changes:

Employees are responsible for promptly notifying the People & Culture Department of any change in their name, address, telephone number, marital status, citizenship, tax withholding allowances, emergency contact information, insurance beneficiary, or dependent insurance coverage. These changes must occur via the Time Portal system. Accurate and correct information is vital for benefits, insurance records, and other LifeWays files. Life events must be reported within 30 days to prevent discontinuation of coverage. (9-02.05 Benefits Coordination)

Employee Conduct and Performance Expectations

Attendance & Punctuality:

Punctuality and regular attendance are important to the smooth operation of LifeWays. If an employee is consistently late or excessively absent, LifeWays' ability to perform work is affected and an unfair burden is placed on co-workers. Therefore, unless absences are permitted or excused under the agency's holiday, paid time away from work, or other policies, employees are responsible for being at work and arriving on time.

If an employee is going to be absent or late, it is mandatory and the employee's responsibility to call, e-mail, or text a message their supervisor as soon as possible. Barring any unforeseen circumstances, an employee should report their lateness or absence no later than one hour prior to the start of the workday. If an employee is absent for several days, they must notify their supervisor each day (unless medical documentation is provided that defines the period of absence). An employee who is absent for reasons other than those permitted or excused by a LifeWays holiday or leave policies or who fails to provide notice as required, may be subject to appropriate disciplinary action up to and including termination. (9-04.08 Attendance)

Tobacco-Free Campus:

In order to promote healthier habits, LifeWays has established a tobacco-free environment for its consumers, employees, and visitors. Smoking and/or use of tobacco products, or the use of any e-cigarettes shall be prohibited

at the Jackson LifeWays location (1200 N West Ave) including all enclosed areas of owned, leased or under the control of LifeWays. LifeWays is a tenant at 25 Care Drive, Hillsdale, and as such prohibits smoking by employees. (11-01.08 Tobacco-Free Campus)

Sexual and Other Unlawful Harassment:

LifeWays will endeavor to maintain a work environment that fosters respect for the dignity of each individual. This policy is adopted in furtherance of that tradition.

It is against the policies of LifeWays for an employee to harass another person because of the person's sex, race, color, religion, national origin, age, disability, sexual orientation, marital status, or other characteristic protected by law. Actions, words, jokes, or comments based on such characteristics will not be tolerated.

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

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or environment.

Unlawful harassment can include, but is not limited to, epithets, slurs, jokes, pranks, comments, offensive or sexual written or graphic materials, obscene gestures, unwanted advances, physical touching, or threatening, hostile or intimidating acts.

Any employee who believes that he or she is being unlawfully harassed should immediately follow the complaint procedure. All complaints of harassment will be promptly and thoroughly investigated and, where necessary, appropriate corrective action will be taken. Any person found to have unlawfully harassed another employee may be subject to appropriate disciplinary action, up to and including termination of employment. (9-04.06 Anti-Harassment)

Harassment/Discrimination Complaint Procedure:

Any employee who in good faith believes he or she has been subject to illegal discrimination or harassment prohibited by law, should immediately report that fact to the immediate supervisor, People & Culture or the CEO or, if the alleged perpetrator is the CEO, the complaint should be filed with People & Culture. If an employee observes or has knowledge of an incident of harassment involving other employees, they should immediately inform and file a written complaint in the same manner as noted above. If an employee has any questions regarding the reporting of such matters, they should contact People & Culture. Upon notice, LifeWays will promptly conduct an impartial investigation of any complaint or report of harassment. To the extent possible, LifeWays' investigation will be conducted in a manner calculated to protect the privacy of the individuals involved, and the confidentiality of the complainant. If the investigation reveals that harassment or discrimination has occurred, disciplinary action up to and including termination of employment will be taken. The nature of the discipline will depend upon the circumstances of each case.

If a report of discrimination or harassment prohibited by law is made in good faith, LifeWays will protect the reporting individual from retaliation or any other detrimental impact on his or her employment. Disciplinary action, up to and including termination, will be taken into against anyone who attempts retaliation towards any individual

involved as a witness or complainant. Employees who become aware of complaints or investigations of harassment are expected to refrain from unnecessary and unprofessional discussions with coworkers concerning the individuals involved; as such discussions may themselves be a form of retaliation.

Drugs and Alcohol:

It is the policy of LifeWays to maintain its offices as a drug-free work environment that is both safe for its employees and visitors, as well as conducive to efficient and productive work standards. This policy prohibits the unauthorized possession, by employees or others, of alcohol, marijuana and illegal substances on LifeWays property, regardless of whether the persons are on duty. Employees are also prohibited from having detectable levels or identifiable trace quantities of alcohol, marijuana and illegal substances during working time.

LifeWays may drug test under the following circumstances:

- As part of the New Hire Process
- Reasonable Suspicion
- Any employee, post workplace property damage accident; and/or
- Any employee, post workplace accident resulting in injury or illness if the employee's supervisor and/or People & Culture determine there is a reasonable possibility that employee drug or alcohol use caused or could have contributed to the reported accident.

Employees who test positive, refuse, or fail to test, or admit to having current substance abuse issues may be subject to discipline, up to and including termination. Adulterated specimens may be treated as a positive test result. All drug testing will be treated confidentially and used solely for the purpose of making employment decisions. (9-04.05 Drug-Free Workplace)

Violence and Weapons:

LifeWays provides a safe workplace for the public and its employees, clients, and contractors. LifeWays takes violence and threats of violence extremely seriously. Any act or threat of violence by or against any employee, customer, supplier, partner, or visitor is strictly prohibited. This applies to all agency employees, whether on or off agency property. Any use or possession of weapons by an employee, whether illegal or not, is prohibited on agency property, including the parking lot or while on agency business. This includes knives, guns, martial arts weapons, or any other object that is used as a weapon. Any employee caught possessing a weapon may be disciplined, up to and including termination.

If an employee encounters an individual who is threatening immediate harm to an employee or visitor on premise, the employee should follow the procedure for a Behavioral emergency (Code B). Employees should not engage in either physical or verbal confrontation with a potentially violent individual. Any person who exhibits any unsafe behaviors will be removed from LifeWays premises as quickly as safety permits and shall remain off LifeWays premises pending the outcome of an investigation.

All employees, temporary employees, contractors, and any other personnel are responsible for notifying LifeWays of any acts or threats which they have witnessed, received, or have been told that another person has witnessed or received by completing a LifeWays Security Incident Report Form (LW/#11-01.01-B).

In order to provide a safe workplace for its employees, LifeWays must know if an employee has been granted a court order, or Personal Protection Order (PPO) against an individual to stay away from LifeWays locations. This also includes all individuals who obtain a protective or restraining order which lists LifeWays locations as being protected areas. A copy of any protective or restraining order, along with a photo of the individual must be given

to the People & Culture Department. This information will be kept reasonably confidential to the extent possible, however, the photo will be posted at all points of entry, as well as given to the security guard, in effort to maintain the safety of all Lifeways' employees. (11-01.01 Building Access, Safety and Security Management)

Dress Code:

A professional and clean appearance plays a vital role in how we are perceived by our clients, visitors, and each other. Employees are expected to dress tastefully and professionally at all times. Employees who show up for work dressed inappropriately are subject to progressive discipline, and/or may be sent home to change and not paid for the time it takes until their return. Questions about appropriate attire should be directed to the employee's immediate supervisor. If a certain manner of dress, personal appearance or hygiene is necessary because of religious beliefs, medical condition or an otherwise legally protected reason, the employee must notify their immediate supervisor of the reason, in writing, before reporting to work. LifeWays may require said employee to provide appropriate proof of this belief, condition, or otherwise protected reason. (9-04.04 Dress Code)

Computer, Internet, Telephones, and Electronic Mail:

LifeWays provides a variety of electronic tools to employees for use in agency operations. Agency-provided technology should be used only for business-related matters during working time, and personal usage should be minimized at all times.

Employees should not have an expectation of privacy in their use of company computers, telephones (including cellphones issued by the company) or other tools. All communications on these devices, including email and other internet activity, are subject to monitoring or inspection by the company at any time, without advance notice. Employees are encouraged to use these tools only for business-related communications. LifeWays reserves the right to monitor customer calls to ensure employees abide by company guidelines and provide appropriate levels of service. Email, telephones, and other devices may not be used in any manner that violates company policies, including especially policies regarding equal opportunity and harassment. All electronic and telephone communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of LifeWays and, as such, are intended for job-related purposes. Employees are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so, or unless they have received prior clearance from an authorized representative. All pass codes, including username and passwords, are the property of LifeWays and may be used to access electronic and telephone communications at any time. (7-02.02 Information Access and Security | 7-02.06 Virtual Private Network (VPN) Remote Access | 7-02.07 Acceptable Internet Use | 7-04.01 Telephone Usage)

Social Media

Social media has become an integral part of modern life. It keeps us in touch with friends and family, it informs us about our world, and it gives us a platform allowing us to be heard.

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

The same principles and guidelines found in LifeWays policies and procedures and three basic beliefs apply to your activities online as an employee of LifeWays. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your

conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects consumers, other employees, providers, vendors, contractors, community members, or people who work on behalf of LifeWays, reduces the public's trust in the mental health system, or impedes LifeWays' legitimate business interests, may result in disciplinary action up to and including termination. (9-04.15 Social Media)

Workplace Rules:

Employees should review the LifeWays procedure to become aware of the general actions that may lead to discipline. The work rules contained within this procedure are designed to promote the mutual relationship and are subject to everyday common sense. No single set of rules can cover every aspect of conduct on the job. LifeWays retains the right to take disciplinary action for any conduct that does not meet expected standards of appropriate behavior in the workplace, and to assess the level of discipline based on the circumstances of each case. In situations outside specific rules, LifeWays will follow its general policies. Nothing in these rules alters its policy of employment at-will.

The disciplinary level processes are as follows, and outlined within the LifeWays Counseling and Discipline procedure (9-04.07):

Level 1 Disciplinary Process

1. 1st offense: Documented verbal warning.
2. 2nd offense: Documented written warning.
3. 3rd offense: Three-day suspension.
4. 4th offense: Termination of employment.

Level 2 Disciplinary Process

1. 1st offense: Written warning.
2. 2nd offense: Suspension.
3. 3rd offense: Termination of employment.

Level 3 Disciplinary Process:

1. 1st offense: Termination of employment.

Problem Resolution:

LifeWays seeks to deal openly and directly with its employees and believes that communication between employees and management is critical to solving problems. Co-workers that may have a problem with one another should attempt to resolve the problem themselves. If a resolution cannot be agreed upon, both employees should approach either their supervisor, or the People & Culture Department, who will work with the employees to determine a resolution. In these instances, the decision of the People & Culture Department is final. (9-04.09 Employee Problem Resolution)

Separation of At Will Employment

Resignation: Resignation is a voluntary act initiated by the employee to terminate their employment with LifeWays. Although advanced notice is not required, LifeWays requests a written notice of at least two weeks (ten business days) from all employees. (9-04.14 Termination/Exit)

Job Abandonment: If an employee is absent for more than three consecutive days without notifying their supervisor, the employee may be considered to have voluntarily abandoned employment with LifeWays. If termination is determined, the effective date will be the last day the employee reported for work. (9-04.08)

Attendance)

Termination: LifeWays requires that an employee return all documents, files, computer equipment, agency tools, business credit cards, keys, and other agency owned property on or before the last day of work. Employees leaving the agency will have the option of having an exit interview with the People & Culture Department and the Corporate Compliance Officer. (9-04.14 Termination/Exit)

Paid and Unpaid Leaves

LifeWays provides eligible employees with leave for a variety of reasons. The following summarizes LifeWays' leave policies in a way that LifeWays hopes will be generally helpful.

As with all policies, LifeWays reserves the right to revise or rescind these policies at its discretion, subject to legal requirements. This statement of leave is not intended to create a contract between LifeWays and its employees.

Leaves of Absence:

To apply for leave – either medical (inclusive of FMLA, and ADA) or personal – an employee must apply for leave through Mutual of Omaha by either calling 1.877.365.2666 or visiting AbsencePro.absencemgmt.com. An employee applying for leave will be asked to state why the employee wants the leave, when the employee wants the leave to begin, and when the employee wants the leave to end. Mutual of Omaha will inform the employee what type (FMLA, ADA, Personal) and duration of leave, has been approved and will also tell the employee which requirements, such as certification of a health condition, the employee must provide.

All leaves are granted for a specific period of time. An employee who foresees being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which the employee is eligible, including an extension of the current leave. If an extension of leave is not approved, LifeWays reserves the right to terminate the employment of an employee who does not return to work at the end of the approved leave period.

For more information, please review LifeWays Procedure 9-02.06 Paid Time Away from Work.

Paid Time-Off (PTO):

Regular full and part-time employees are eligible for PTO. The purpose of PTO is to cover any need for time off, whether it is for a vacation, personal time, sickness, or to take care of family members. If an employee misses work for any reason, they are expected to use PTO unless they are using approved and earned compensatory or flex time. If an employee is on unpaid approved Medical, or Personal Leave of Absence, PTO will not be accrued for the duration of the leave.

When foreseeable, employees should submit a written PTO or email request at least one week in advance. The request must be approved by the supervisor. Negative PTO accruals are not allowed.

Accrued PTO not used before the time of an employee's resignation will be paid out, in accordance to the PTO procedure, as long as the employee resigns with a minimum of two weeks (10 business days') notice. Employees who resign with less than the required notice will not receive a payout of their accrued PTO.

Employees begin to earn PTO upon hire at the rates identified below as associated with their employment status:

Regular Full-Time Employees working at least 40 hours per week.

Years of Service	Hours Per Pay	Days Per Year
Year 0	6.15	20
Years 1-3	7.08	23
Year 4-6	8.00	26
Year 7-10	8.92	29
Year 11-15	9.85	32
Years 16+	11.69	38

Regular Part-Time Employees working at least 20 hours per week:

Years of Service	Hours Per Pay	Days Per Year*
Year 0	3.08	20
Years 1-3	3.54	23
Year 4-6	4.00	26
Year 7-10	4.46	29
Year 11-15	4.92	32
Years 16+	5.85	38

Employees working less than 20 hours per week, or those who work on a temporary, seasonal, or internship basis are not eligible to earn paid time-off. (9-02.06 Paid Time Away from Work)

*Days Per Year for Part-Time Employees are based on a 4-hour workday.

Holidays:

LifeWays observes the below holiday's. In order to meet the needs of individuals served, LifeWays' Crisis Residential Unit, on-call services, along with limited support staff, will remain open during all holidays

- New Year's Day - January
- Martin Luther King Day – January*
- Presidents' Day – February*
- Memorial Day – May
- Juneteenth - June*
- Independence Day- July
- Labor Day – September
- Veterans' Day – November*
- Thanksgiving (Thursday & Friday) – November
- Christmas Eve Day – December
- Christmas Day- December
- New Year's Eve Day – December

** LifeWays provides 24/7 on-call and CRU Services 365 days per year.

* Partial Closed Holidays - In order to meet the needs of individuals served, LifeWays' Access and Crisis Department and on-call services, along with limited staff for support, will remain open on observed Partial Closed Holidays.

For LifeWays employees to be eligible for holiday pay, they must be on the active payroll and actually work the last scheduled workday before the holiday, as well as the scheduled workday after the holiday, unless the employee has been approved for use of PTO. If an employee does not work the scheduled day before or after the holiday (receives an unexcused absence) they will not be paid for the holiday and will not be permitted to use the PTO for the holiday, unless they had prior PTO approval.

Holiday pay for part-time employees shall accrue based upon, and be paid at, 4 hours per day. (9-02.06 Paid Time Away from Work | 9-02.08 Holidays)

Leave Without Pay:

Available paid time must be exhausted prior to requesting leave without pay. Requests for personal leave without pay for a period not to exceed 90 days in a calendar year are considered individually and granted at the discretion of the People & Culture Executive Director/designee in collaboration with the employee's Supervisor and the LifeWays CEO/designee. (9-02.07 Leaves of Absence)

Jury Duty:

Employees summoned for jury duty will be allowed the necessary time off from work to perform this civic responsibility. LifeWays will pay the employee their regular salary while the employee is on documented jury duty. Employees will be expected to report to work during all regular hours if their presence is not required in a jury room or court. LifeWays may require the employee to supply documentation from the court affirming the employee's jury duty service. (9-02.10 Jury Duty)

Military Leave:

Employees who are absent from work in order to attend an annual encampment in a recognized reserve branch of the armed forces of the United States will receive a paid leave of absence of up to a maximum of two weeks per year. Leaves for military service and reinstatement after performing military service will be provided in accordance with the requirements of The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) law. (9-02.06 Paid Time Away from Work | 9-02.07 Leaves of Absence)

Bereavement Leave:

Both full- and part-time employees are eligible for paid bereavement leave, which is to be used for things such as arranging funeral needs, attendance at services, time with loved ones, or time to manage grief. When a death occurs in an employee's immediate family (spouse, child, step-child, parent, step-parent, sibling, mother/father in-law, an employee may take up to five days off with pay. For extended family members, such as grandparents, grandchildren, son/daughter in-law, brother/sister in-law, employees will receive three days off with pay. In cases of aunt, uncle, niece, and nephew, and employee will receive one day off with pay. In unusual circumstances, additional time off may be granted, with or without pay, at the discretion of the LifeWays CEO. Any additional time needed will be taken out of PTO or taken without pay. Employees must provide documentation of the event to their immediate supervisor, who will pass the information along to People & Culture in order to qualify for bereavement leave. (9-02.09 Bereavement Leave)

Inclement Weather:

LifeWays will operate during regularly scheduled business hours unless either constituent county's government offices are closed, and LifeWays is declared closed by the CEO. During inclement weather conditions or other such circumstances where travel is not advised, employees are asked to use their own judgment in determining the safety of reporting to work and the subsequent travel from work. Unless the agency is closed, employees who choose not to report to work during inclement weather or other related conditions will be required to use PTO time.

Notwithstanding LifeWays closure, 24/7 on-call services will still be required to respond.