

NATURE OF EMPLOYMENT

The personnel policies of Spring Meadow Resources have been established in order to provide a guide to the personnel practices of the corporation. It is the intention of Spring Meadow Resources to administer the personnel policies in a manner which complies with all applicable federal, state and local regulations.

The personnel policies of Spring Meadow Resources and the obligations of the employer created therein (including but not limited to obligations to pay or provide wages and benefits) may be amended or canceled at any time by Spring Meadow Resource's Board of Directors for any reason deemed sufficient by the Board, in its sole discretion. Any such amendment or cancellation shall be made by a resolution adopted by the Board of Directors. The effective date of any amendment to the personnel policies will be the date the amendment is adopted by the Board, unless a different date is specified by the Board.

The only recognized deviations from the stated policies are those authorized in writing by the Executive Director of Spring Meadow Resources.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

It is the policy of Spring Meadow Resources, Inc., to provide equal employment opportunity (EEO) to all persons regardless of race, color, creed, sex, national origin, age, mental or physical disability, marital status, or political belief with the exception of special programs established by law.

Spring Meadow Resources, Inc. will take affirmative action (AA) to equalize employment opportunities at all levels of operations where there is evidence that there have been barriers to employment for those classes of people who have traditionally been denied equal employment opportunity.

Spring Meadow Resources, Inc. makes a commitment to provide reasonable accommodation to any known disability that may interfere with an applicant's ability to compete in the selection process or an employee's ability to perform the duties of the job.

Spring Meadow Resources, Inc. guarantees employee protection against retaliation for lawfully opposing any discriminatory practice, including the filing of an internal grievance alleging unlawful discrimination, the initiation of an external administrative or legal proceeding or testifying in or participating in any of the above.

The designated EEO/AA Officer for Spring Meadow Resources, Inc. is the Assistant Director. This person is responsible for resolving applicant/employee EEO complaints.

IMPLEMENTATION OF THIS AFFIRMATIVE ACTION PROGRAM IS THE RESPONSIBILITY OF EACH MANAGER AND SUPERVISOR.

AFFIRMATIVE ACTION FOR PEOPLE WITH DISABILITIES

In accordance with the requirements of Section 202 of Americans With Disabilities Act of 1990, Section 503 of the Rehabilitation Act of 1973 and 10-30-301, MCA, Spring Meadow Resources, Inc. will not discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant is qualified.

A person with a disability is anyone who:

1. Has a physical or mental impairment which substantially limits one or more of the major life activities, such as hearing, seeing, speaking or walking;
2. Has a record of such impairments, such as a history of cancer or alcoholism; or,
3. Is regarded as having such an impairment, such as a person disfigured in an accident or someone with AIDS.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Equal Employment Opportunity

Revised: June 1, 2007

Affirmative Action measures for people with disabilities cannot be restricted to jobs or groups or to a single problem area. There are no statistics for people with disabilities in the labor force that would permit the identification of under representation by job groups. Also, employers are under state and federal law to provide reasonable accommodation for the specific needs of employees and applicants with disabilities for all jobs (as well as provide preference under some circumstances). Therefore, several steps will be taken to give adequate consideration to all employees and applicants, consistent with state and federal laws.

Organizational Statement: Spring Meadow Resources, Inc. will take affirmative action in all employment practices to employ and advance qualified individuals with disabilities.

Goal: Spring Meadow Resources, Inc. will attempt to recruit, select, hire and retain qualified individuals with disabilities into all positions in all areas of service.

Action Items:

1. Provide ADA/Disability Awareness Training for managers and general employees at least once every two years.
2. Evaluate the total selection process on an on-going basis, including training and promotion, so that qualified persons with disabilities are not limited in their access to jobs.
3. Annually review all physical and mental qualification requirements to ensure they are job related and do not screen out qualified individuals with disabilities. Interview all applicants who are disabled who meet the minimum qualifications for positions.
4. Make reasonable accommodations as needed to enable qualified employees and applicants with disabilities to satisfactorily perform the duties of agency jobs except where the accommodations would create an undue hardship on the agency.
5. Confer with the EEO officer regarding required accommodations that would allow adequate performance before any disability related rejections are made.
6. Maintain at least one employee to coordinate agency efforts to comply with and carry out our responsibilities under the Americans With Disabilities Act (ADA), including the investigation of any complaint alleging noncompliance with the ADA. Make available to all interested individuals the name, office address, and telephone number of the designated employee.
7. Adhere to grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by the American With Disabilities Act.

Persons Responsible: Assistant Director and Department Managers.

EMPLOYMENT CLASSIFICATIONS

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state overtime regulations. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are not entitled to overtime. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by Spring Meadow Resources management.

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

Regular full-time salaried employees are those who have completed new-hire probation and who are regularly scheduled to work Spring Meadow Resources' full-time, salaried schedule and are paid on a salary basis. Generally, they are eligible for Spring Meadow Resources' benefit package, subject to the terms, conditions, and limitations of each benefit program.

Regular full-time hourly employees are those who have completed new-hire probation, who are regularly scheduled to work Spring Meadow Resources 40 hours per week, and are paid on an hourly basis. Generally, they are eligible for Spring Meadow Resources' benefit package, subject to the terms, conditions, and limitations of each benefit program.

Regular Part-time hourly employees are those who have completed new-hire probation, who are regularly scheduled to work Spring Meadow Resources less than 40 hours per week, and are paid on an hourly basis. Generally, they are eligible for limited Spring Meadow Resources' leave benefits as stated in the Leave Policy.

Temporary on-call hourly employees are those who are on temporary, on-call status and who are scheduled to work on an as-needed basis. These employees are used predominately to fill in for regular full-time and part-time employees on leave. They are also scheduled on an as-needed basis to fill in temporarily when a regular position is open.

Probationary employees are those employees who are newly hired by Spring Meadow Resources and are scheduled to work as defined above as regular full-time salaried employees, regular full-time hourly employees, or regular part-time hourly employees. This status is in effect for the first 6 months of employment with Spring Meadow Resources. Generally, they are eligible for a limited Spring Meadow Resources benefit package, subject to the terms, conditions, and limitations of each benefit program. Leave benefits are accrued during this six month probationary period, but may not be used unless written approval has been granted by the Executive Director.

HIRING AND PROBATION

Open Positions

1. When a position becomes available within the corporation, the position will be posted. All positions will be posted for a minimum of three (3) working days before the selection process begins. Recruitment may also extend outside the corporation. Internal and external recruitment may occur concurrently.

If a position was filled and, for any reason, was vacated within six months of the date it was filled, the same application pool may be used for the new selection process. If a position is vacated within two months, the corporation reserves the right to use only this application pool.

2. Recruitment announcements will include at least the following information:

- (a) the title of the position;
- (b) a brief description of the job responsibilities;
- (c) employee qualifications;
- (d) a statement regarding salary and benefits (if applicable);
- (e) a closing date for applications (if applicable); and
- (f) an equal employment opportunity statement.

3. All applications will be submitted to the Assistant Director for processing and determining eligibility. Application for open positions must be made by filling out the corporation's employment application form. The corporation reserves the right to request a letter of application and a resume. All forms of application must list professional references and provide authorization that former employers may be contacted to gather information regarding the applicant's prior work experience and job performance.

4. All applications will be screened by the Assistant Director and appropriate management personnel to select applicants to be interviewed. The number of applicants to be interviewed is at the discretion of the management personnel involved. An applicant that meets the minimum qualifications for a position may not be interviewed if more qualified applicants are available.

5. All interviews will be scheduled at least 24 hours in advance.

6. All interviews will be conducted by at least two supervisory/management employees. A structured interview format will be followed. When applicable, the interview format will yield numerical ratings for each applicant. Each position shall carry a minimum numerical rating score. Only applicants whose numerical ratings meet or exceed the minimum score required will be considered for the position. Prior to the interview, all applicants will be given copies of the job description for the position.

7. The interview panel will come to a consensus decision regarding the best qualified applicant for the position. This decision will be based on the information

gathered during the interview and the interview panel's judgment as to the applicant's qualifications for the job. If a consensus cannot be reached by the interview panel, the applications and interview data will be submitted to the Executive Director for a final selection.

8. The interview panel will also come to a consensus regarding the starting wage/salary to be offered to the applicant when the position is offered. If approved by the Assistant Director, the immediate supervisor will offer the position to the applicant.

9. Prior to the offer, the Assistant Director will be informed by the interview team of all recommendations to hire an employee.

10. The interview team or a designee will complete a Post Interview Hiring Form to submit to the Assistant Director with the interview formats and applicants' information. This form must be complete and include the wage/salary, start date and the signature of the immediate supervisor.

11. If only one applicant applies for a direct care position available within the corporation, and meets the minimum qualifications of the position, the employee may be appointed with no interviews conducted. The immediate supervisor will determine whether an interview will be conducted. A completed Appointment Approval Form must be submitted to the Assistant Director with the applicant's application and other information. If approved by the Assistant Director, the immediate supervisor will offer the position.

References

Spring Meadow Resources has an obligation to protect the people served by the corporation. In order to protect the safety and well-being of the people we serve, a thorough reference check will occur prior to an applicant being offered a position with the corporation. All applicants considered for hire will be required to sign releases of information from previous employers, the State of Montana Department of Justice, and the Montana Department of Public Health and Human Services.

Probationary period

1. The first six months of employment are a probationary period. During the six month probationary period, employment can be terminated by either party, at will, on notice to the other party, for any reason considered sufficient by the party exercising this right of termination.

2. During probation the employee may accrue vacation time, however until the probationary period has ended, accrued vacation time cannot be used except in the case of an emergency and then only with the approval of the Assistant Director or the Executive Director.

Evaluation

Each employee will receive an evaluation at least annually, or more frequently if deemed necessary by management. During performance evaluations, the employee will have the opportunity to establish objectives for career growth and development.

Former employees “Ineligible for rehire”

Some employees leave our employment abruptly under undesirable circumstances and have been deemed ineligible for rehire. Many times Spring Meadow Resources has committed a considerable amount of time and resources into training an employee who left under these circumstances and may wish to consider rehiring the person after a period of time.

Rehiring a former employee may be considered following these guidelines:

1. The former employee is desirous of rehire;
2. A minimum of six months has passed since the person’s employment ended;
3. The former employee is willing to correct any performance problems that may have existed during previous employment; and
4. The former employee will be required to successfully complete a six month probationary period.

A person is permanently ineligible for rehire if (this list is not all inclusive):

1. A case of abuse or neglect was substantiated by Spring Meadow Resources;
2. The person committed a serious crime during the time between the last employment and the present application;
3. The person’s conduct post-termination was not professional and damaged Spring Meadow Resources or the people we serve; or
4. The person was terminated from employment for misconduct or insubordination. For purposes of this policy, misconduct is defined as, but is not limited to:
 - a. physical or verbal abuse to people served or Spring Meadow Resources employees;
 - b. theft of money or property from people receiving services, coworkers or the corporation;
 - c. physical or medical neglect of people served;
 - d. any act which seriously threatens the well being of people receiving services, or coworkers.

All persons being considered for rehire under this section (“Ineligible for rehire”) must be reviewed by the Assistant Director and the appropriate supervisor. Recommendations are to be made to the Executive Director for final determination.

FAMILY RELATIONSHIPS IN EMPLOYMENT

The employment of relatives in the same area of Spring Meadow Resources may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Relatives of persons currently employed by Spring Meadow Resources may be hired only if they will not be working directly supervising a relative, will not be working directly for a relative, or will not be working directly above the relative's immediate supervisor or directly for the relative's subordinate. Employees cannot be transferred into such a reporting relationship. Employees who marry while employed are treated in accordance with this policy.

Even if there is no supervisory relationship involved, relatives may not be permitted to work in the same service location if a conflict or the potential for conflict arises. If such conflict arises, the parties will be asked to be separated by reassignment or resignation from employment.

Relatives of persons served by Spring Meadow Resources may be hired only if their job responsibility does not include care of their family member during scheduled work hours in any service location.

For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by marriage.

For the purposes of this policy, "relative" is defined as spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, nephew, niece or corresponding in-law, "foster," guardian, or "step" relation.

UNLAWFUL HARASSMENT

It is the policy of Spring Meadow Resources to provide a work environment for each employee which is free from unlawful harassment, including harassment because of race, creed, religion, color, national origin, age, disability, marital status, or sex. Spring Meadow Resources also prohibits retaliation against any employee because he or she has made a report of alleged unlawful harassment, or against any employee who has testified, assisted or participated in any manner in an investigation of a report of alleged unlawful harassment.

Unlawful sexual harassment means any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such an individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

The following are examples of unlawful sexual harassment:

- Sexual advances which are unwelcome (this may be situations which began as reciprocal attractions, but later ceased to be reciprocal).
- Sexual gestures; graphic verbal comments of a sexual nature, including such comments about a person's body; sexually degrading words used to describe an individual.
- Displaying sexually suggestive objects, pictures, cartoons or posters.
- Verbal abuse of a sexual nature, sexually-oriented jokes, innuendoes or obscenities.
- Sexually suggestive letters, notes or invitations.
- Reprisals or threats after a negative response to sexual advances.
- Employment benefits affected in exchange for sexual favors.
- Physical conduct such as assault, rape, impeding or blocking movements, or unwelcome touching.

Any employee who feels that he or she has been exposed to some form of harassment must immediately report the matter.

Early reporting is required because management's ability to investigate and act on reports diminishes with time. If you feel you are being harassed, do not keep it to yourself, take the following steps:

- Inform the individual that his/her behavior is unwelcome, offensive or inappropriate. Do not assume or hope the problem will go away.

- Notify your supervisor, the Assistant Director, or the Executive Director.
- Keep notes. Keep a record of the dates, times, places, witnesses and describe each incident. Save all notes, correspondence, or related records in a safe place.

If you are not personally a victim of harassment, but observe actions against other employees which you believe to be harassment, you are encouraged to bring it to the attention of your supervisor, the Assistant Director or the Executive Director.

When an employee complains about harassment, Spring Meadow Resources will conduct a thorough and objective investigation of the alleged harassment. The investigation will be conducted in a confidential manner, to the extent possible. Spring Meadow Resources will make a determination about whether unlawful harassment occurred, and communicate this finding to the harasser and any other concerned party. Spring Meadow Resources will then take prompt and effective remedial action if harassment has occurred. The action must be commensurate with the severity of the offense and be made known to the victim.

If, after investigating a complaint of alleged unlawful harassment, Spring Meadow Resources determines that the complaint was not bona fide or that the complaining party intentionally provided false information regarding the complaint, disciplinary action will be taken against the employee who filed the complaint in bad faith or any employee who provided false information.

EMPLOYEE BENEFITS

1. Workers' Compensation Insurance: To provide for payment of medical expenses and for partial salary continuation in the event of a work-related accident or illness, employees are covered by workers' compensation insurance. The amount of benefits payable and the duration of payment depends on the nature of the injury, the policies of the insurance carrier, and the applicable laws.

If an employee is injured or becomes ill on the job, the employee must report such an injury or illness to their supervisor and the Assistant Director within 24 hours of occurrence. Failure to follow this procedure may result in the workers' compensation report not being filed in accordance with the law, which may consequently jeopardize an employee's right to benefits in connection with the injury or illness.

2. Health and Life Insurance (optional): All regular full-time employees are eligible for enrollment in Spring Meadow Resources' group health and life insurance plan. Coverage for eligible employees is effective on the first day of the seventh month following an employee's hire date. A portion of the cost to provide this benefit for the employee is paid by Spring Meadow Resources. This coverage terminates on the date of an employee's termination of employment with Spring Meadow Resources, unless the employee opts for continued coverage under COBRA. The insurance administrator will notify an employee of their choices in this regard.

3. Dental Insurance (optional) : All regular employees who are enrolled in Spring Meadow Resources' group health and life insurance plan may elect to include dental insurance in their insurance coverage. Dental insurance is optional and the cost to provide this benefit is paid by for the employee. Coverage for eligible employees is effective on the first day of the seventh month following an employee's hire date. This coverage terminates on the date of an employee's termination of employment with Spring Meadow Resources.

4. Social Security: All employees participate in the Social Security Program and Spring Meadow Resources matches each employee's contribution.

5. Unemployment: Spring Meadow Resources participates in the unemployment insurance plan through the State of Montana Department of Labor and Industries.

6. Leave Benefits: Regular employees of Spring Meadow Resources may receive paid time off. See the Leave Policy.

7. Employee Assistance Program: The company provides an employee assistance program (EAP) for all full-time employees covered by the corporation health insurance plan. This EAP offers counseling services to these employees and their eligible dependents. While the corporation receives periodic reports on the number and types of visits or calls made to the EAP, the corporation does not receive information about individual contacts with the EAP. Employees are encouraged to use the EAP whenever they feel the need for guidance in coping with life's difficulties. In addition, if an employee is having difficulty handling a drug or alcohol

problem, the EAP can provide information on treatment. The EAP is a confidential service to be used when an employee needs help.

Additionally, Spring Meadow Resources provides the following benefits for full-time regular employees:

1. Retirement Benefits are based on funding availability. An employee is eligible to participate in a 401k retirement plan after the first year of employment.
2. Accidental death or dismemberment insurance.
3. Continuing education experiences through in-service training, attendance at professional conferences, institutes, meetings and training seminars.

HUMAN RESOURCE DEVELOPMENT

The mission of Spring Meadow Resources' requires a diverse range of personnel. Spring Meadow Resources has long considered its employees as its most important asset and continues to focus on the appropriate recruitment, development, management, and retention of qualified individuals.

STAFF TRAINING

The implementation of the Spring Meadow Resources staff training program will follow the guidelines stated below:

A. General Guidelines

1. A basic orientation will be provided for all new employees at the time of hire. This orientation will include a review of corporation policies and instruction in employee payroll requirements.
2. All new employees will go through New Employee Training within 30 days of hire. This training will include, but not be limited to, the individual planning process, welfare of persons served (including abuse, neglect and exploitation prevention), and available corporation resources.
3. The corporation will also provide the opportunity for employees to gain additional training through resources outside the organization. This training may be provided through workshops, conferences, seminars, symposia, or short classes. This training will be directly related to the performance of individual job requirements.
4. All training received by employees will be documented in their permanent personnel files.

B. Community Living Services Guidelines

Community Living Services employees must meet these additional training guidelines:

1. Community Living Services employees must complete and maintain First Aid and CPR certifications.
2. Community Living Services employees in regular positions must complete Mandt Training within the first eight months of employment.
3. Community Living Services employees in a regular position may be eligible to attend training provided by resources from outside the corporation when training will benefit service delivery and professional development. To be selected for such training, employees must be recommended by their supervisors. The supervisor's recommendation will include a statement regarding the appropriateness of the training for the employee, the specific learning objectives involved and the post-training requirements for the employee to share information gathered.

C. Administrative Service Guidelines

1. Administrative and clerical employees may be eligible to attend staff training sessions sponsored by resources from outside the agency.
2. To receive additional administrative/clerical training, an employee must be recommended by his/her supervisor to the Assistant Director or Executive Director. In the recommendation for training, the supervisor must include a statement regarding the appropriateness of the training for the employee, the specific learning objectives and any post-training requirements for the employee to share information gathered with others in the corporation.

Note: For purposes of this policy, all employees who provide direct care for persons served (or supervise direct care employees) are defined as Community Living Services staff. All employees who are not defined as Community Living Services employees are considered Administrative.

EMPLOYEE TRANSFER AND PROMOTION

Transfer of full-time employees:

Request for transfer of an employee from one service location to another service location will be considered when:

1. The employee is satisfactorily performing their present duties, and one of the following applies:
 - a. Three months satisfactory performance following any form of disciplinary action less than a written reprimand, or
 - b. Six months satisfactory performance following any form of disciplinary action of a written reprimand or greater.

2. The employee has successfully completed three months or more of continuous employment in their present service location.

Transfer of part-time employees:

An employee working a part-time position will be considered eligible to transfer to another service location after one month of continuous employment in a service location if the desired position is a full time position. The employee must be satisfactorily performing their present duties and not have received any disciplinary action greater than a verbal warning in the previous three months.

Promotion:

Request for promotion shall be considered when:

1. The employee is qualified for the position.

2. The employee is satisfactorily performing their current job duties, and one of the following applies:
 - a. Three months satisfactory performance following any form of disciplinary action less than a written reprimand, or
 - b. Six months satisfactory performance following any form of disciplinary action of a written reprimand or greater.

Spring Meadow Resources has the right to disqualify an employee from a job for any legitimate business reason.

PERSONNEL RECORDS

Individual employee files, both paper and electronic, will be established and maintained for each employee of the corporation. Their maintenance is the responsibility of the Assistant Director. All employees have the right to review their individual file under the supervision of the Assistant Director. Administrative staff will have access to the pertinent information within the file on a need to know basis. Supervisory personnel will have access to files within their service areas only. At no time may a personnel file be removed from the Assistant Director's office.

No materials will be removed from an employee's file without the approval of the Assistant Director or the Executive Director. If an employee wishes to have something removed, they may submit a written request stating the reason for removal to the Executive Director. If an employee disagrees with something in their file, the employee may submit a written statement which will be included in the file.

Core information placed into the personnel files will include the following information:

- 1) Application(s) and resume(s)
- 2) Letters of offer of employment
- 3) Current W-4
- 4) Orientation and training records
- 5) Performance evaluations
- 6) Employee benefits and payroll information
- 7) Counseling and disciplinary documentation
- 8) Verification of credentials or professional certifications or licenses. The agency will verify all credentials or professional certifications or licenses. Copies will be maintained in each employee's file.
- 9) Current I-9 form

All information obtained from medical examinations and inquiries will be collected and maintained on separate forms, in separate medical files, and will be treated as confidential medical records. This information will be kept in a medical file in a separate, locked cabinet, apart from the location of personnel files, and specific persons will be designated to have access to the medical files. All medical related information must be kept confidential, with the following exceptions:

1. Supervisors and managers may be informed about necessary restrictions on the work or duties of an employee and necessary accommodations.
2. First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment, or if any specific procedures are needed in the case of fire or other evacuations.
3. Government officials investigating compliance with the American Disabilities

Act or other laws prohibiting discrimination on the basis of disability or handicap may be provided relevant information on request.

4. Relevant information may be provided to the corporation's workers' compensation insurance carrier or "second injury" funds, in accordance with state workers' compensation laws.
5. Relevant information may be provided to insurance companies if Spring Meadow Resources requires a medical examination to provide health or life insurance for employees.

EMPLOYEE COMPENSATION

Employee compensation shall be administered in recognition of individual qualifications and contributions, as well as, according to job classifications and descriptions.

1. All compensation paid to employees must be authorized by a written letter of employment agreement that states the employee's job title, step on the salary matrix, and rate of pay. These agreements must be signed by the employee and the Assistant Director, or Executive Director. Letters of agreement will be updated as needed when an employee's rate of pay or position changes.
2. All employees will receive compensation according to the salary matrix for the position(s) they hold. Step raises will be granted according to the criteria for their respective positions and a satisfactory performance evaluation. The awarding of step raises will be contingent upon the availability of funds, regardless of whether or not the employees have met the stated criteria.
3. Cost of living raises may be awarded to employees annually, contingent upon the availability of adequate financial resources.
4. Merit raises may be granted by the Executive Director with Board of Director approval for exceptional job performance as determined by employee performance evaluations. Such raises may be given at times deemed appropriate by the Executive Director, and will coincide with the employee's salary matrix.
5. All employees will be paid bi-weekly, provided a signed and approved time sheet has been submitted to the Business Manager five working days prior to the scheduled pay day. Any time sheets not submitted five working days prior to pay day, or not filled out correctly, will still require five working days for processing. If pay day falls on a holiday, payment will be made the working day prior to the holiday.
6. All employees may chose to receive their pay in the form of a check issued at the Spring Meadow Resources office, or have their pay directly deposited in an account with a financial institution of their choice. Employees desiring to receive pay at Spring Meadow Resources office may receive their check after 8AM on scheduled paydays. Direct deposits will be made by the agency so that money is available for the employee on payday morning at the employee's bank according to the times determined by the bank.
7. Whenever possible, hourly wage employees will not be scheduled to work more than 40 hours per work week. If an employee has authorization from the supervisor or on-call person to work more than 40 hours in a work week, they will be compensated at 1 1/2 times the earning rate in place (regular or relief)

at the time he/she goes over 40 hours. A work week is defined as Sunday through Saturday.

8. Employees who are in executive, administrative or professional positions, as defined in the State of Montana's Administrative Rules 24.16.201-202-203, are exempt from overtime compensation.

WAGE/SALARY MATRIX STEP INCREASE

All positions at Spring Meadow Resources have a wage or salary matrix that corresponds to the position title and job description. Each step on a specific matrix represents a 1.5% increase.

All step increases are contingent upon the availability of funds.

When funds are available, an employee will receive an annual step increase on the payday closest to the anniversary date of the employee's current position according to the following guidelines:

1. the employee must receive a satisfactory performance appraisal recommending the step increase;
2. the employee is not on disciplinary probation and has successfully met the criteria outlined in any plan of improvement. Once all criteria are met the step increase will be activated on the current date;
3. the employee is not on suspension.

When the investigation is completed, a determination will be made as to the status of continued employment and the status of the step increase. If the employee returns to work from a suspension as a result of disciplinary action, #2 above will be followed.

The Assistant Director must approve the step increase.

LEAVE

Spring Meadow Resources recognizes the importance of rest, recreation, personal activities, renewal, and recuperation. Therefore, the corporation grants the following types of leave:

PAID TIME OFF (PTO)

Full-time regular employees: All regular employees shall earn PTO at the following rates. PTO hours for all employees are accrued per full pay period worked.

| <i>Years of Service as of Anniversary Date</i> | <i>Annual PTO Allowance FT 40 hr/wk</i> | <i>Annual PTO Allowance PT 20-39 hrs/wk</i> | <i>Annual PTO Allowance PT less than 20 hrs/wk</i> |
|--|---|---|--|
| First through third | 208 hrs/yr | 104 hrs/yr | 52 hrs/yr |
| Fourth through sixth | 248 hrs/yr | 124 hrs/yr | 62 hrs/yr |
| Seventh through tenth | 272 hrs/yr | 136 hrs/yr | 68 hr/yr |
| Eleven or more | 300 hrs/yr | 150 hrs/yr | 75 hrs/yr |

Note: If a previous employee is rehired, the anniversary date is calculated using the date of rehire. Length of employment is calculated as continuous employment by Spring Meadow Resources. One working day = 8 hours.

Requirements

1. PTO accrual rate is based on the anniversary date of hire into a regular position.
2. PTO will begin to accrue after one full pay period of employment, but does not accrue while an employee is on leave without pay.
3. The maximum amount of PTO that may be accumulated is 200 hours for a full time employee with one to ten years of service; and, 240 hours for full time employees with eleven or more years of services. Part-time employees may accrue up to 80 hours. It is highly recommended all employees take annual leave for rest and relaxation.
4. Temporary employees, contractors and consultants are not eligible for PTO. Ineligible employees transferred/promoted to a position eligible for PTO shall accrue PTO from the date of transfer/promotion - not their employment date.

5. Employees must use PTO hours for all scheduled and unscheduled leave. If PTO hours are not available, the employee may submit a written request for an unpaid leave of absence to the Executive Director.

Note: Leave is defined as any hours in a work week less than the employee's normally scheduled hours, e.g., if an employee is normally scheduled to work 40 hours in a work week and works thirty-two hours, an eight hour leave was taken.

6. Approval of duration and timing of PTO shall be determined by the supervisor with due regard to the employee's wishes, length of service, and the needs of the work load of the service location. Requests for time off must be submitted to the employee's supervisor at least two (2) weeks prior to the requested commencement date, except in case of illness or other situations for which two (2) weeks notice is impractical. PTO will be granted by the employee's supervisor only if:
 - a. the agency is able to provide adequate coverage of the employee's responsibilities while they are taking PTO or,
 - b. the employee is able to produce evidence of a bona fide personal emergency upon return from the leave.
7. PTO cannot be taken in less than one hour increments, except that PTO cannot be taken in less than one day increments by exempt employees subject to the salary-basis test.
8. The corporation reserves the right to request information to substantiate the reason for PTO at any time. This may include, but is not limited to, a physician's statement, an obituary, a court summons, etc.
9. Upon separation of employment, the employee shall be reimbursed 100 percent of accrued, unused PTO at the current rate of pay. Staff who terminate employment during the first six months of regular employment shall be paid one-half of their PTO balance.
10. No advanced PTO shall be granted. Employees cannot accept pay in lieu of PTO.
11. PTO requests may not be approved during the final two (2) weeks of employment of a nonexempt employee or during the final month for exempt employees.
12. PTO is not accrued during unpaid leaves of absence of more than one workday (eight hours) during a payperiod.

HOLIDAYS

The administrative office of Spring Meadow Resources is closed on the following days:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day following Thanksgiving
- Christmas Day

1. Should it be necessary for an employee to work a corporation holiday, they will be compensated at their regular rate for hours worked.
2. Holidays falling on a Saturday are normally observed on the preceding Friday. Holidays falling on a Sunday are normally observed on the following Monday. Employees will be notified prior to the beginning of each fiscal year of the actual dates on which each of these holidays will be observed.
3. Administrative and administrative support staff normally do not work the days the office is closed. If an administrative employee or an employee providing administrative support desires to work on a corporation holiday, written approval from the Executive Director is required.

Holiday Premium Pay: Holiday Premium Pay:

Holiday Premium Pay will be paid to hourly employees/substitutes who work on any of the ten designated holidays. In an effort to compensate for 24-hour staffing coverage, and to benefit the shift that is most greatly inconvenienced by working on a designated holiday, the following schedules of hours, designated as Holiday Premium Pay hours, have been established.

- a. Holiday Premium pay paid to an employee is one and one-half times the employee's regular hourly rate.
- b. The Premium Pay holidays are: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, the day following Thanksgiving, Christmas Eve, and Christmas Day. Christmas Eve replaces Martin Luther King Day holiday as a Premium Pay day.
- c. Holiday Premium Pay will be paid for the 24 hour period beginning at 12:00am the morning of the designated holiday until midnight of the same day.
- d. Holiday Premium Pay will be paid to employees doing direct care for all hours worked during the established Holiday Premium Pay times. This may exceed eight (8) hours.
- e. Premium Pay is available only while working direct care hours.

EXTENDED SICK LEAVE (ESL)

Extended sick leave hours are accrued each full pay period worked. Extended sick leave benefits shall accrue at the rate of two (2) hours per pay period for full-time employees and one (1) hour per pay period for part time employees with assigned work schedules between 20-39 hours per week. ESL shall be cumulative up to fifty (50) days (400 hours). Extended sick leave is for use in the case of serious, prolonged illness/injury. Extended sick leave provides a valuable short-term disability benefit. After an employee has been on an approved medical leave of absence for the equivalent of one work week (the number of hours normally scheduled per week), extended sick leave will begin on the employee's next scheduled work shift. The wait for ESL may be waived in extreme medical necessities or hardships. The Executive Director may grant such a waiver upon request of the employee or the employee's family. Extended sick leave is not granted if the employee does not notify the corporation of their illness or does not keep the corporation informed regarding their condition, in order that the corporation may plan accordingly. Whenever the situation permits, the employee must secure prior approval for the use of extended sick leave from their immediate supervisor or Executive Director. If this is not possible, the employee, barring any mitigating circumstances, shall notify their immediate supervisor or Executive Director prior to the time established for beginning their daily duties.

The Executive Director, or designee, may require an employee to submit a medical certification signed by a licensed physician to substantiate use of extended sick leave benefits. Such certification may be required if absence from duty for illness occurs frequently or habitually, or in such manner to suggest a pattern of usage, provided the employee has been notified in writing that a certificate will be required. A certification from a licensed physician may also be required whenever the Executive Director, or designee, has reason to believe an employee may be illegitimately using extended sick leave benefits. Medical certification shall include the nature of the illness and the probable date when the employee shall return.

Certification may also be required by the Executive Director, or designee, when an employee is returning to duty following a long illness or injury. Extended sick leave may be used for personal illness, illness/injury of the employee's household members or immediate family members, or funeral of immediate family members.

Note: Immediate family includes: spouse, children, parents, or persons bearing the same relationship to the employee or the employee's spouse.

JURY AND WITNESS DUTY LEAVE

Spring Meadow Resources supports an employee's duty as an active citizen of

the country to participate in jury and witness duty. Full-time regular, part-time regular employees, and exempt employees subject to the salary-basis test who are summoned to jury duty will continue to receive salary/wages during the active period of jury duty, less the allowance received from the court for such service, if service is during the regularly scheduled work week. A temporary employee will be given time off without pay while serving on jury duty.

All regular employees are allowed paid time off if summoned to appear as a witness.

To qualify for jury or witness duty leave, an employee must submit to their supervisor a copy of the summons to serve as soon as it is received. In addition, proof of service must be submitted to the supervisor when the period of jury or witness duty is completed.

Spring Meadow Resources will make no attempt to have service on a jury postponed except where business conditions necessitate such action.

MILITARY LEAVES OF ABSENCE

Leaves of absence for military or Reserve duty are granted for full-time regular and part-time regular employees. All regular employees may be granted paid leave for temporary military leaves of absence.

1. Employees called to active military duty, or to Reserve or National Guard training, or who volunteer for the same, must submit copies of their military orders to the Executive Director at the time of the request.
2. Temporary military leave with pay will be granted for no more than 10 days of military services, in accordance with applicable federal and state laws. Reservists or members of the National Guard are granted time off with pay for required military training, but not to exceed 10 days per year.
3. Eligibility for reinstatement after extended military duty or training is completed is determined in accordance with applicable federal and state laws.

UNPAID PERSONAL LEAVES OF ABSENCE

Unpaid personal leaves of absence for periods of up to thirty calendar days may be requested by full-time regular and part-time regular employees who have completed the probationary period.

1. Unpaid personal leaves of absence will be granted only after all other benefits have been exhausted.
2. An employee must request unpaid personal leave in writing at least two weeks prior to the time the leave is to commence. If the unpaid personal leave

request is necessitated by an emergency, the employee or a member of their immediate family must notify the supervisor or the Executive Director as soon as is practical; this should be followed up with a written explanation of the nature of the leave and the expected length of absence. In such emergency situations the written explanation must normally be submitted within three days of the beginning of the leave.

3. Unpaid personal leave may be granted for justifiable reasons (e.g., child care or to care for an ill family member) on an individual basis at the corporation's discretion, provided the leave does not seriously disrupt business operations. Unpaid personal leaves are not granted until all other accrued leave has been exhausted.
4. An employee on an unpaid personal leave may continue to participate in the group health coverage if he/she pays the total premium.
5. Reinstatement cannot be guaranteed to employees returning from unpaid personal leaves. However, Spring Meadow Resources endeavors to place employees returning from unpaid personal leave in their former position or a position comparable in status and pay, subject to budgetary restrictions, Spring Meadow Resources' need to fill vacancies, and the ability of the corporation to find qualified temporary replacements.

FAMILY AND MEDICAL LEAVES OF ABSENCE

Employees who qualify for a leave under the Family and Medical Leave Act of 1993 are those who have completed at least one full year of employment with Spring Meadow Resources (which need not have been continuous) and have worked a minimum of 1,250 hours in the twelve month period preceding the leave. Employees who do not meet these requirements may fall under other types of leave listed in this policy.

Spring Meadow Resources will grant a leave of absence to eligible employees for the birth of a child and to care for that child, for the care of a child after adoption or placement with the employee for foster care, for the care of a covered family member (spouse, child, or parent) with a serious health condition, or in the event of an employee's own serious health condition which makes the employee unable to perform the functions of the employee's position. Leaves will be granted for a period of up to twelve weeks in any twelve month period. Spring Meadow Resources will measure the twelve month period as a calendar year.

Spouses employed by Spring Meadow Resources are jointly entitled to a *combined* total of twelve (12) weeks of leave under this policy for the birth or placement of a child for adoption or foster care, to care for a parent (but not a parent "in-law") who has a serious health condition.

If the leave is planned in advance, the employee must provide the corporation with at least thirty days notice prior to the anticipated leave date, using the *Family Medical Leave Act Form*. If the leave is unexpected, you should notify your supervisor and the Assistant Director by filling out the Family Medical Leave Act Form as far in advance of the anticipated leave date as is possible.

An employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruption to the agency's operations. If an employee fails to provide 30 days for foreseeable leave with no reasonable excuse for the delay, the leave request may be denied until at least 30 days from the date the employee provides notice to the agency.

While on leave, employees may be required to report periodically to Spring Meadow Resources regarding the status of the medical condition and their intent to return to work. Before returning to work, an employee may be required to provide a "fitness-for-duty" certification.

All benefits that operate on an accrual basis (e.g., PTO and extended sick leave) will cease to accrue during the leave period. The corporation requires an employee to use all accrued, unused PTO and extended sick leave hours during the leave period. Once such benefits are exhausted, the balance of the leave will be without pay.

All group health benefits will continue during the leave period provided the employee continues regular employee contributions to the insurance plan. If an employee chooses not to return to work for reasons other than a serious health condition or circumstances beyond the control of the employee, Spring Meadow Resources will require the employee to reimburse the agency for the amounts it paid for the employee's health insurance premium during the leave.

Spring Meadow Resources will request certification of a serious health condition. The employee should respond to such a request within 15 days of the request, or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification must be provided by using the Medical Certification Form available from the Human Resource Director.

Health care providers who qualify to provide certification for an employee or an immediate family member include:

- a. Doctors of medicine or osteopathy authorized to practice medicine or surgery (as appropriate) by the state in which the doctor practices; or,
- b. Podiatrists, dentists, clinical psychologists, optometrists, and chiropractors (limited to treatment consisting of manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist) authorized to practice in the state and performing within the scope of their practice under state law; or,
- c. Nurse practitioners, nurse midwives and clinical social workers authorized to practice under state law and performing within the scope of their practice as defined under state law; or,

d. Christian Science practitioners listed with the First Church of Christ, Scientist in Boston Massachusetts.

If the employee plans to take intermittent leave or work a reduced schedule, the certification must also include the duration of treatment and statement of medical necessity for taking intermittent leave or working a reduced schedule.

Spring Meadow Resources has the right to ask for a second opinion if it has reason to doubt the certification. Spring Meadow Resources will pay for the employee to get certification from a second doctor, which Spring Meadow Resources will select.

If necessary to resolve a conflict between the original certification and the second opinion, Spring Meadow Resources will require the opinion of a third doctor. Spring Meadow Resources and the employee will jointly select the third doctor, and Spring Meadow Resources will pay for the opinion. The third opinion will be considered final.

The employee may take FMLA leave in twelve (12) consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year), or under certain circumstances may use the leave to reduce the work week or work day, resulting in a reduced hour schedule. In all cases the leave may not exceed a total of twelve (12) weeks over a twelve (12) month period.

In some cases the company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced hour schedule.

For the birth, adoption, or foster care of a child, Spring Meadow Resources and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with Spring Meadow Resources before taking intermittent leave or working a reduced hour schedule, so that the agency's operations will not be unduly disrupted. If this is not possible, the employee must prove that the use of intermittent leave or leave on a reduced hour schedule is medically necessary. Spring Meadow Resources will require certification of this medical necessity.

An employee who takes leave under this policy will be able to return to the same job or a job with equivalent pay, benefits and other employment terms and conditions. The position will be the same or one which entails substantially equivalent skill, effort, responsibility and authority.

Spring Meadow Resources may choose to exempt certain highly compensated "key" employees from this requirement and not return them to the same or similar position.

Use of family and medical leave cannot result in the loss of any benefit that accrued before the employee's leave began. Accordingly, a leave period under this policy will not be counted as a break in service for purposes of vesting or eligibility to participate in benefit programs. However, all earned benefits, such as seniority, PTO, etc., will not continue to accrue during period of unpaid FMLA leave.

MATERNITY LEAVE

A woman's employment will not be terminated because of her pregnancy.

Female employees will be granted a reasonable leave of absence for pregnancy. An employee may use accrued PTO and extended sick time for maternity leave; however, when paid leave is exhausted, the remainder of the maternity leave shall be unpaid. A maternity leave in excess of six weeks will need to be verified by a physician's certificate of disability. See also the Family Medical Leave Policy.

No employee will be required to take a mandatory maternity leave for an unreasonable length of time. In no case will an employee be required to take an uncompensated maternity leave for a longer period of time than a medical doctor who has actually examined the employee shall certify that the employee is unable to perform her employment duties.

Disabilities as a result of pregnancy, childbirth, or related medical conditions shall not be treated less favorably than other temporary disabilities under any health, medical, or temporary disability insurance plan or personal paid time leave plan maintained by Spring Meadow Resources.

An employee who has signified her intent to return at the end of her maternity leave of absence will be reinstated to her original job or an equivalent position with equivalent pay and accumulated seniority, retirement, fringe benefits, and other service credits, unless Spring Meadow Resources' circumstances have so changed as to make it unreasonable or impossible to do so.

DONATING EXTENDED SICK LEAVE

In cases where an employee's accrued Extended Sick Leave (ESL) is less than the leave needed to cover an illness or injury, another employee may donate some of their ESL to the employee needing additional leave.

- a. A maximum of 40 hours of ESL per calendar year may be donated by an employee.
- b. Only the number of hours needed to cover the shortage will be donated. No donated hours can be banked for future use. Unused donated hours will be returned to the donor.
- c. No employee may donate ESL to another employee until that employee has used all their accrued PTO and ESL time.

Donating Process

- a. Any employee needing a donation of leave must request a donation through directly contacting the Assistant Director.
- b. The Assistant Director will then notify other employees by means of an announcement of need.
- c. Employees who wish to donate hours shall notify the Assistant Director in writing. In order to be eligible to donate, the donor must maintain a balance of 100 hours of ESL (after donation, the donor's balance cannot be below 100 hours).
- d. The Assistant Director will inform the requesting employee and Payroll of the number of hours that have been donated.
- e. All donated hours will remain confidential unless the donor wishes to inform the person making the request.

DRUG-FREE WORKPLACE

Spring Meadow Resources desires to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Spring Meadow Resources premises and while conducting business-related activities off Spring Meadow Resources' premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the job duties listed on their job description effectively and in a safe manner that does not endanger other people in the workplace.

Violations of this policy may lead to disciplinary action, up to and including termination of employment, or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify Spring Meadow Resources of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor, Assistant Director, or Executive Director.

RULES OF WORK

In accepting employment with Spring Meadow Resources, the employee assumes certain duties, responsibilities and relationships which are to be observed during his/her tenure of employment. Upon hiring, all employees accept the following responsibilities and work rules as a condition of employment and continued employment. The employee agrees to:

- work conscientiously toward achieving the objective of Spring Meadow Resources in compliance with its philosophy, policies, rules, procedures, and behavior and performance standards;
- perform assigned duties in a satisfactory manner and within specified guidelines;
- work with other staff members in a sincere, tactful, and positive manner;
- be punctual and utilize working hours in the most effective and productive way;
- respect the privacy of people served by Spring Meadow Resources and use information from relationships with them in a responsible manner;
- not disclose confidential information about clients, employees, or corporation operations;
- notify the supervisor (or on-call if supervisor is not available), in accordance with the Work Attendance Policy, when the employee is unable to show up for work;
- immediately report in writing any accident occurring at work, whether or not there is immediate evidence of personal injury;
- immediately report any unsafe condition observed at the work site;
- not allow unauthorized access to Spring Meadow Resources' facilities to any individual;
- protect Spring Meadow Resources' property from damage, and do not take or use Spring Meadow Resources' property for personal use unless specifically authorized by the Executive Director;
- never physically or verbally abuse another staff member or client; and
- never falsify or use falsified records, materials, requisitions, passes, time cards, or other documents used by Spring Meadow Resources.

Embezzlement, theft, insubordination, unsatisfactory work performance, violation of company work rules, policies or procedures, misuse or neglect of benefits or property of Spring Meadow Resources or coworkers are also prohibited. Likewise,

other illegal acts performed at the work site or on the job, conduct which may endanger the safety of others, or which is disruptive of Spring Meadow Resources' operation or impairs the ability of others to accomplish their work, are also prohibited.

WORK ATTENDANCE

Purpose

Reliable and consistent attendance is an important requirement of all SMR staff. An employee who is often absent or late, who leaves work early, or who displays a pattern of attendance problems jeopardizes the safety of people served and places an undue burden on other employees.

Spring Meadow Resources also recognizes the importance of time away from work. In view of this, the corporation grants a wide range of paid and unpaid leave benefits (please see Leave Policy).

Notification of Absence

Foreseeable time off should be requested in advance and will be approved based on the operating needs of the service location. The more advanced notice given for a leave request, the more likely the supervisor will be able to reschedule or find replacement staff and grant the time requested. Some types of leave require specific notification periods. Please see the Leave Policy regarding the specific type of leave requested.

When an absence is due to unexpected illness or personal emergency, employees must notify their supervisor as soon as possible, but before the beginning of the work shift. If the supervisor is not available, the employee must notify the emergency on-call manager. Relatives or friends should not call on an employee's behalf unless the employee is unable to do so. If the employee fails to contact the supervisor or on-call manager before the work shift, the employee may be subject to disciplinary action.

Unauthorized Absence

Employees may not miss work, report to work late or leave work early without the permission of the supervisor. Supervisors must ensure sufficient staff are on duty during all hours as required by client needs and all governing service contracts. Supervisors are responsible for investigating all unauthorized absences, including tardiness, and reporting such to the responsible manager. Such absence may result in disciplinary action, up to and including termination of employment.

No Call/No Show

Consecutive absences of three (3) work days will be considered voluntary termination, unless prior to the beginning of the fourth work shift the employee has notified their supervisor of the legitimate basis for the absence; or, the employee is able to provide an explanation from a health care professional for the employee's failure to notify the supervisor within three days.

Reports During Extended Illness

If an employee is on workers' compensation or extended medical leave, and a return to work date has not been set, the Human Resources Manager may request periodic reports regarding the employee's condition and their prospects for returning to work

Retained or Recalled Time

Supervisors may require employees to remain on duty as long as necessary to deal with emergencies where human life or corporation property is in jeopardy. Employees may also be required to return to work during non-work hours for emergencies or to satisfy urgent and unexpected requirements that cannot wait until the next work day.

Nonexempt recalled employees will be given credit for at least two hours of work. This credit applies to each separate call to return to work during non-work hours when the employee is not at the work site. Overtime for nonexempt employees will be paid if the employee exceeds 40 hours in the work week. Recalled or retained time must be authorized by the responsible manager or emergency on-call manager.

Record keeping and Analysis

Providing ongoing services of consistent quality is the job of every supervisor. To achieve quality service requires regular attendance of employees. Absence records should be maintained to show the amount of time off, the dates, and if the absence was unauthorized. If a pattern of unauthorized absences develops, the supervisor should counsel the employee regarding the need for improved attendance.

ABSENTEEISM AND TARDINESS

If an employee is unable to work because of illness, the employee must notify their supervisor at least two or more hours prior to each shift of their absence unless they have been granted an authorized medical leave (see Leave Policy). Failure to properly notify the agency results in an unexcused absence.

If an employee is absent for five or more consecutive workdays, a statement from a physician will be required before the employee will be permitted to return to work.

Releases to return to work are required anytime an employee is injured whether at work or at home. Some positions include a lifting requirement, and the corporation wants to ensure an employee is not in jeopardy of worsening the injury by returning to work too soon. Releases are also required for any extended illness/condition. Extended means when an employee is away from work for five or more consecutive work days due to an illness/condition.

The second point of clarification is that a physician will need to release an employee to perform their specific job duties. Therefore, all work releases will be submitted attached to a job description, or the physician may choose to write the release information and sign off directly on the job description. Either way is acceptable.

An employee may pick up a copy of their job description from the Assistant Director or the Secretary/Receptionist.

Spring Meadow Resources may require an employee either to submit a statement from their physician, or to be examined by a corporation designated physician. The corporation also reserves the right to require an employee to submit to an examination by a physician designated and paid for by the corporation at its discretion.

Absenteeism or tardiness¹ that is unexcused or excessive (three consecutive work days) is grounds for disciplinary action, up to and including possible termination of employment. Spring Meadow Resources will review each case and will consider all circumstances prior to taking any action.

¹Tardiness is defined as arriving at any time after an employee is scheduled to begin work, attend a meeting or arrive at a scheduled appointment.

PERSONAL APPEARANCE

Spring Meadow Resources strives to maintain a positive professional image. When employees are in the community with people served, employee demeanor and dress influences public opinion and attitude towards people with developmental disabilities. Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Spring Meadow Resources presents to clients and visitors. In addition, staff have the responsibility to be role models for people served so that they may be more socially accepted.

All Spring Meadow Resources employees must comply with the following personal appearance standards:

1. Employees must present a neat appearance and are not permitted to wear ripped, disheveled, or stained clothing.
2. Hair should be clean, combed, and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
3. Beards, moustaches, and sideburns must be neatly trimmed.
4. Safe and sensible footwear is required at all times in all work locations.
5. Offensive body or breath odor is not acceptable.
6. Skimpy or suggestive clothing is not allowed at any time.
 - a. Shorts are permitted if the outer seam reaches at least to the person's fingertips when the arms are hanging straight at the side.
 - b. Shirts must be long enough to cover abdomen and back when arms are raised over the head. Shoulder strap width must be at least 1½ inches wide. Spaghetti strap tops are not allowed.
 - c. Undergarments must not be visible. Undergarments must be completely covered with outer clothing.
 - d. Intentional exposure of cleavage (front or back) is not allowed.
 - e. No two-piece swim wear is allowed unless the top is covered with a shirt as described in "b" above.

Certain employees may be required to meet special dress, grooming, and hygiene standards, such as wearing uniforms, depending on the nature of their job. Employees in administrative or supervisory positions must dress equal to or slightly better than those they are doing business with that day.

Any employee who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises. Employees will not be compensated for any work time missed because of failure to comply with this policy. Repeated violations of this policy may also result in disciplinary action.

VIOLENCE IN THE WORKPLACE PREVENTION

Zero tolerance

Spring Meadow Resources has zero tolerance for violence. If an employee engages in any violence in the workplace, or threatens violence in the workplace, their employment may be terminated immediately. No talk of violence or joking about committing violence will be tolerated. "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, or threatening of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this business, including people served, employees and visitors, never feels threatened by any employee's actions or conduct.

All weapons banned

Spring Meadow Resources prohibits the possession of weapons by any employee while on Spring Meadow Resource' property. This ban includes keeping or transporting a weapon in a vehicle in a parking area. Employees are also prohibited from carrying a weapon while performing services off the Spring Meadow Resources' business premises. Weapons include guns, knives, chemical sprays, explosives, and other items intended to inflict harm. Appropriate disciplinary action, up to and including termination of employment, will be taken against any employee who violates this policy.

Inspections

Desks, telephones, computers, and live-in quarters are the property Spring Meadow Resources. We reserve the right to enter or inspect work areas including, but not limited to, desks and computer storage disks, with or without notice.

Reporting violence

It is everyone's business to prevent violence in the workplace. Employees can help by reporting what they see in the workplace that could indicate that a coworker is in trouble. Employees are encouraged to report any incident that may involve a violation of any of the company's policies that are designed to provide a safe workplace environment. Concerns may be presented to any supervisory or management personnel.

Spring Meadow Resources will not condone any form of retaliation against an employee for making a report under this policy.

EMPLOYEE GRIEVANCE

Grievances shall consist of matters of disagreement arising out of the employer-employee relationship where there is no applicable policy, where there is a deviation from established policy, or where the policy is considered to be inappropriate. All disciplinary action may be subject to grievance, with the exception of corrective counseling or a verbal warning.

PROCEDURE

Before initiating the grievance procedures, complainants are encouraged to try to resolve any grievance directly with the person or persons concerned. If this is not possible or appropriate, the complainant should proceed to Step One of the grievance procedure.

The Human Resources Manager is available to all SMR staff to assist in preparing a written grievance. The Human Resources Manager will not make decisions on the merits of a grievance, but serves only to advise and ensure the procedures are implemented fairly and in accordance with policies and practices.

Step One: A grievance must be presented to the employee's supervisor within ten (10) work days after the occurrence of the subject matter of the grievance, or it is deemed to have been waived by the employee. The grievance must be in writing and must address each of the following:

1. An exact description of the problem and the circumstances that created the problem. *What happened that created your dissatisfaction?*
2. A description of the specific reasons for the dissatisfaction. *Why are you unhappy with the situation?*
3. The solution desired. *What do you want to change? What do you see as a solution to this problem?*

If action or inaction by the employee's supervisor is the subject of the grievance, the employee may proceed to Step Two. If action or inaction by the employee's supervisor is the subject of the grievance and the employee's supervisor is the Executive Director, the employee may proceed to Step Three.

The supervisor's response to the grievance will be submitted to the employee in writing within ten (10) work days of when he or she received the grievance.

Step Two: If the employee wishes to pursue the grievance beyond Step One, the employee must file an appeal in writing to the supervisor's supervisor within ten (10) work days of receipt of the response in Step One. The employee's appeal shall

explain the specific reasons for the employee's dissatisfaction with the supervisor's decision. If the employee is filing the initial grievance at this step, the grievance should include the items required in Step One. Within ten (10) work days after receipt of the grievance, the supervisor's supervisor will respond to the grievance in writing.

Step Three: If the employee wishes to pursue the grievance beyond Step Two, the employee must file an appeal in writing within ten (10) work days of receipt of the response in Step Two. The employee's appeal shall explain the specific reasons for the employee's dissatisfaction with the last decision. If the employee is filing the initial grievance at this step, the grievance shall include the items required in Step One.

At this step, the employee has the option of either submitting the grievance to the Executive Director or having a hearing before a Grievance Committee.

a) Executive Director

If the employee wishes to submit the grievance to the Executive Director, the appeal should be filed with the Executive Director. The Executive Director will respond to the grievance in writing within ten (10) work days after receipt of the grievance. The decision of the Executive Director will be the final step in the grievance process.

b) Grievance Committee Hearing

If the employee wishes to submit the grievance to a Grievance Committee for a hearing, the appeal shall be in writing to the Human Resources Manager. The Human Resources Manager will then convene a Grievance Committee. The Grievance Committee shall be composed of three people knowledgeable of disabilities services and the fundamentals of working within an organization. The committee shall be composed of one person from the grievant's general work area (e.g., group home); one person from management; and one person from an unrelated work area. No person on this committee shall have any personal connection with either the grievant or the person to whom the grievance is directed, or any personal knowledge of the matter being grieved. Members of the committee are not required to be employees of Spring Meadow Resources.

The Human Resources Manager shall notify the employee of the date, time and place of the hearing, which must be held within twenty (20) calendar days of receipt of the appeal. At the hearing, either party may present documents or the testimony of witnesses who can aid in a satisfactory resolution of the problem. The hearing will be tape recorded for reference. The rights of confrontation and cross-examination will be allowed during the hearing. The Human Resources Manager may serve as a resource during the hearing.

Upon conclusion of the hearing, the Grievance Committee shall make a written determination to the Human Resources Manager within 10 working days. The Human Resources Manager shall provide the decision to the aggrieved party within five working days thereafter. The decision of the Grievance Committee will be the final step in the grievance process.

General Rules

In cases in which the grievant is the Human Resources Manager, the role of the Human Resources Manager described in this procedure will be performed by an impartial senior manager selected by the Executive Director with the concurrence of the Chair of the Board of Directors. In grievances involving the Executive Director, the Chair of the Board of Directors shall select the impartial senior manager. The selected manager is not required to be an employee of Spring Meadow Resources.

If the grievant fails to respond within the time-lines established for a step, the grievance is considered resolved based on the last response given by management. The employee may not re-file the grievance.

If management fails to respond within the time-lines established for a step, the grievant may proceed to the next appropriate step of the procedure.

On written application, and for good cause shown, the Executive Director may grant an extension of any deadline contained in the grievance procedure. In grievances involving the Executive Director, the Chair of the Board of Directors may grant an extension of any deadline contained in the grievance procedure. A decision to grant such an extension shall be in writing and shall be provided to the parties involved.

Any step of the grievance procedure and time-lines in the procedure may be waived upon written agreement of both parties.

Retaliation against anyone who files a grievance or who participates in the grievance process is strictly forbidden, and will subject the offender to appropriate disciplinary action.

TERMINATION FROM EMPLOYMENT

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Resignation - voluntary employment termination initiated by an employee.

Discharge - involuntary employment termination initiated by Spring Meadow Resources.

Layoff - involuntary employment termination initiated by Spring Meadow Resources for nondisciplinary reasons.

Retirement - voluntary employment termination initiated by the employee who meets the criteria for retirement from Spring Meadow Resources.

Unless otherwise stated in a written contract of employment for a specific term, employment with Spring Meadow Resources has no specified term and, consistent with Montana law, may be terminated at any time by either Spring Meadow Resources or the employee, on notice to the other. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination. All accrued benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

TERMINATION FROM EMPLOYMENT

The following procedures will be followed for the circumstances indicated under which the termination from employment occurs:

A. Employee Resignation

1. Whenever possible, notification of resignation will be in writing.
2. Written notice of resignation will be given to the employee's supervisor. The supervisor will then route the resignation to other agency personnel who have a need to know. It is preferred that the agency receive at least a two week notice. If the employee is not able to give the agency a two week notice then the employee may be ineligible for rehire.
3. In the case of an employee who states verbally that he/she is resigning, or not continuing to work, in the presence of two or more witnesses; who then either walks off shift or fails to report to work at their next scheduled shift, shall be considered to have resigned. The employee's supervisor will follow up any verbal resignation with a letter confirming the events surrounding the resignation.
4. If an employee resigns verbally and it is not feasible to secure a resignation in writing and there are no witnesses present, then the conversation will be followed up with a letter from the employee's supervisor accepting the resignation.
5. The Executive Director shall reserve the right to accept the employee's resignation and stipulated termination time-lines or to release the employee at an earlier date.

B. Termination for Cause Other Than Misconduct.

These causes may include, but not be limited to: an inability to perform job requirements; a reduction in staff; a termination of service contract; a job reclassification; or other related business reasons. Termination for causes other than misconduct will follow the procedures indicated below:

1. The employee will be notified of the termination by the supervisor, Assistant Director, or Executive Director, no less than two weeks prior to the employee's last working day. This notification period may be shorter at the discretion of the Executive Director.
2. All notifications of termination for causes other than misconduct will occur in a personal interview and be followed up in writing.

C. Termination for Misconduct.

Acts of misconduct may include, but not be limited to: dereliction of duty, insubordination, abuse, unsatisfactory work relationships, unethical conduct, unauthorized absence, misuse of staff benefits, use of alcohol or drugs while working.

1. Acts of misconduct will be addressed in writing and in accordance with the SMR Employee Counseling and Corrective Action Policy.
2. All terminations for misconduct will be reported to the Board of Directors at least annually.

D. All Personnel Terminations

1. At least one working day prior to the last working day, the employee will turn in all Spring Meadow Resources' documents, keys, supplies, and equipment to their supervisor.
2. When an employee is terminated for misconduct, the employee will turn in all Spring Meadow Resources' documents, keys, supplies, and equipment to their supervisor on the last day of employment, or at the time of termination.
3. The above listed activities must occur or the final paycheck will be held until such time as they are completed.
4. Final Paycheck
 - a. Resignation: Provided proper notification of resignation is given, the employee will receive their check on the next scheduled payday after the final time sheet is submitted to accounting. Upon termination of employment, the employee may be compensated for accrued PTO time in accordance with the Leave Policy.
 - b. Employees terminated for cause (including misconduct): The employee will receive their final paycheck within 15 calendar days after termination of employment occurred. Upon termination the employee may be compensated for accrued PTO time in accordance with the agency's Leave Policy.

E. Appeals

1. See Employee Grievance Policy.

CORRECTIVE ACTION AND DISCIPLINE

It is the policy of Spring Meadow Resources that employees who fail to perform job duties in a satisfactory manner, whose conduct disrupts Spring Meadow Resource's operations, who fail to meet the expectations or the goals of a plan of improvement, or who violate Spring Meadow Resource's procedures, policies, rules, or performance standards are subject to disciplinary action, up to and including dismissal.

Discipline shall be commensurate with the seriousness of the offense. For example, Spring Meadow Resources, at its discretion, may utilize an oral warning before more severe disciplinary action is taken for routine performance deficiencies and lesser offenses. More severe disciplinary action, up to and including dismissal, will be taken for more serious offenses and repeated lesser offenses. A supervisor will investigate the facts in order to decide whether discipline is appropriate, and to determine the appropriate level of discipline.

Definition:

- "Job-related reasons" means grounds for taking disciplinary action based on failure to satisfactorily perform job duties; disruption of Spring Meadow Resources' operations; failure to meet the expectations or the goals of a plan of improvement; violation of Spring Meadow Resources' procedures, policies, rules or performance standards; or other legitimate business reasons.

CORRECTIVE ACTIONS:

Corrective Counseling.

Corrective counseling may be provided for job-related reasons. Corrective counseling should consist of a straightforward discussion with the employee about matters deemed to be a problem with work performance or behavior. Corrective counseling must include a statement of the desired behavior change and a plan for improvement. Corrective counseling must be documented in the supervisor's log book.

DISCIPLINARY ACTIONS:

Each of the following disciplinary actions is independent of the other and does not necessarily follow in the order listed. For example, an employee may be suspended without having been on probation, or may be dismissed without having been either on probation or suspended.

1. Verbal Warning.

A verbal warning may be given to an employee for job-related reasons. The nature of the problem will be fully explained and discussed with the employee, and, if

appropriate, the employee may develop, or be given, a plan of improvement. The verbal warning must be documented, and a copy of the documentation must be provided to the employee and placed in the employee's personnel file.

2. Written Reprimand.

A written reprimand may be given to an employee for job-related reasons. The reprimand must be in writing and must contain a description of the specific conduct for which the employee is being reprimanded, how the problem is to be corrected, and the consequences if the problem is not corrected. The employee will acknowledge receipt of a reprimand by his/her signature and must be given a copy of the reprimand. Written reprimands will be placed in the employee's personnel file.

An employee's supervisor may give a written reprimand only with the concurrence of the Department Manager or Assistant Director.

3. Disciplinary Probation.

(Not to be confused with the probationary period for newly-employed staff.) A disciplinary probation may be given to an employee for job-related reasons. The terms of a disciplinary probation must be in writing and must contain the following:

- the specifics of the conduct for which the employee is being placed on probation;
- a plan of improvement the employee must follow to get off probation;
- the length of time of the probation; and
- the consequences for failure to meet the terms of the probation.

The employee will acknowledge receipt of a disciplinary probation by his/her signature and must be given a copy of the disciplinary probation. Disciplinary probations will be placed in the employee's personnel file.

An employee's supervisor may give a disciplinary probation only with the concurrence of the Assistant Director or Executive Director.

4. Suspension.

An employee may be suspended for job-related reasons.

A suspension may be with or without pay and may result in dismissal or reinstatement with or without back pay. (Exempt employees who are subject to the salary basis test may be suspended without pay only for periods of one or more weeks.) The purpose of a suspension may be to provide an opportunity to determine the facts of a matter. An investigation conducted while an employee has been suspended will be started within five (5) work days by the Executive Director, and in most cases should be completed within ten (10) work days.

An employee who has been suspended is to leave work for the period specified, or,

in the case of an investigation, is to return to work only when he/she has been instructed to do so in writing. A suspension must be in writing, must contain a description of the specific conduct or reasons for which the employee is being suspended, and a copy of the suspension must be given to the employee. If appropriate, a suspension may include a plan of improvement.

The employee will acknowledge receipt of a suspension by his/her signature and must be given a copy of the suspension. Suspensions will be placed in the employee's personnel file.

An employee's immediate supervisor may initiate a suspension; however, the suspension must be reviewed by the Assistant Director or Executive Director within one (1) work day.

5. Disciplinary Demotion.

An employee may be given a disciplinary demotion for job-related reasons. The terms of a disciplinary demotion must be in writing, and must contain a description of the specific conduct or reasons for which the employee is being demoted. If appropriate, a disciplinary demotion may include a plan of improvement.

The employee will acknowledge receipt of a disciplinary demotion by his/her signature and must be given a copy of the disciplinary demotion. Disciplinary demotions will be placed in the employee's personnel file.

An employee's supervisor may give a disciplinary demotion only with the concurrence of the Assistant Director or Executive Director.

6. Dismissal by Employer.

An employee may be dismissed for job-related reasons. Notice of a dismissal must be in writing, and must contain a statement of the reasons for the dismissal. A copy of the notice must be given to the employee, and will be placed in the employee's personnel file. No employee may be dismissed without the approval of the Executive Director.

PROFESSIONAL POSITIONS QUALIFICATION APPROVAL

All professional positions shall have basic qualifications developed by the Assistant Director with the assistance of key management personnel from the corporation. These qualifications shall then be presented to the Board of Directors for review and approval. No professional position will be created outside this policy.

SAFETY RESPONSIBILITIES OF ALL EMPLOYEES

This agency expects each employee to accept responsibility for their actions, the people served, their fellow workers and the corporation. The responsibilities of all employees of Spring Meadow Resources, Inc. include, but are not limited to:

1. Expecting proper training in the procedures required for their work and the operation of company equipment, to request such training if none is given, or to request additional instruction for any procedure or equipment that they may be unsure of.
2. Exercising maximum care and good judgment at all times to prevent accidents and injuries.
3. Observing safety rules and following safe job procedures applicable to their work area at all times.
4. Maintaining good housekeeping in all service areas and requesting others to do the same.
5. Dressing safely and sensibly.
6. Reporting to supervisors immediately and seeking first aid for all injuries, regardless of how minor, without fear of retribution.
7. Reporting unsafe conditions, equipment, or practices to supervisory personnel or the SMR Safety Committee, without fear of retribution.
8. Using health and safety equipment and supplies provided by the agency at all appropriate times.
9. Notifying your supervisor, before beginning your shift, of any medication you may be taking that may cause drowsiness or other side effects that could lead to injury to yourself, coworkers, or the people we serve.
10. Upon the occurrence of any incident that affects the safety of a person served, the staff person(s) involved will complete an Incident-Report and submit it to the Incident Management Coordinator at the SMR office within 24 hours of the incident.
11. Upon the occurrence of any incident that affects a staff person's safety, the staff person(s) involved will complete an Incident- Report and submit it to their immediate supervisor. The supervisor will ensure the employee Incident Report is handled according to established corporation procedure.
12. Avoiding engaging in horseplay, distraction of other employees, or playing practical jokes.
13. Appropriate corrective actions will be implemented for infractions or disregard of these responsibilities.
14. Signing a copy of these responsibilities to acknowledge the receipt of the company safety responsibilities and your understanding of their content. The signed copy will be maintained in your personnel file.

Signature

Date

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Safety Responsibility of Employees

Revised: June 1, 2007

MOTOR VEHICLE SAFETY AND RESPONSIBILITY

To be eligible to drive a corporation vehicle for SMR business, an employee must:

- Possess a valid Montana Driver's License; or, possess a valid driver's license from another State. In the latter case, the employee must provide their current Motor Vehicle Record from their state of residence.
- Maintain a Motor Vehicle Record free of any major violation and no more than two minor violations. Minor violations are defined as basic rule, speeding, stop sign, failure to yield, etc. Major violations are defined as careless driving, reckless driving, driving under the influence (DUI), hit and run, or other serious violations.
- Staff are responsible to notify the Human Resources Director of any major violation, 2 or more minor violations, or the potential loss of a valid driver's license or insurance.
- Successfully complete the motor vehicle safety training provided by SMR.

To be eligible to drive a personal vehicle for corporation business, an employee must abide by the above requirements, plus:

- Procure and maintain in force an automobile liability insurance policy on their vehicle used for business with coverage as required by Montana law. Employees must provide the Human Resources Office with written proof of their automobile insurance at each policy renewal date.
- Maintain the vehicle used for SMR business in an operating condition that ensures the safety and welfare of people being transported.
- Protect their vehicle from bodily fluids while transporting clients of SMR. The corporation will provide protective shields at the employee's request. Due to their disability or illness some people served by SMR may become sick or incontinent during transportation.
- Wear a seat belt and require all passengers to wear seat belts during transportation.
- Not smoke in their vehicle while transporting any person served by SMR.

WORK-SITE SOLICITATION

Employees may not receive personal solicitors or organizers at their work-site, participate in such activities during their scheduled working hours, or use the corporation's phone numbers or facilities for conducting personal business unrelated to the corporation's mission without written permission from the Executive Director.

VISITORS IN THE WORKPLACE

At SMR we promote a family environment for the people we serve and employees. Visits by family or friends are a natural and important part of maintaining our focus on people and relationships.

Unfortunately, problems arise when visits are too long, too frequent, or interfere with services or personal privacy. Thus, it is critical to establish some limits to employees receiving visitors or visiting. All Spring Meadow Resources employees must comply with the following standards for receiving visitors or visiting:

- All visitors must be known to an employee and invited into the service location by that employee.
- The supervisor or person in charge of the service location must know and approve the visit prior to the occurrence. If the supervisor is not available, the on-call manager must approve the visit prior to the occurrence.
- In congregate living, all affected people served must approve of the visit.
- Visits may not be longer than 30 minutes.
- No employee may receive the same visitor more than twice in a month.
- Children must be directly supervised by a parent or guardian (i.e., direct visual observation at all times). If the parent leaves the service location, the children must leave with them. Young children and toddlers must be physically held by their parent or guardian at all times.
- No visitor may use any SMR property, equipment, or vehicle.

This directive does not directly apply to people visiting live-in staff in their apartments. However, it does apply if those visitors wish to enter the group home.

Of course there may be special circumstances where exceptions to this directive are necessary. In such cases, an employee must secure permission from the Executive Director or Assistant Director.

STAFF MEALS IN CLIENT HOMES

All food in client homes is purchased by the residents of that home and is specifically for their use and benefit. Commodity foods are also obtained exclusively for SMR clients. All food in the client home belongs to the residents, not to the corporation. However, at SMR, staff are an important part of the social environment for the people we serve; and, eating together is a natural part of maintaining our focus on people and relationships. Staff also provide training and guidance when they are an active part of a family meal.

It is reasonable, even at the expense of the clients, for staff to join in a meal at a client home, but only if staff are truly a social part of the meal. Being a social part of a meal means sitting down and eating family-style and engaging in conversation. To do this means meals must be served family style (i.e., serving dishes that are passed among people)—not cafeteria style (plates loaded with food and then given to the person).

Staff may eat meals at client homes only if all of the following conditions are met:

- Staff are welcome by all people at the table.
- Staff eating meals with people served must be on shift (in a paid status) at least one hour before and after the meal.
- Staff are an active social part of the meal. This means sitting down during the entire meal and actively engaging in conversation and guidance.
- Staff must eat exactly the same food prepared for everyone else.

Snacks purchased by the home are also specifically for the residents of the home. Staff may bring their own snacks to work. The only time staff may eat snacks purchased by the home is if they follow the same conditions above.

Staff who choose not to follow the above conditions may elect to take a meal break as long as other staff are present. Meal breaks are a minimum of one-half hour and are not paid time.

Of course, people served may invite anyone (guests) they wish to join them for a meal; however, such invitations do not apply to staff who regularly work at that service location. Staff must ensure there is informed consent and consensus among the people living at that residence.

VOLUNTEERS

Volunteers provide an invaluable service to SMR; therefore, we need to ensure that our volunteers are protected in case they sustain injuries while performing these services for the corporation.

The purpose of this volunteer policy and procedure is to provide SMR with guidelines to assist in properly selecting its volunteers, obtaining needed information from volunteers, and ensuring that volunteers have Workers' Compensation insurance and general liability coverage.

Who is considered a volunteer?

A volunteer is any individual who performs services on behalf of SMR, but who does not receive wages. There are different types of volunteers:

- Category A – a person who performs a volunteer assignment for three days or less.
- Category B – a person who performs a volunteer assignment for more than three days or on a recurring basis.
- An unpaid board member
- Community service workers

Although volunteers are not employees, they are expected to abide by certain corporation policies and regulations in order to protect the interests of SMR, its employees, and consumers. The policies with which volunteers must comply include but are not limited to the following: Code of Ethics, Abuse, Neglect, and Exploitation of Persons Served, Confidentiality, and Drug-Free Workplace. Volunteers will sign a form acknowledging their receipt of these policies and their agreement to comply with them.

The area manager must select volunteers who meet the minimum qualifications to perform the tasks. Volunteers may not replace employees who have been laid off.

A volunteer may not perform any work until he/she has signed the volunteer agreement form detailing the nature of the work to be performed and the relationship of the volunteer to the corporation.

Volunteers are not employees and are not eligible for retirement and health benefits. SMR will provide Workers' Compensation insurance and general liability coverage for its volunteers.

Volunteers serve at the pleasure of the corporation. Accordingly, a volunteer assignment can be terminated at the discretion of the corporation without notice or cause.

Volunteer Screening

A prospective volunteer will be required to undergo a screening process to determine fitness for the assignment. It is strongly recommended that a description of the volunteer assignment be developed prior to the screening process. This will assist in determining the experience, qualifications, and training needed to fill that assignment. The screening process shall include, but is not limited to: interview, background check, fingerprinting, and reference check.

Volunteer Training

Each area will be responsible for training its volunteers. If volunteers will be working with machines and/or equipment, they must be provided with the proper protective gear. Training must be completed successfully before the volunteer may begin the assignment. If the volunteer will be working with machines and/or equipment, the volunteer must be supervised by a trained staff member or experienced volunteer.

Minors

A person under the age of eighteen may only become a volunteer with parental consent. Minors are not allowed to work with any type of machinery and/or equipment under any condition. Minors may not work unsupervised.

Employee performing volunteer service

Under the Fair Labor Standards Act, an employee cannot be both a paid employee and unpaid volunteer while performing the same type of work for the same employer. For example, a group home staff member who takes an SMR consumer to the Special Olympics outside of the employee's regular working hours cannot do so as a volunteer for SMR if the staff member is required to perform duties of a similar nature as a staff member of the group home.

Insurance Requirement

Solely for workers compensation purposes, volunteers will be included as employees of SMR while they are performing their duties for SMR.

Process Guidelines for Different Types of Volunteers

Category "A" volunteer (3 or less days)

1. Develop a description of the volunteer assignment
2. Determine the experience, qualifications, and training needed
3. Recruit volunteers. Candidates will complete volunteer information packet, which includes releases to complete appropriate screening.
4. Perform appropriate screening of prospective volunteers.

Spring Meadow Resources, Inc. Policy and Procedure Manual

Policy: Volunteers

Revised: June 1, 2007

5. Upon acceptance of a volunteer, complete the following:
 - a. Explain the manner and method by which the volunteer will be expected to perform their assignment. (Use the volunteer assignment description form). Ensure that the volunteer is physically able to perform these duties
 - b. Explain all policies and procedures that apply to the volunteer
 - c. Provide any assignment specific training that is deemed necessary
 - d. Upon completion of training and review of assignment, have volunteer read and sign the volunteer agreement form
6. Complete the Workers' Compensation Volunteer Report and submit to the Workers' Compensation Office as required.

Category "B" volunteer (more than 3 days or recurring)

1. Develop a description of the volunteer assignment
2. Determine the experience, qualifications, and training needed
3. Recruit volunteers. Candidates will complete volunteer information packet, which includes releases to complete appropriate screening.
4. Perform appropriate screening of prospective volunteers
5. Upon acceptance of a volunteer, complete the following:
 - a. Explain the manner and method by which the volunteer will be expected to perform their assignment. (Use the volunteer assignment description form). Ensure that the volunteer is physically able to perform these duties
 - b. Explain all policies and procedures that apply to the volunteer
 - c. Provide any assignment specific training that is deemed necessary
 - d. Upon completion of training and review of assignment, have volunteer read and sign the volunteer agreement form
6. Provide a copy of the Volunteer Agreement form to the Workers' Compensation Office.
7. Complete the Workers' Compensation Volunteer Report and submit to the Workers' Compensation Office as required.

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