



Employee Policies and Procedures Handbook

2026

P.O. Box 647
Jacksonville Arkansas 72078
pathfinderinc.org
(501) 982-0528

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WELCOME

Welcome to Pathfinder, Inc. We take pride in the quality of our employees and in the superior service, we provide to individuals with disabilities and their families. We are glad to have you!

All employees will receive an employee handbook, which serves to give a general understanding of the policies and procedures of Pathfinder, Inc. Although great efforts have been made to ensure that the handbook covers a large variety of topics and issues that may arise, it is not intended to anticipate every situation or answer every question. Furthermore, it is not intended to constitute a contract of employment or any other type of contract. Flexibility will be demonstrated in the administration of policies and procedures in situations where such action is deemed necessary. The policies in this manual supersede and replace all prior published or unpublished Pathfinder policies and apply to all employees not covered by a Collective Bargaining Agreement or employed under Ability One/NISH programs.

We are a growing service organization where opportunity for good wages, advancement, and employment security is dependent upon your natural talents, ability and desire to succeed. We hope to foster an environment in which opportunities are given to encourage advancement and success.

Pathfinder, Inc. has one overriding purpose for existence – service to persons with disabilities. Every person is our employer, and it is our duty to provide him/her with the highest quality service. We all share in this responsibility. Our success depends on how we satisfy the individuals who use our services.

In your dealings with individuals whether in person, on the telephone, or by email, you are representing Pathfinder, Inc. Courtesy, respect, and friendliness foster good relations. Always treat the individual served and his/her family in a way you would like to be treated yourself.

History/Goals/Culture

Pathfinder, Inc. is a non-profit corporation, incorporated in August of 1971, with an initial enrollment for the year of 6 students in a school-aged program. The licensing agent was Mental Retardation Development Disabilities Services (MR-DDS). As awareness of the services available in the Jacksonville area increased, Pathfinder was approached by a group of concerned parents to make services available to their adult disabled dependents.

Pathfinder, Inc. developed a pilot project for MR-DDS and the Division of Employment Development in 1979. This project demonstrated the feasibility of relocating institutionalized individuals within the community by providing skills training in the world of work as well as self-help living skills training. The project was very successful. We have placed many individuals with I.Q. scores ranging from 35 and above, in competitive employment in local industry. All these individuals were either illiterate or functionally illiterate. Their primary disabilities were developmental and all had secondary disabilities. What we are able to do is teach these people specific job skills, help them develop an adequate work attitude, and help them to believe in themselves.

In July of 1989 Pathfinder, Inc. opened an intermediate care facility for individuals with a developmental disability (ICF/DD) in Cabot and has since opened nine more around the state. The homes have 10 bedrooms, 6 bathrooms, a living-activity room, kitchen and service area. The facilities are home to 10-12 individuals who have chosen to live in the community.

Currently Pathfinder, Inc. operates 10 ICF/IIDs housing 102 individuals, 5 group homes serving 30 individuals, 8 apartment complexes serving 102 individuals, and 6 adult day treatment programs. Pathfinder Early Intervention Day Treatment Preschool programs in Jacksonville and Harrison have the capacity to serve approximately 200 children. The Home and Community Based Services program currently serves approximately 175 individuals. Overall Pathfinder serves approximately 1000 clients each year.

Purpose of Handbook

This handbook has been prepared to inform new employees of the policies and procedures of this company and to establish the company's expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time, and is not intended to induce an employee to accept employment with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep employees informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

Mission Statement

Pathfinder, Inc. is dedicated to the development and implementation of individually designed strategies that enable people with developmental disabilities to pursue total access to community life.

Philosophy

A basic concept of Pathfinder, Inc. is that all people, regardless of individual differences and intellectual abilities, have an inalienable right to programs and services, which are consistent with their needs, and helps them to achieve their maximum potential.

Pathfinder, Inc. seeks to provide the best possible programs and services for individuals we serve with developmental disabilities to expand their growth opportunities. Pathfinder, Inc.'s focus always remains on helping to enrich the quality of life for the people we serve.

Underlying these concepts are the beliefs that: all human beings have intrinsic worth regardless of intellectual ability; that all human beings have potential for development; and that, with few exceptions, every human being has both the ability and the duty to contribute something of value to his fellow man.

Service Goals

To help the individual with developmental disabilities become or remain self-sufficient by seeking to develop personal, social, academic and problem solving skills necessary to function independently in society.

To protect children and adults who cannot protect themselves from abuse, neglect and exploitation and to help families stay together by providing an array of services for the individual with developmental disabilities.

To arrange for appropriate placement and services that provide the least restrictive environment and which is in the individual's best interest.

At Will Employment

The employee understands and agrees that if employed, and as a condition of their employment, the employment will be "at will". That is, either the employee or Pathfinder, Inc. may end the employment relationship at any time with or without cause. The employee further understands that no representative of Pathfinder, Inc. has authority to enter into any agreement with the employee or employment for any specific period of time or make any agreement with the employee contrary to the foregoing. The employee understands that nothing contained in an employment application or in the granting of an interview is intended to create an employment contract between Pathfinder, Inc. and the employee for either employment or for the provision of any benefit. Finally, the employee understands that none of the benefits or policies in any manual issued to the employee by Pathfinder, Inc. are intended by reason of their publication to confer any rights or privileges to said benefits or policies, or to entitle the employee's status as an "at will" employee. The employee understands that all statements or provisions in the manual are procedural or are guidelines and Pathfinder, Inc. has the right to change any policy, benefit or procedure at any time without notice.

Code of Ethical Conduct

The Board of Directors and employees of Pathfinder, in recognition of the importance of our providing the most efficient and effective services to those individuals served by Pathfinder, and in accepting a personal obligation to our profession, its members, and the communities we serve, do hereby commit ourselves to the highest ethical and professional conduct.

The Code of Ethical Conduct is not intended to duplicate or paraphrase law, statute, or agency personnel policies, nor is it intended to qualify in any way the Board or an employee's obligation to comply with those authorities. It is instead a tool to be used in helping employees work through the often difficult ethical issues that confront them on a regular basis.

I agree to:

1. Accept and remember the finest responsibility is to the people Pathfinder serves. In working through ethical dilemmas, the best interests of a person with developmental disabilities are my first concern.
2. Accept responsibility in making decisions consistent with the safety, health, and welfare of the public and those we serve, and to disclose promptly factors that might endanger the public or those we serve.
3. Be honest and realistic in documenting and billing services to all payment sources. I will reject bribery in all its forms.
4. Avoid injuring others, their property, reputation, or employment by false or malicious action.
5. Avoid real or perceived conflicts of interest whenever possible and to disclose them to affected parties when they do exist.
6. Honor and respect all people as unique and valuable individuals. I recognize the danger of imposing my own priorities and values.
7. Recognize and support the central importance of family and friends. Each person is the center of a support network composed of varying numbers of family and acquaintances, including those who have a close and long-term relationship.
8. Empower people with disabilities, and their families, to achieve their dreams by providing lifelong choices, support and learning opportunities. I will attempt to balance the consumer's legitimate need for protection together with their right to function as member of the larger society.
9. Be cautious in making assumptions about developmental potential. I understand that behavior, appearance, and even test scores can cause professionals and family members to make hasty judgments about the ability of an individual to learn and apply new skills. I will focus as much as possible on what people can do and their potential, rather than solely on deficits and limitations.
10. Support full integration of people with developmental disabilities. While many services and supports are necessarily unique to people with developmental disabilities I will endeavor to assist and encourage people to exercise their right to use those services and supports that are available to all community members.
11. Strive to remain competent on best practices for my field. I will also assist colleagues and co-workers in their professional development and to support them in following the code of ethics and all related professional codes.
12. Apply the principles of teamwork both within the agency and without. I will seek, accept and offer honest criticism, to acknowledge and correct errors and to credit properly the contributions of others. I will focus on common goals, sharing equally in the benefits and daily challenges of making difficult decisions.
13. Respect the right to privacy of persons with developmental disabilities and will maintain the strictest confidence regarding any issues and information relevant to the person served by Pathfinder.

14. Endeavor to maximize and understand the use of technology, and appreciate potential consequences, i.e., computers, internet, communication devices. I will not misuse technology for my personal gain. I will not engage in social media activity during work time, except as approved as a function of my position. I will refrain from making any personal posts on social media that may negatively reflect on Pathfinder, its activities and any personal information or photos regarding persons served. Posts will be randomly monitored by IT and Compliance staff and violations will be handled through the disciplinary process.
15. Adhere to all relevant state and federal regulations and to adhere to the professional conduct standards of all relevant professional groups.
16. Maintain a professional relationship with consumers and not enter into an intimate relationship with any consumer.
17. Honor and respect all consumers, co-workers, sub-contractors and the agency. I will not make disparaging remarks about them. I will promote and encourage consumers, co-workers and the agency as a whole.
18. Promote the individual adherence with the Pathfinder Corporate Compliance Plan and report to the Director of Quality Assurance those issues, without fear of reprisal, which are contrary to the spirit of this Code of Ethical Conduct and the Pathfinder Corporate Compliance Plan.
19. Only witness the signature of persons served on documents such as plans of care, consents, etc. when I am able to reasonably attest to the individual's identity, either through personal relationship with the individual or through identifying documents.

Business:

20. Utilize the Director of Quality Assurance to ensure that it conducts business in an ethical manner and ensure that any business practices that are questionable are thoroughly investigated.
21. Recognize that the task of the Director of Quality Assurance is difficult, assist that person, and acknowledge the authority given to that person by the Board of Directors.
22. Comply with the local, state and federal law, regulations, and/or guidelines in regards to all of Pathfinders' financial, purchasing, personnel, facility development and information technology practices.
23. Provide all employees the opportunity to anonymously report suspected fraud, waste and abuse to Pathfinder's Director of Quality Assurance or Executive Director.
24. Not sell items or services or engage in personal fund raising activities on behalf of Pathfinder or its consumers without prior approval from administration.
25. Recognize that all Pathfinder employees, officers, directors, agents, consumers, and attorneys are prohibited from soliciting anything of value for themselves from anyone in return for any business, service, or confidential information of the organization and accepting anything of value from anyone in connection with the business. Small gifts and advertising or promotional materials are acceptable to receive as long as there is not intent to influence business decisions. Also, occasional meals and refreshments are acceptable but they must be of a reasonable nature and not received for the favor of a business decision.

26. No employee, officer or agent of Pathfinder, Inc shall participate in selection, or in the award or administration of a contract supported by U.S. Federal funds if a conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his/her immediate family, his/her partner, or an organization which employs, or is about to employ any of the above, has a financial or other interest in the first selected for award.
27. An employee, officer or agent of Pathfinder, Inc. shall be careful to ensure that s/he is involved in no apparent or potential violations of this provision.

Marketing:

28. Conduct marketing practices in an honest and factual manner. Marketing materials and practices in no way will mislead the public or misrepresent Pathfinder's ability to provide services.
29. Utilize clear and consistent methods of communicating information to consumers, families, other stakeholders, third party entities, referral sources, funding sources, and community members, and exhibits sensitivity to the educational and reading levels of all persons to whom information is distributed.
30. Not utilize monetary rewards or gifts to any potential consumer of services in an attempt to entice them to enter programs. Pathfinder does not solicit potential consumers.
31. Not share private donor information with any agency, group or identity, except where required by law or generally accepted accounting procedures, without donor approval.

Human Resources:

32. Adhere to the agency's Human Resources Policies, Procedures, and the Pathfinder Code of Conduct for employees.
33. Prohibits discrimination in any work related decision on the basis of race, color, national origin, religion, sex, sexual orientation, physical or mental disability, veteran status, ancestry, marital status, age or citizenship. Pathfinder is committed to providing equal employment opportunity in a work environment where each employee is treated with fairness, dignity and respect.
34. Makes reasonable accommodations to the known physical and mental limitations of otherwise qualified individuals with disabilities.
35. Not tolerate harassment or discrimination by anyone based on diverse characteristics or cultural backgrounds of those who work for the organization.
36. Not tolerate any form of sexual harassment.
37. Not tolerate any form of workplace violence.
38. Provide all Pathfinder employees the opportunity to raise concerns and make reports without fear of reprisal, as long as the report is made in good faith.
39. All supervisors have a responsibility to be sensitive to and deal with violations of this Code of Conduct. This responsibility includes monitoring all relevant work activities and contacting a higher level supervisor or the Director of Quality Assurance if it is reasonably believed that violation of the Code of Conduct has occurred. Any such reports shall be investigated regardless of whether a formal complaint has been made.

40. Any employee, officer or agent of Pathfinder, Inc. determined to have committed a violation of this Code of Conduct shall be subject to disciplinary action, up to and including termination.
41. All employees, officers or agents of Pathfinder, Inc. shall be informed of this Code of Conduct when the Code is adopted, and/or when s/he is initially retained by Pathfinder, Inc. and on an annual basis thereafter.

Violations of Code of Ethical Conduct

An employee, consumer, family member, or stakeholder may report a perceived violation of the Corporate Compliance Policy or Ethical Code of Conduct in writing within 5 business days of knowledge of the alleged violation to the Director of Quality Assurance of Pathfinder, Inc. The Director of Quality Assurance will begin an immediate investigation of the allegation, review the findings, and render a final decision to the complainant within 5 business days of the receipt of the allegation. Pathfinder, Inc. will not condone nor tolerate any intimidation, retaliation, or discriminatory action against an employee who reports in good faith.

WORKPLACE COMMITMENTS

Affirmative Action Statement

It is our policy to employ, retain, evaluate, promote, discipline, and otherwise treat any and all employees and job applicants without regard to any individual's sex, sexual orientation, gender identity, race, color, religion, national origin, age, marital status, medical condition, or physical disability.

Equal Opportunity Employment

Our employment objective is to select personnel who meet high standards of character, personality, education, and occupational qualifications, coupled with growth potential.

Hiring and promotional procedures are nondiscriminatory by reason of sex, gender, indemnity, age, sexual orientation, veteran's status, disability, creed, marital status, ethnic or national origin. If applicants for employment, or current employees, experience disabilities that might prohibit or make difficult their applying for employment or carrying out jobs, it is the policy of Pathfinder, Inc. to provide reasonable accommodations. We will consult government agencies, colleges, and private agencies, for specific methods.

Notice of Non-Discrimination

Pathfinder, Inc. complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, Pathfinder, Inc. does not discriminate on the basis of race, sex, color, age, national origin, religion, or disability in the admission, access to and treatment in Pathfinder, Inc.'s programs and activities, as well as Pathfinder, Inc.'s hiring or employment practices. Complaints of alleged discrimination and inquiries regarding Pathfinder's non-discrimination policies may be direct to the Director of Quality Assurance or Human Resources Manager at (501) 982-0528.

Non-Harassment Policy

Pathfinder, Inc. is committed to providing a work environment that is free of discrimination. In keeping with this commitment, Pathfinder, Inc. maintains a strict policy prohibiting unlawful harassment, including sexual harassment. This policy prohibits harassment in any form, including verbal, physical, and visual harassment.

If an employee suspects or has been harassed by a co-worker, supervisor, or agent of Pathfinder, Inc., the facts of the incident and the names of the individuals involved should be reported to the supervisor. The supervisor will investigate all such claims and take appropriate corrective action. If an employee cannot talk with his/her supervisor, the report may be made to the Director of Quality Assurance at (501) 982-0528.

Drug Free/Alcohol Free Workplace

It is the policy of Pathfinder, Inc. to maintain a work place that is free from the effects of drug and alcohol abuse. Employees are prohibited from the use, sale, dispensing, distribution, possession, or manufacturing of illegal drugs and narcotics or alcoholic beverages on company premises or work sites.

Successful applicants for employment will receive a conditional offer for employment subject to passing a drug test. Individuals whose pre-employment drug screen reflects use of such substances are not eligible for employment. Refusal to submit to a pre-employment drug screen will result in Pathfinder rescinding the conditional offer for employment.

For Cause, Reasonable Suspicion

Employees should report immediately to their Supervisor any action by an employee who demonstrates an unusual behavior pattern, work habits, or the observation of drugs and drug paraphernalia on or about the person. Employees can report to the Director of Quality Assurance or Human Resources Manager if the employee feels they can't report to their supervisor. Other behavior commonly associated with drug or alcohol influence, such as a staggered walk, erratic behavior, slurred speech, and/or dilated pupils must be observed and documented. The Executive Director/Designee will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and alcohol. Refusal by the employee to submit to a drug/alcohol test will be grounds for immediate dismissal. Employees believed to be under the influence of drugs, narcotics, or alcohol will be required to leave the premises. If an employee is terminated due to a positive drug/alcohol test, they may not be eligible to reapply for employment with Pathfinder for 90 days based on the *circumstances surrounding their termination*.

New-Hire Testing

The qualified applicant will receive a conditional offer of employment, subject to passing a drug test. (When hiring an in-house employee who is already assigned a category status, drug testing will be conducted if the employee has not been tested within 30 days.) Human Resources Department employee will arrange a drug test for the qualified applicant. Only after a conditional offer of

employment is made can the employee be required to take the drug test. Refusal to submit to a pre-employment drug screen will result in rescinding the conditional offer for employment. If an applicant fails an initial drug screen, they may not be eligible to reapply for employment with Pathfinder for 90 days .

Post-Accident

Drivers involved in a vehicle accident, (regardless of being issued a citation) must undergo a drug test. Employees will not be allowed to operate a Pathfinder, Inc. vehicle or a private owned vehicle while conducting Pathfinder, Inc. business until the testing results have been received. Testing will be conducted immediately upon the completion of the on-scene investigation.

Return to Work: Any employee may be required to undergo drug testing upon returning to work, following any period of extended leave of three weeks or more, including Workers' Compensation Leave and Family Medical Leave.

Failure to Submit

Failure to submit to a drug screen may result in disciplinary action up to and including termination. Testing positive for drugs or alcohol is a violation of this policy. Employees subject to the Drug-Free Work Place Act who are convicted of any criminal drug violation must report such conviction to their supervisor within five days, and management is then to take appropriate action.

Non Compliance

Employees will be subject to disciplinary action, up to and including dismissal, for violations of this policy. Such violations include, but are not limited to, refusal to submit to testing as outlined in this policy; possessing illegal or non-prescribed drugs and narcotics or alcoholic beverages at work; being under the influence of such substances while working; using, manufacturing, or selling them on company premises and work sites. Employees, their possessions, company issued equipment, and containers under their control are subject to search and surveillance at all times while on company premises or while conducting company business.

Employees who are experiencing work related problems resulting from drug, narcotic, or alcohol abuse or dependency may request to seek counseling help. Job performance alone, not the fact that an employee seeks counseling, is the basis for all performance appraisals. Any employee who voluntarily discloses prior to a positive drug test that they are abusing drugs or alcohol may be granted a leave of absence to undertake rehabilitation treatment. The treatment must be provided by a certified rehabilitation program.

An employee returning from a leave of absence for rehabilitation treatment will not be permitted to return to work until certification is presented to his/her supervisor stating that the employee is participating in or has completed a treatment program.

The employee will be required to provide status updates for attendance of program. Pathfinder, Inc. will, to the extent feasible, provide continuing education for the work force about the ill effects of drug and alcohol abuse.

If an employee is terminated due to a positive drug/alcohol test, they may not be eligible to reapply for employment with Pathfinder for 90 days based on the circumstances surrounding their termination.

Medical Marijuana

Pathfinder takes the position that illegal drugs have no place in the work environment. Current use of marijuana is prohibited by individuals in safety-sensitive positions.

Pathfinder will presume an individual is engaged in current use of marijuana when a positive test result for marijuana is received.

The ADA specifically addresses illegal drug use, alcohol and testing programs. Current users of illegal drugs are excluded from ADA protections and subject to discipline or termination.

Tobacco Policy

In order to protect employee's health and our facilities, use of any tobacco related products in Pathfinder, Inc. vehicles, offices and facilities is prohibited. This includes smokeless tobacco products and/or devices. Designated smoking areas will be at least 25 feet from entrances to buildings and will be so identified. Supervisors must designate smoking areas that are 25 feet away from building entrances.

Workplace Violence Policy

Pathfinder, Inc. unequivocally condemns any act of harassing, intimidating, threatening or assaulting fellow employees at and away from the workplace. Pathfinder, Inc. seeks to prevent workplace incidents of violence by enforcing its behavior and discipline policy and by conducting pre-employment screens, criminal background checks, and drug screens.

Weapon Policy

The carrying of a weapon is prohibited while at the work place. All Pathfinder, Inc. facilities are subject to inspection at any time. Any employee found in violation of the weapon policy will be subject to disciplinary action and reported to local law enforcement agencies.

Safety Policy

The safety and health of our employees is Pathfinder, Inc.'s most important business consideration. Pathfinder, Inc. will comply with all applicable workplace safety and health requirements and maintain occupational safety and health standards that equal or exceed the best practices.

Pathfinder, Inc. has a safety committee, consisting of management and program representatives, whose responsibility is identifying hazards and unsafe work practices, removing obstacles to ensure accident prevention, and helping evaluate the company's effort to achieve an accident-and-injury-free

workplace. This committee will meet formally every quarter or sooner if a hazard or working conditions warrant.

The company pledges to do the following:

- Strive to achieve the goal of zero accidents and injuries.
- Provide mechanical and physical safeguards wherever they are necessary.
- Conduct routine safety and health inspections to find and eliminate unsafe working conditions, control health hazards, and comply with all applicable safety and health requirements.
- Train all employees in safe work practices and procedures.
- Provide employees with necessary personal protective equipment and train them to use and care for it properly.
- Enforce company safety and health rules and require employees to follow the rules as a condition of employment.
- Investigate accidents to determine the cause and prevent similar accidents.

Managers, supervisors, and all other employees share responsibility for a safe and healthful workplace:

- Management is accountable for preventing workplace injuries and illnesses.
- Management will consider all employee suggestions for achieving a safer, healthier workplace. Supervisors are responsible for supervising and training workers in safe work practices.
- Supervisors must enforce company rules and ensure that employees follow safe practices during their work.
- Employees are expected to participate in safety and health program activities including: immediately reporting hazards, unsafe work practices, and accidents to supervisors or management, wearing required personal protective equipment, and, participating in monthly safety briefings.

Conduct Policy

Pathfinder, Inc. does not violate the law and does not tolerate those who do. If an employee believes that any person employed or associated with Pathfinder, Inc. has directed him or her to do anything that violates the law, or has prohibited the employee from doing anything that the law requires him or her to do must report the conduct immediately to his or her supervisor and/or the Director of Quality Assurance.

Debriefing Policy

Pathfinder, Inc.'s Director of Quality Assurance/Designee and the program director will coordinate all debriefing based on the nature of incidents. The Executive Director and/or Designee will assign key personnel to perform crucial functions to ensure that the critical incident is handled in a timely, professional and proactive manner. The debriefing will be designed to mitigate the impact of the incident and assist in the stress associated. Debriefings will be conducted within twelve (12) to seventy-two (72) hours of post-incident.

Examples of critical debriefing incidents include, but are not limited to, the following:

- Sudden death
- Suicide or threat of suicide
- Life threatening injury/illness
- Sexual assault
- Mental health crisis
- Drug/alcohol overdose
- Violent or threat of violent crime on campus
- Campus disturbance/riot
- Fire/explosion
- Natural disasters

Serious Accident, Illness, or Fatality of Employees

This information is provided to assist staff in ensuring all steps are taken in making proper notifications subsequent to a serious accident, illness, or fatality of an employee at a Pathfinder, Inc. facility. **Time sensitive incidents must be reported to Administration within an hour of occurrence (regardless of the hour): suicide, serious injury, death from adult abuse, death from child maltreatment, work-related fatalities, work-related inpatient hospitalization, work-related loss of eye, and work-related amputation.** All other incidents must be reported to Administration by 9 am the next business day.

Emergency Contact

- All staff will be asked to provide an updated Emergency Contact Form during their Annual Performance Evaluation.
- Any time a change in emergency contact information occurs, an updated Emergency Contact Form should be completed and given to the supervisor who will ensure that the updated information is sent to Administration.
- A copy of all staff Emergency Contact Forms will be maintained in each facility, in an area accessible to all staff during all shifts.
- A copy of all Staff Emergency Contact Forms will be maintained in the employee master personnel file.
- In the case of transport of an employee to a medical facility, a copy of the Emergency Contact Form will be provided to the transporter(s).
- The supervisor of the facility will make notification of the incident to the individual designated as the emergency contact or, if the emergency contact person cannot be reached, to other known family members (if any are known) to advise of the incident.
- In the event the supervisor is not on site, the next level supervisor should be contacted for instruction and contact.
- Notification to the emergency contact or other known family member, if applicable, should be made regardless of whether another agency or entity will make efforts to notify emergency contacts or family.

Supervisor Responsibilities

- Supervisors should contact their Administrator/Director as soon as possible to report the incident.
- Administrator/Director should immediately make contact with Director of Quality Assurance.
- Complete DHS Incident Report Form which will include documentation of all notifications including emergency contact notification and submit to Administration.

Administration Responsibilities:

- Following an incident subject to this protocol, the Director of Quality Assurance/Designee will:
- Report to Occupation Safety and Health Administration (OSHA) within eight (8) hours of notification of occurrence of inpatient hospitalization or fatality.
- Report to Workers Compensation.
- Report via DHS Incident Report Form to proper licensing agencies.
- Initiate/conduct any investigation as applicable.
- Provide technical assistance as needed.

Infectious Disease Control

Pathfinder, Inc. will adhere to all applicable DHS, DDS and OLTC regulations related to the prevention or transmission of infectious diseases such as Hepatitis B etc. Pathfinder will also adhere to all DHS/Arkansas Department of Health regulations regarding epidemic and/or pandemic conditions. Pathfinder, Inc.'s Exposure Control Plan includes a combination for engineering work practice controls as well as personal protective equipment requirements.

Pathfinder, Inc. will observe the basic rules of exposure control known as "Universal Precautions". Employees will be provided appropriate training and equipment to accomplish "Universal Precautions". Hepatitis B vaccine and vaccination series is available from a licensed health care professional for each employee free of charge.

Use of Chemicals

A work place chemical list is maintained at each location. Safety Data Sheets are provided on each item used. The employee's supervisor will provide training and documentation of the list and sheets, and the employee must be acquainted with the safety procedures that are necessary to protect himself/herself. Pathfinder, Inc. adheres to the DDS Policy No. 1077, "Chemical Right to Know". This policy can be found in the Operations Manual.

Open Door Policy

The fair, prompt, and just treatment of all employee problems or complaints is of primary importance to Pathfinder, Inc. Open communication is a vital part of a successful organization. Pathfinder, Inc. strives to provide an atmosphere conducive to open discussion between supervisors, managers, and their employees. In view of this open door policy, employees are assured that an employee will not be

criticized, penalized or subjected to discrimination as a result of good faith candid discussions with any supervisor, department administrator, or any manager.

Employees not satisfied with the outcome of the discussion should follow the chain of commands up to the Executive Director.

Confidentiality/HIPAA

Pathfinder, Inc. will maintain all individual, personnel and related documentation in a confidential manner in accordance with regulatory agencies and the Health Insurance Portability and Protection Act of 1996 (HIPAA) requirements.

Only authorized Pathfinder, Inc. personnel, state licensure accreditation, regulatory enforcement personnel and those entered in business contract agreements with Pathfinder have access to the records of persons served, administrative records, personnel records, financial records and electronically generated documents, which may include fax and e-mail. Pathfinder, Inc.'s computer department routinely downloads and copies all electronic records on a regular basis. These records are kept off site in a secured environment in case of theft, fire, and water damage or other natural causes or hazards. Confidential information that is maintained on-site is kept in a secured location and only authorized Pathfinder, Inc. personnel have access to these records.

The affairs and records of individuals served must be held in the strictest confidence. Employees are prohibited from sharing or discussing confidential information, including pay, benefits, raises or other personnel information with co-workers, friends, relatives, or any other unauthorized individuals without a business need to know the information. Any suspected breach of confidentiality should be reported to Administration for proper action.

The Director of Quality Assurance must approve any disclosure of confidential information/records. All requests for confidential information, involving litigation or a legal process must be forwarded to the Director of Quality Assurance for review. Any breach of confidentiality will result in disciplinary action up to and including termination.

HIRING POLICIES

Job Application

- Prior to employment, a completed job application must be submitted which includes:
- Criminal conviction statement and authorization to conduct criminal record check
- All previous employment history up to 10 years
- Declaration of truth statement
- Releases of information form, signed and dated, authorizing Pathfinder, Inc. to verify employment references and conduct primary source verification of credentials.
- Any other information requested and deemed necessary

Any falsification of information on an application for employment may be grounds for immediate dismissal.

Selection Policy

Selection and appointment of employees will be made on the basis of merit. Educational and job related experience requirements are to be established, and all candidates will meet these before appointment to a position. Applications for vacant positions will be received and the candidates will be assessed according to their qualifications. Open competition, whenever practical, will exist for all appointments. However, to facilitate the career employment of individuals with disabilities in special programs, competition may be limited to such persons. If open or limited competition is not practical, noncompetitive appointments may be made for individuals with developmental disabilities and/or behavioral health needs.

Criminal Record Check

All employees must submit to an Arkansas State Criminal Record check prior to employment. Employees residing outside of the State of Arkansas anytime during the past 5 years must submit fingerprints and complete a Federal Criminal Record check. Adverse criminal record check findings will be submitted to the licensing entity for review. Adverse findings may render the person ineligible for employment. Criminal record checks will be verified every 5 years. Any falsification of information on an application for employment is grounds for immediate dismissal.

Child/Adult Abuse Registry Check

All employees will be required to have a Child and Adult Abuse Registry check submitted prior to employment. Adult and child abuse registry re-checks will be completed every 2 years on all incumbent employees. Any falsification of information on an application for employment may be grounds for immediate dismissal.

Office of Inspector General (OIG) Background Check

All employees must submit to an Office of Inspector General background check prior to employment. Adverse OIG background check finding may render the person ineligible for employment. OIG background checks will be completed every 2 years on incumbent employees. Any falsification of information on an application for employment is grounds for immediate dismissal.

New Hire Driver Requirements

All persons expected to operate Pathfinder, Inc. owned or personal vehicles for the company must have a current, valid Arkansas driver's license and complete a review of their current driving record as set forth by Pathfinder, Inc. policy.

New Employee Drug Test

All employees will be required to successfully pass a drug test prior to employment.

Other Applicant Requirements

Applicants for all positions will provide information on previous employment history and references will be checked prior to employment.

TB Skin Test

All employees must have a current TB health card in his/her personnel file. TB skin tests are given the first week of employment at Pathfinder, Inc.'s expense. Employees will have to have the test re-administered annually or as directed by the Arkansas Department of Health.

Orientation/Pre-Employment Training

ALL new employees MUST attend an employee orientation training scheduled by the Pathfinder Human Resource Department prior to starting work. The purpose of the orientation is to provide the new employee with valuable information about Pathfinder, Inc., its operation, how each department contributes on a day-to-day basis to the overall operation, the services provided, and required laws and regulations pertaining to the employee and Pathfinder, Inc. operations. The employee will be provided a copy of this manual, an overview of this manual, and the various benefits available to employees.

In addition to the General Orientation, all employees MUST attend Direct Care Orientation prior to starting work. The purpose of this orientation is to provide information regarding DHS, federal and state laws, various disabilities, normalization, diversity and other required information. This does not include First Aid and CPR.

In addition to the previous listed trainings, all direct care employees must be trained and certified in First Aid and CPR. All non-direct care employees must be certified in First Aid.

These certifications/trainings will take place during the scheduled training period.

All employees who provide transportation services are required to be scheduled to attend the Vehicle Safety Training prior to starting work. This includes employees using their personal vehicle for Pathfinder business.

The employee's supervisor, in conjunction with Human Resource Department, prior to the new hire becoming an employee, will schedule on-the-job training.

Any employee failing to participate and complete required training will be subject to disciplinary action up to and including termination.

Post Employment Training

All employees are required to attend an annual review of specific topics. In addition, all direct service employees shall receive a minimum of 12 hours of in-service training annually.

The employee may be given opportunities to learn other jobs within the department and in other departments, which will provide the training needed to move up to higher paying, more responsible jobs

in the future. The employee may choose to enroll, at the discretion of the supervisor, in other classes offered by the Pathfinder, Inc. training department. These classes are designed to help employees increase ability and accuracy in performing his/her job. Pathfinder, Inc. may request employees attend specific seminars, courses, conference, etc., for the benefit of the employee and the organization. In such cases, Pathfinder, Inc. will pay enrollment fees, travel expenses, and related costs, whether internal or external, in accordance with the Pathfinder, Inc. Travel Policy in the Pathfinder, Inc. Operations Manual.

All verification certificates for training provided outside of Pathfinder, Inc. must be forwarded to the training department if such training is being utilized by the employee for the renewal of individual licensure and certification requirements.

Exceptions to orientation/training as stated MUST be approved by the Human Resources Manager.

Job Description

Job descriptions of each position in Pathfinder, Inc. are maintained by the Human Resources Department. Employees will be provided copies of their job description upon hire. Job descriptions may be updated as job duties and responsibilities change and are reviewed at least annually. All new and updated job descriptions must be submitted to the Human Resources Manager for review and approval.

Personnel Records

At the time of employment, a personnel file is established. Personnel files are kept confidential and are the exclusive property of Pathfinder, Inc. A personnel file constitutes a permanent record, is maintained by Pathfinder, Inc. Human Resources personnel and contains the following information, where applicable:

- Employment application, signed job description and related agreements
- Performance evaluation forms
- Change of employment status forms
- Changes in name, address, telephone number, etc.
- Employee written corrective actions/counseling actions
- Commendations and complimentary letters
- Certificates indicating satisfactory completion of educational courses or seminars
- Health care and immunization certificates as required by the Department of Human Services, DDS and/or the Office of Long Term Care and other required personnel data
- Insurance enrollment forms
- TB test verification
- COVID Vaccination status in accordance with CMS Vaccine Mandate (or) exemption approval
- Emergency contact information

Any health related information is maintained in a separate file within the personnel file in accordance with HIPAA regulations. Training records are kept in a training file maintained in Human Resource Department.

The employee must provide the Human Resources Department any personal or pertinent information needed to maintain the personnel files. Documentation of completion of educational courses which add to an employee's basic qualifications may be submitted to Human Resources for placement in the personnel file. Employees should provide prompt written notice to the Human Resources Department of any change in home address, telephone number, emergency contact information, marital status, legal name, or tax exemption status. Such information is kept confidential and will be maintained in strictest confidence by Pathfinder, Inc. Human Resources Department.

Employees may request to review their personnel file and its contents with the Human Resources Department Staff. An appointment must be made and the review must occur during regular working hours. Employees will be supervised while reviewing his/her file. The employees' supervisor may review his/her file upon request and appointment with Human Resources staff. Only authorized individuals may review personnel file information. Employees and authorized personnel wishing to review the personnel file must sign the appropriate review sheet that is kept in the file. Unauthorized persons are restricted from having access or obtaining information from employee personnel files.

Hire Date

An employee's hire date is the date in which they began working for Pathfinder, Inc. As long as the employee remains in an active status with Pathfinder, Inc. the start date will not change. The start date is relevant in certain situations regarding seniority. Seniority is based upon the length of time the employee has been working for Pathfinder, Inc. and accumulates from the hire date. Seniority may be taken into account in scheduling personal leave when two or more employees in the same department request leave. It is also a factor in promotions, if all other job qualifications are equal.

EMPLOYEE POLICIES AND PROCEDURES

Supervisor

The employee and supervisor are two essential parts of a close working team, each having a certain responsibility to the other. Employees should expect their supervisor to see that each job is performed safely, correctly and thoroughly. The supervisor should expect the employee to be busy at the assigned work location and perform the job to the best of the employee's ability. The employee should expect the supervisor to provide and train the employee on proper information, equipment, and safeguards for the specific job position.

Work Week

A work week is a period of 168 hours during seven consecutive 24-hour periods. The work week is Sunday through Saturday. The official work week begins at 12:00 a.m. on Sunday and ends at 11:59 p.m.

on Saturday. For purposes of minimum wage and overtime payment calculations, each workweek stands alone (40 hours); there can be no averaging of two or more workweeks.

Work Schedule

Working hours will be scheduled by each individual's supervisor. When an employee's schedule of work is six hours or longer, a meal period shall be scheduled by the supervisor unless the employee is paid to provide supervision to consumers during the meal period. Complete supervision of individuals with disabilities must be maintained at all times. At no time shall an employee leave his/her assigned position for a break without first verifying that individuals under his/her supervision are supervised by another employee. Leaving assigned individuals unattended is grounds for dismissal. Employees assigned to provide supervision to consumers can be reassigned to a different schedule on a temporary or permanent bases based on coverage needs. Adjustments to work schedules can only be made by supervisors. Employees seeking to have work schedule adjusted must do so in advance.

Meal Breaks

Direct service employees receive compensation for the entire time that they are on duty. Therefore, they are not entitled to a paid off-duty meal break. They are expected to remain on-site with the clients to whom they are assigned.

Non-direct services staff receive meal breaks for which they are not compensated. These breaks should be taken away from their work site. Because this time is uncompensated, breaks should remain free of work related activities.

Work Breaks

The purpose of a work break is to afford an opportunity to relax, visit the restroom, smoke a cigarette, make personal calls, and have a cup of coffee or soft drink. If an employee's work schedule is greater than 6 hours, he/she may have a 15 minute break in the morning and in the afternoon at the discretion of the supervisor. Break times will be established by the supervisor and must ensure that coverage/ratio is maintained. A work break is an additional privilege extended to the employee.. Failure to take any work break will not entitle the employee to extra time or additional breaks on a subsequent day.

Overtime

All non-exempt employees must receive prior approval from their supervisor before working overtime. Any time worked over 40 hours within a work week is considered overtime. Pathfinder, Inc. expects that operations are planned well enough that overtime is kept to a minimum. However, there will be occasions when it may be necessary for the employee to work overtime due to special projects, deadlines, emergencies, etc., to provide essential services to consumers. Working unauthorized overtime will subject the employee to disciplinary action.

When a supervisor authorizes overtime, the time should be recorded as overtime and compensation will be at the rate of time and one half the employees' normal rate of pay for time actually worked over 40

hours in one week. (Holiday hours, annual leave, and personal leave taken will be not included as “hours worked” for overtime purposes.) Employees may not be “on the clock” for any reason before or after scheduled work hours, unless the additional time has been approved in advance by the supervisor. Exempt employees are not paid overtime.

Performance Review Date

The performance review date is the date in which the employee’s performance will be evaluated. If the employee transfers from a Category III to Category I status during their active employment with Pathfinder, Inc., the performance review date is changed to the effective date of the transfer to the Category I position. If they remain in a Category III position, their review date remains the same as their hire date. This date should not change.

Performance Evaluations

Performance evaluations are a tool for both the employee and management to determine individual work performance based upon the job duties and responsibilities as defined in the job description, working relationship with others, and the employee’s overall contribution to the effective performance of his/her department’s function. This is accomplished using the Employee Performance Evaluation form and provides the following:

- Objective means of appraising abilities and performance
- Recognition of good work
- Identification of areas to make progress and improvements within departments and Pathfinder, Inc.
- A record of evaluation of job performance
- Corrective action plan/suggestions when improvements are needed
- Goals and measurable objectives for the upcoming period.

The performance evaluation does not limit the option of the supervisor to continuously evaluate an employee. Whenever appropriate, the supervisor should discuss with the employee the improvements in job performance or failure to achieve expected standards of job performance.

The employee’s performance will be evaluated annually on or before the designated performance review date. The employee may also receive special performance reviews in addition to annual reviews based upon the following conditions: when job performance is below requirements, at the completion of a training period, and/or when an employee changes position titles. When an employee changes position titles, an evaluation will be completed after 90 days.

Normally, the supervisor will complete the Employee Performance Evaluation Form. The evaluation will be reviewed by the department’s administrator. After review and a salary determination have been made, the supervisor will discuss the performance with the employee. The employee is encouraged to discuss the evaluation and may make written comments on the evaluation form prior to signing. A copy of the performance review and job description will be provided to the employee. The completed

evaluation forms, along with updated contact information, must be submitted to Human Resources and are retained confidentially in the personnel file. Any proposed increase over 3% will require the approval of the Executive Director.

Department Meetings

Periodically, supervisors will hold department meetings to discuss problems, items of a specific nature, safety and personnel issues. These meetings provide a chance for the employee to address immediate problems, make suggestions, and discuss how certain tasks and duties are to be carried out. Safety meetings should be held at least monthly. The employee should consider these meetings as part of their job and not as an interruption. An employee's value to the company increases with involvement and participation within the job and department.

Outside Employment

Pathfinder, Inc. recognizes that the employee may desire to be employed by other employers. While it is not the desire of Pathfinder, Inc. to interfere with opportunities for outside employment, Pathfinder, Inc. requests that the employee not accept employment that will interfere with the satisfactory performance of the assigned duties with Pathfinder, Inc. or accept employment during regularly scheduled work hours. To ensure no conflict of interest exists, full time employees are requested to submit a letter to the immediate supervisor explaining the secondary job, prior to accepting employment. An employee is prohibited from receiving compensation from another source while simultaneously being compensated for performing job duties for Pathfinder, Inc. When accepting outside employment, the employee should keep in mind that their schedule at Pathfinder is subject to change for the purpose of coverage and program operations.

Political Activity

Employees shall not use their position with Pathfinder, Inc. or official work time for the purpose of interfering with or affecting the result of an election or nomination for office. This does not prohibit or restrict personal involvement in partisan elections, but rather is a policy prohibiting official involvement by the employment as a representative or employee of the Pathfinder, Inc. organization.

Nepotism

Employees of Pathfinder, Inc. shall avoid any actions that might be construed as nepotism and shall refrain from any activity that would constitute a conflict of interest while serving as an employee of Pathfinder, Inc. An individual may not serve as the supervisor (directly or indirectly) of family members, significant other or member of the same household. For the purpose of this section, "family" is defined as grandparents, parents, spouse, children, brothers, sisters, grandchildren, mothers-in-law, fathers-in-law, brothers-in-law, sisters-in-law, daughters-in-law, sons-in-law, significant others, aunts, uncles, cousins, nieces, nephews, or members of the same household. If an employee's status changes due to marriage or other action, the employee is required to notify their supervisor.

In the event a conflict to this policy is created or exists, one or both of the affected employees may be reassigned to another position. If another position is not available, one of the employees may be asked to resign to prevent a conflict with this policy, or supervision of the affected employees may be reassigned.

Questions regarding the nepotism policy and potential conflicts should be directed to the Human Resources Manager.

Dress and Appearance

Pathfinder, Inc. desires that each employee project a professional image in dress, appearance, grooming and personal hygiene while working. Each Pathfinder, Inc. employee is expected to present an appropriate image to consumers, family members, fellow employees and the public. Inappropriate attire for the Pathfinder, Inc. workplace includes, but may not be limited to: tight fitting clothing items, halter tops, midriff tops or low cut /revealing tops that easily expose the midriff/chest, t-shirts with offensive slogans or pictures, see through or mesh clothing, ragged, torn, or dirty clothing.

Administrative Offices

Office and professional employees should dress comfortably and appropriately for the workplace. Business casual/professional dress is required and is the standard form of dress. Shorts are not permitted.

Non-Administrative Offices

In work areas outside of administrative offices (residential, preschool, workshop, transportation, etc.) employees should dress appropriately and comfortably for the workplace. The appropriate attire required by the employees will be determined by the supervisor based upon the duties of the staff. For the purpose of health and safety, discretion should be exercised in the use of long dangling jewelry, open toed shoes (flip-flops), and the length/maintenance of finger nails.

Dress code for all positions are subject to additional requirements as necessary for safety measures based upon the type of work that is being performed.

Employees found to be outside acceptable grooming and attire standards will be sent home to change clothes and a verbal counseling will be issued. Additional offenses will result in disciplinary action up to an including termination.

Pathfinder, Inc. is not responsible or liable for any loss, theft or damage to an employee's personal possessions (including clothing or jewelry) while on scheduled time.

WORK FROM HOME POLICY

Policy

Pathfinder recognizes that there may be times, due to extenuating circumstances that warrant approval for certain staff to be allowed to conduct Pathfinder business from home. Working from home is not an official, universal employee benefit; rather, it is an alternative method of meeting Pathfinder's needs and is generally for Pathfinder's benefit. Pathfinder has the right to deny any employee's request to work from home and to terminate an employee's approval to work from home at any time.

Qualifications

To be considered for approval to work from home, the employee must be an exempt, full-time, non-probationary employee who has been employed for at least one year and has received no disciplinary actions in the preceding 12-month period. These requirements may be waived by the Executive Director if necessary.

Approval

Employees must get approval from the Executive Director/Designee to attain approval to work from home. Additionally, proper procedures and guidelines must be met to be approved.

Emergencies/Inclement Weather

In situations of emergency or inclement weather employees may, with approval or authority from the Executive Director/Designee, be given permission to work from home due to deadlines or mandatory procedures or tasks. The following is a list of tasks that may warrant an employee to work from home during emergency situations or inclement weather: completion of payroll, completion of billing, coordination of closing of facilities, coordination of transportation, and/or implementation of companywide notifications including computer and/or phone notices.

Every situation in which an employee is working from home requires authorization from the Executive Director/Designee. Supervisors may not approve employees to work from home unless such approval has been granted by the Executive Director/Designee.

EMPLOYEE CLASSIFICATIONS

Eligible

Eligible employees are those that are eligible to participate in the 401(k) program.

Ineligible

Ineligible employees are those that are not eligible to participate in the 401(k) plan. However, these employees are able to receive an approved compensation benefit.

Exempt

Exempt employees as defined by the Federal Fair Labor Standards Act and other applicable state laws are exempt from overtime if provisions of the Federal Fair Labor Standards Act and other applicable state laws are met. These employees do not receive monetary compensation for excess hours worked.

Non-Exempt

Non-exempt employees include all employees who are covered by the overtime provision of the Federal Fair Labor Standards Act and other applicable state laws. Employees in this category are entitled to overtime pay for hours worked in excess of 40 hours in one week.

Full Time Employee

Full time employees are those who work a minimum of 30 hours a week consistently.

Part Time Employee

Part time employees are those who work 29 hours a week or less consistently.

Category I

Category I employees are eligible for participation in the following Pathfinder, Inc. insurance products: health, dental, life, vision, disability, and supplemental insurance. They are also eligible to earn vacation leave, personal leave and holiday leave.

Category II

Category II is designated for full time Home and Community Based Services employees only. These employees are eligible for the following Pathfinder, Inc. insurance products: health, dental, life, vision, disability, and supplemental insurance. They are not, however, eligible to earn vacation leave, personal leave, or holiday leave.

Category III

Category III employees are eligible for participation in the Pathfinder, Inc. vision insurance plan and supplemental insurance products during the open enrollment period after completion of six full months of employment.

Direct Service Employees

Direct services employees are hired into part time positions, regardless of the number of hours scheduled to work, for a probationary period of 90 days. At the end of 90 days, each person will be evaluated to determine if they will be promoted to a full time position, have their probationary period extended, or be terminated based upon the evaluation.

Extended probationary periods will be in 30 day increments. Employees must work a minimum of 30 hours per week to be considered for a full time position.

If the probationary period is successful and the decision is to promote to full time, the employee will then be eligible for benefits to include participation in the health, dental, life, vision, disability and supplemental insurance. The entire portion of the life and disability insurance is paid by Pathfinder, Inc. If the employee elects to have dental, vision or any of the supplemental insurances offered by Pathfinder, Inc., the premium will be deducted pre-tax from their paycheck.

WAGE AND SALARY POLICIES

Compensation Plan

All Pathfinder employees are paid under a compensation plan that establishes the salaries and salary increases, when deserved, for all position classifications.

Pay Grade Levels

Pay levels established are for compensation management purposes and are not to be construed as a contract, right, or other expectation of actual employee salary.

All positions will be assigned to a job classification that will be assigned a pay grade for the purpose of employee compensation. Each pay grade will have a range consisting of minimum (entry level), midpoint and maximum. The pay grades are subject to change as the labor market rates may change in the future. The pay grades can be obtained from the Human Resources Department or are available on line.

Specific Provisions

No employee shall be paid at a rate of pay higher than the appropriate rate in the grade assigned to his or her classification, and no employee shall be paid more than the highest pay level established for the employee's grade. The Executive Director may periodically adjust salary grade ranges.

It is not the intent of this plan that salary increases are automatic or that any employee has a claim or right to pay increases. Supervisors will determine if the employee, based upon their performance evaluation, is eligible for a salary increase.

All vacant positions will be advertised at the entry level rate unless previous recruitment efforts and/or geographical location dictate the need for consideration of a higher rate. This can only be done by approval of the Executive Director or Chief Financial Officer. The request must be in writing and include justification for the request.

New Hires

All new hires will start at the entry level rate unless approval is received PRIOR to making an offer to the applicant. The form SPECIAL ENTRY RATE REQUEST, EXCEPTIONALLY WELL-QUALIFIED APPLICANT_must

be completed and submitted for approval of the Chief Financial Officer and Executive Director. All information requested on the form must be completed.

Shift Differential Policy

In an effort to improve recruitment and retention of staff working with pervasive level clients, as identified by their approved Person Centered Plan, in Pathfinder residential programs, a salary differential will be implemented. This will include evening shifts, overnight shifts and weekends only. For the purpose of this policy, the evening shift will be defined as beginning at 3:00 p.m. and the overnight shift will be defined as ending at 7:00 a.m.

- Requests to fill vacant Supported Living Instructor positions to work exclusively with individuals served and designated by the PASSE as needing one-on-one supervision will be indicated on the request.
- The vacant positions meeting the criteria of care for a pervasive level consumer for evening, overnight and weekend shifts will be advertised at a rate 10% above the starting salary. Incumbent employees will be allowed to apply for the positions.
- If a person occupying a non-pervasive level position is needed to fill in for a pervasive level consumer during the shifts identified, they will be paid a 10% rate differential when providing services only during the specific hours identified.
- If a person occupying a pervasive level position who is receiving the 10 % differential works to fill in for a non-pervasive level consumer and/or during a day shift, they will be paid at a rate less the 10% differential for those identified hours.
- In the event that an individual who is receiving the 10% differential takes a position that is not eligible for the differential the 10% differential would be adjusted.
- In the event that a client's plan is reduced from a pervasive level, the pay rate for the individual who is receiving the 10% differential will be adjusted.

Time Clock Policy

Pathfinder, Inc. utilizes an electronic time clock system for the purposes of recording employees work time for all non-exempt employees. This system may include use of a hand print reader, telephone call in procedure and/or use of a computer entry procedure.

The time clock policy sets forth procedures for clocking in and out by use of the electronic time clock system. Each department and location has designated methods for employees to clock in and out. Employees are expected to use the method and location that has been assigned. It will be the responsibility of the employee to follow the established procedures to ensure proper pay for hours worked.

Once an employee is entered into the electronic system, clocking in and out can be done by any of the above methods at any Pathfinder location where an electronic time system is installed. The method used will be as designated by the worksite manager. Employees are expected to adhere to the method

used at the approved site. It will be the responsibility of the employee to follow these procedures to ensure proper pay for hours worked.

- Electronic systems will be located at specific areas.
- All employees will be given a PIN to access the system.
- NO employee should EVER use the PIN of another employee to clock in or out for them.
- All designated staff will be required to clock in upon arrival at work. This can be done no more than 6 minutes before the scheduled duty time. The time on the clock will be considered the official time.
- All designated staff will be required to clock out at the end of their shift, no more than 6 minutes after the shift ends. The time on the clock will be considered the official time.
- Employees must obtain PRIOR approval of their supervisor to work more than regularly scheduled hours. Arrangements can be made with the supervisor to adjust the work schedule on occasion to allow for more than regularly scheduled hours. For example, if an employee is approved to work over to complete a project, the supervisor may allow them to leave early or come in late another day in the week to maintain the 40 hour schedule. Failure to receive prior approval for overtime may subject the employee to disciplinary action.
- Any employee assigned to work at more than one worksite will be required to clock in and out at each site in accordance with the schedule approved for that site.
- Any problems identified with the time clock, phone or computer clock in process should be reported immediately to their supervisor who will report the problem to the appropriate person.
- Any employee who does not clock in or out electronically, by use of the hand reader, telephone or computer will be required to complete a "Missing Clock-in/out Authorization Form" and submit to their supervisor for review and approval.
- Failure to clock in or out electronically, resulting in completing a "Missing Clock-in/out Authorization Form" will NOT be allowed more than once a month. Employees may be subject to progressive disciplinary action for continued failure to use the designated system and/or failure to complete the "Missing Clock-in/out Authorization Form". Mechanical malfunction of the system will be excused.
- Employees are expected to be at their work site at the designated time, not at the clock or on the grounds. Employees are considered late if they are not clocked in by the start of their shift.

Supervisors will be required to monitor employees' use of the electronic clock in/out procedures and will be required to address chronic violations with appropriate disciplinary action up to and including termination. It will be the responsibility of the employee to follow the Pathfinder, Inc. Time Clock procedures to ensure proper pay for hours worked.

Pay Days

Pathfinder, Inc. observes a bi-weekly pay period. Employees are paid every other Friday and will receive 26 paychecks each year. Insurance deductions will be withheld from the first two pay checks of each

month. No insurance deductions will be withheld from the third paycheck for the two months of the year in which there are three pay dates.

Deductions

Certain mandated deductions are withheld from employee paychecks as required by law, including social security taxes (FICA), Medicare, federal withholding taxes, and state withholding taxes. Employees must provide the information necessary to assure proper deductions.

Employees may also authorize voluntary deductions from the paycheck, such as employee 401k contributions, medical, dental, vision and supplemental insurance premiums and other deductions as allowed by Pathfinder, Inc. The appropriate authorization must be completed. The appropriate forms and information regarding distributions may be obtained from the Human Resources Department.

Promotions

If an employee receives a promotion of one grade, they will be eligible for a pay increase up to 5% or the minimum for that grade if the 5% is equal to less than the minimum. For a promotion of two grades or more, the employee would be eligible for up to 10% pay increase or the minimum for that grade if the 10% is equal to less than the minimum.

Employee pay is a confidential matter and should not be a subject for general conversation.

Demotions

In the case of a demotion of one grade, the employee will receive a decrease in pay equal to 5% or to the maximum for that grade if the 5% falls above the maximum. For a demotion of two grades or more, the employee's pay will be decreased by 10% or brought to the maximum for that grade if the 10% falls above the maximum. Depending on the level of the current position, the employee's pay may have to decrease more than 10%. Employee pay is a confidential matter and should not be a subject for general conversation.

ATTENDANCE AND LEAVE POLICIES

Attendance

Employees are carefully selected for positions at Pathfinder, Inc. Punctuality and regular attendance are essential for efficient operations. Due to the critical nature of the work, regular attendance by each employee is mandatory. Employees who are frequently absent should receive progressive discipline. This does not apply to the use of accrued personal or vacation leave that has been requested and approved at least 24 hours in advance.

Leave

Employees taking time for sickness or other absences are required to take personal leave or vacation. When vacation and personal leave are exhausted, time for sickness and other absences are considered leave without pay.

Vacation Leave

Only Category I employees accrue vacation. All Category I employees employed prior to July 1, 1990 shall use July 1st as their vacation accrual date. All other employees accrue vacation on the anniversary of becoming a Category I employee. An employee will not be eligible for vacation pay during the first year of employment. Employees will be credited with vacation on the established accrual date. Employees are eligible for two weeks vacation on the 1st anniversary of employment with Pathfinder, Inc., three weeks on the 10th anniversary of employment, and four weeks vacation on the 20th anniversary of employment, provided the employee has maintained a Category I position. Accrued vacation is based upon hours worked during the previous year and the total number of consecutive years worked for the Pathfinder, Inc. organization.

Accrued vacation hours must be taken within the year upon approval of the immediate supervisor and may not be accumulated from year to year. Employees may not receive compensation for unused time, except upon the employee's termination and in exceptional cases as approved by the Executive Director. Vacation may be exhausted in as little as one-hour increments. All employees must seek prior approval from their supervisor before taking vacation when possible.

Personal Leave

Only Category I employees accrue personal leave. Upon employment or classification to Category I, employees will accrue up to four hours personal leave on the first two pay dates of each month during which they have earned pay. Leave is based on paid hours during the two week pay period. Employees may not accrue more than eight hours of personal leave during any month. Employees may not accrue more than 240 hours (30 days) of personal leave. Accrued personal leave, not to exceed 160 hours, is compensable at termination of employment. Personal leave may be exhausted in as little as ¼ hour increments. Personal leave is not accrued during periods of unpaid leave. Except in emergency situations, employees requesting personal leave must plan in advance the time off with the immediate supervisor so that adequate employee coverage can be arranged.

Tardiness

Employees are expected to be at work during the times that are designated by their work schedule. All employees should arrive on time and not leave before their designated leave time. Employees who are regularly tardy should receive progressive discipline as Pathfinder does not accept tardiness.

Absence

In the event an employee is ill, has an accident, or is otherwise unable to report to work as scheduled, he/she will notify his/her direct supervisor as soon as possible. Each supervisor must establish procedures for notification of absences within their department. This notification should be made by the employee personally unless extenuating circumstances make it impossible. Failure to request an absence in advance will be subject to discipline up to, and including, termination. Employees with a communicable disease are prohibited from contact with individuals with disabilities/students until a physician's release has been provided to the individual's supervisor.

No Call/No Show

Failure to report to work and not calling the immediate supervisor to report an absence is a no call/no show. The first instance of a no call/no show will result in a written warning. The absence will be considered unauthorized and will result in leave without pay. The second instance may result in termination. Any instance of no-call/no show lasting two consecutive days is considered job abandonment and will result in immediate separation.

Unauthorized Leave

If an employee does not secure appropriate advance (24 hour) approval for personal leave, vacation leave or leave without pay, it will be considered unauthorized leave and will result in disciplinary action. Supervisors may require documentation and make exceptions when extenuating circumstances exist.

Leave Without Pay

Employees taking time off for sickness or other absences are required to take personal leave or vacation. When all leave is exhausted, all time for sickness or other absences is considered leave without pay. Leave without pay must be approved by the Executive Director or Chief Financial Officer. The Executive Director or Chief Financial Officer will approve leave without pay upon request of the employee and approval of the supervisor. Leave without pay will only be granted for significant emergency situations and will require documentation to support the request. Leave without pay due to illness will require a physician's statement. Leave without pay for any other emergency situation will require written documentation of the emergency. For example, a receipt for car repairs, a receipt for a household repair, a copy of a police report, etc. Individuals for whom misuse of leave has been documented may not be eligible for authorized leave without pay. Failure to provide appropriate documentation will result in unauthorized leave which will result in disciplinary action in accordance with policy.

Inclement Weather

At times when the organization or facility is closed because of inclement weather or other reasons, employees will be required to use personal leave or vacation for the time off. If employees do not have accrued leave, they will be charged with leave without pay.

Advanced Leave

Upon the exhaustion of all accrued leave, an employee who has been employed at least 12 months and worked 1250 hours in the previous 12 month period may request Pathfinder, Inc. to advance up to 3 days of personal leave when a serious health condition of the employee or immediate family member prevents the employee from returning to work. A request for Advanced Personal leave form must be completed and submitted to the Human Resources Department for proper approval from the supervisor, department administrator and Executive Director. Upon return to work, the employee will utilize their personal leave accrual or annual vacation accrual to pay back advanced leave until all advanced time is paid in full. Pathfinder, Inc. will not approve additional advanced leave until all previously advanced time is paid in full.

Should the employee not return to work, arrangements shall be made by the employee to reimburse Pathfinder, Inc. for all unpaid advanced time. Failure to pay any advanced time shall render the employee ineligible for rehire until such time as satisfactory arrangements have been made to reimburse the value of all advanced time.

Illness

If a pattern of calling in sick without prior notice is established, the supervisor may require the employee to provide a physician's statement indicating the employee is unable to work. If the absence is due to the illness of an immediate family member, the physician's statement should state that the employees' presence was required. Any absence of 3 or more days due to illness will require a physician's statement indicating the employee is unable to work. Any absence of 5 or more days will require a release to return to work. Supervisors should offer FMLA after 3 days of absence due to a qualifying condition under the Family Medical Leave Act.

Military/Jury Duty/Civic Duty

Time off for military leave, jury duty or other required civic responsibilities will be treated as an excused leave of absence. Employees should notify the supervisor as soon as possible to ensure adequate staffing can be arranged during their absence. Employees chosen to serve on jury duty will be excused with pay and must provide Pathfinder, Inc. with a certificate verifying service. Time off for employees absent for military leave or to conduct required civic responsibilities will be charged to personal leave, vacation leave or leave without pay.

However, eligible employees who are family members of covered military service members are eligible to take up to 26 work weeks of leave in a "single 12-month period" to take care for a covered military service member with a serious illness or injury incurred in the line of duty on active duty.

Family and Medical Leave

Circumstances

Pathfinder, Inc. complies with the Family and Medical Leave Act of 1993. In doing so, the company allows eligible employees to take up to 12 weeks of unpaid family leave during a 12-month period (effective the first day family medical leave is taken) to allow for the following circumstances:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent, who has a serious health condition;
or
- For a serious health condition that makes the employee unable to perform the employee's job.
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" **or**
- Twenty-six work weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

Serious health condition is an illness, injury, impairment, or physical or mental condition that involves: a) inpatient care and any corresponding period of incapacity or subsequent treatment, or b) continuing treatment by a health care provider. Except pregnancy or chronic conditions, the period of incapacity must be more than three days to receive multiple treatments either for restorative surgery or for a condition likely to result in incapacity of more than three days absent medical intervention such as cancer, severe arthritis, or kidney disease).

The health condition must also involve a certain level of treatment: being seen two or more times by a health care provider or one treatment that results in a regimen of continued supervised treatment including prescription medication or therapy with specialized therapy equipment. The regimen of treatment must be more than the taking of over-the-counter medications, bed rest, drinking of fluids, exercise, or other activities than can be initiated without a visit to a health care provider. The definition of health care provider includes "clinical social worker" and any provider recognized by the group health plan for claims purposes.

Eligibility

To be eligible for family medical leave, the employee must have been employed at Pathfinder, Inc. for at least 12 months or accumulative if employed more than once and must have worked 1,250 hours in the 12 months immediately preceding the start of the leave. The 12-month period for FMLA leave is calculated as: A "rolling" 12-month period measured backward from the date of any FMLA leave usage. (Each time an employee takes FMLA leave, the remaining leave is the balance of the 12 weeks not used during the 12 months immediately before the FMLA leave is to start.) All requests for Family Medical Leave must be forwarded to Human Resources for approval.

Procedure

An employee may take leave on an intermittent basis or reduced leave schedule for cases involving serious illness/injury, when medically necessary. However, when intermittent or reduced leave is exhausted, Pathfinder, Inc. has the right to temporarily transfer the employee to an available alternative position that has equivalent pay and benefits to the employee's current position and that better accommodates the recurring periods of leave.

Substitution of Paid Leave

When taking family leave for any reason, Pathfinder, Inc. requires that employees exhaust paid vacation and personal leave time and floating holidays before receiving the remainder of the leave as unpaid. For cases involving the employees' serious illness/injury, employees must also exhaust their available short-term disability before receiving the remainder of the leave period as unpaid. Vacation time, personal leave, floating holidays, and short-term disability serve concurrently with family leave.

IT IS THE POLICY OF PATHFINDER, INC. THAT THE USE OF ANY EXISTING LEAVE BENEFIT, INCLUDING WORKERS' COMPENSATION AND SHORT-TERM DISABILITY, FOR A PURPOSE THAT QUALIFIES AS FMLA LEAVE IS DESIGNATED FMLA AGAINST THE EMPLOYEE FMLA LEAVE ENTITLEMENT.

AN EMPLOYEE ABSENT ON WORKERS' COMPENSATION LEAVE WHO IS OFFERED THE OPPORTUNITY TO RETURN TO 'LIGHT DUTY' WORK, IF IT IS DETERMINED AN APPROPRIATE ASSIGNMENT IS AVAILABLE, MAY DO SO IN ORDER NOT TO LOSE WORKERS' COMPENSATION BENEFITS, AND PATHFINDER, INC. WILL NOT DESIGNATE THE TIME IN 'LIGHT DUTY' AS FMLA.

Protection of Benefits

Leave will not result in any loss of employment benefits accrued prior to the date on which the leave began. The employee must continue his/her contribution to the group health plan during the leave period for Pathfinder, Inc. If the employee fails to make payments for coverage, Pathfinder, Inc. reserves the right to cancel the insurance if the employee becomes more than 30 days delinquent and after giving the employee a 15 day notice of intent to cancel.

Notification and Certification

The employee must notify Pathfinder, Inc. Human Resource Department of the intent to take Family Medical Leave 30 days prior to the commencement of the leave. Should an emergency require immediate leave with no 30 day notification, or a situation occurs requiring the employee to begin leave during the 30 day notification period, the employee must notify Pathfinder, Inc. of the commencement of leave immediately upon the employee's knowledge of the beginning of the leave.

When the leave is taken for serious illness/injury, the employee is required to provide certification for the leave from the health care provider upon commencement of the leave period, periodically during the leave period, and prior to job reinstatement (see Department of labor FMLA certification form). The type of information required by these certifications can be obtained from the employee's supervisor.

An employee working a second job while on Family Medical Leave through Pathfinder, Inc. indicates the employee is not incapacitated and FMLA leave will be denied.

Second Opinion

When leave is taken under cases of serious health conditions, Pathfinder, Inc. may require and pay for the employee to obtain the opinion of a second health care provider designated by the company.

Return to Work

At the end of the FMLA period, employees must provide a return to work/fitness for duty statement to the Human Resources office prior to returning to work.

Depletion of All Leave

In order to ensure that operations continue without interrupting services to individuals we serve, Category I employees unable to return to work when all annual, personal, advanced personal leave and FMLA has been exhausted will be classified as a termed employee at the end of such leave. The termed employee may re-apply for any available position within Pathfinder, Inc. when the return to work date has been established and the employee is medically eligible to return to work.

TRANSFER AND REASSIGNMENT POLICIES

Transfers

Employees must remain in a position for 90 days before they are eligible for transfer to another position within Pathfinder, Inc. Exceptions can be made based upon need with approval from the Executive Director. Transfers from one department to another must be coordinated between both departments. Employees being transferred must have a new background check completed if over 1 year old. An employment reference must be obtained from the employee's current department supervisor.

If an employee transfers to a new position the supervisor will place the employee in a probationary status for a period not to exceed 90 days. The employee will receive a performance evaluation at the completion of the probationary period. The probationary period may be extended at the discretion of the supervisor should the results of the evaluation suggest continued improvement in the new job function. If an employee is reassigned or promoted to a new position, the annual evaluation date will remain the same.

Reassignment

Employees may be reassigned to equivalent positions or the same position at a different location when the employee possesses the appropriate training and experience and there is not a promotional pay increase or change in status. Additionally, an employee may be reassigned to a job with an equivalent salary range and level of responsibility. When this occurs, no adjustment to the employee's salary will be made. Such reassignments will be made at the discretion of management and do not require advertisement of the position. All re-assignments will require approval of the Executive Director and

Director of Quality Assurance. The Executive Director or Director of Quality Assurance may make administrative reassignments based upon programmatic and restructuring needs.

Promotions

Pathfinder, Inc. will consider eligible employees for assignment to higher-level positions within the organization. It is the responsibility of the supervisor to assure that all persons promoted are qualified for the position. The Executive Director may reclassify or upgrade a position up to two grades based upon programmatic/restructuring needs and reassign the incumbent employee to that position without advertising the position.

Demotions

On rare occasions, an employee may be re-assigned to a lower-rated job. The re-assignment may occur because of the following reasons:

- The employee is unable to perform the duties of the present job and is reassigned to an available job in a position of less responsibility or technical skills.
- The employee requests a reassignment to a position of less responsibility or technical skills.
- The employee's job is abolished or reclassified to a position of less responsibility or technical skills.

If the transfer was the result of the position being abolished or reclassified, the salary for the new position will be reviewed and efforts will be made to accommodate the employee's present salary, provided it is commensurate with the salary grade of the position. The employee has the option of resigning or requesting to be laid off if the transfer is not satisfactory.

Decisions in staff reduction will be based on employee's ability to perform multiple tasks, work performance, program assignment, affirmative action, and future needs. Appropriate department heads will make all reduction selections in conjunction with the Executive Director and Director of Quality Assurance.

PROGRESSIVE DISCIPLINE POLICY

Discipline Purpose Statement

The disciplinary policy serves to ensure that employees are made aware of concerns related to behavior, attendance, and performance. The discipline policy establishes the process by which employees be made aware of concerns related to behavior, attendance, and/or performance. Discipline will be administered in a timely and consistent manner.

Requirements

All levels of discipline shall be reviewed by the Human Resources Manager prior to issuance and shall be documented on the standard form. A copy of all disciplinary actions should be sent to Human Resources.

Employees are expected to sign any forms of progressive discipline presented to them in writing. This does not indicate agreement but acknowledges the employee's awareness of the action. If the employee refuses to sign, their refusal should be witnessed by another supervisor. All shall be completed within 5 days of knowledge of incident and will remain active for 12 months.

| | |
|---------------|---------------------------------|
| Step 1 | Verbal Counseling |
| Step 2 | Written Counseling |
| Step 3 | 1 st Written Warning |
| Step 4 | 2 nd Written Warning |
| Step 5 | Suspension/Demotion |
| Step 6 | Termination |

Pathfinder, Inc. will generally take disciplinary action in a progressive manner; the above steps are recommended guidelines to be followed. However, Pathfinder, Inc. reserves the right to decide what disciplinary action will be taken in a given situation depending on circumstance and the potential impact of the infraction. Termination may occur without previous discipline if incident(s) so merit.

The following infractions, while not all inclusive, are considered to be of such a serious nature that commission of such an offense may be cause for immediate termination. Violation of these may cause the employee to be ineligible for rehire:

- Falsifying information to obtain employment, additional pay, insurance benefits, or any other compensation
- Any act of dishonesty, falsification of written/verbal information, fraud, embezzlement, or theft
- Violating confidentiality regarding individual or office transactions including but not limited to the disclosure or discussion of pay, benefits or confidential employee/consumer information, which are held in confidence and trust.
- Absenteeism, when proper notice and approval have not been granted, continued abuse of leave privileges constitutes chronic absenteeism
- Insubordination or willful disobedience of instructions or directions issued by a supervisory employee.
- Using abusive language toward individuals with disabilities, fellow employees, officials or others, or fighting, endangering or threatening bodily harm to others
- Willful neglect of duties. Leaving the job post or leaving individuals with disabilities assigned to the employees care unattended. Sleeping on the job. Use of cell phone and/or electronic devices while on duty
- Stealing, misappropriating, or intentionally damaging Pathfinder, Inc. property, equipment, or the personal property of a fellow employee or consumer

- Conviction on moral charges or violations of the criminal code
- Intoxication, use or possession of alcoholic beverages or illegal drugs while on Pathfinder, Inc. premises; refusal to take a drug test
- Any unlawful harassment, which includes sexual, physical, or terroristic threatening. Any racial/ethnic joke or jokes regarding gender specific traits
- Failure to report any incidents of individual abuse/neglect of which an employee has knowledge
- No employee will commit Pathfinder, Inc. to expenditure of funds without prior approval of the appropriate department head or director
- No employee shall use his/her position for private gain for themselves or other parties
- Depositing individual's funds into an employee's bank account, permitting an individual with disabilities to purchase gifts, clothing, etc. for the employee, and/or the use of the individual's funds for private gain
- Relationship of a sexual nature between employee and consumers either on or off work-sites is strictly prohibited
- Any employee aware of any of the above items being committed and fails to report is subject to immediate dismissal

Involuntary Termination

All involuntary terminations must be reviewed and approved by the Human Resources Manager PRIOR to issuing.

Administrative Leave

If an event occurs that requires further review, the employee in question will be immediately placed on administrative leave by the supervisor, pending completion of investigation and preparation of disciplinary documents. The Human Resources Manager or Director of Quality Assurance should be contacted prior to the placement of an employee on administrative leave.

An employee can remain on leave up to 5 days while the investigation is being conducted. All efforts will be made to conclude the investigation within 5 days. Extensions require approval of Executive Director.

If the investigation substantiates the allegation, the employee may not be paid for the time off. If the allegation is not substantiated, the employee will be paid for the time off.

EMPLOYEE GRIEVANCE POLICY

Grievance Process

Pathfinder, Inc. recognizes the importance of bringing to light and resolving grievances and/or complaints promptly. It is not productive when problems fester and become worse.

If the problem cannot be resolved via our open door policy, employees should submit in good faith, in written format, a formal grievance. The Director of Quality Assurance will review each grievance and seek proper resolution between the employee and the other affected party. Only employees who have

satisfied their probationary period of employment will be eligible to file a grievance. All grievances must be filed within five (5) working days of the incident in question or awareness of the incident.

Policy and Procedure

The employee grievance policy and procedure may be found in the Pathfinder, Inc. Operations Manual or a copy may be obtained by contacting the Pathfinder, Inc. Department of Human Resources. The Pathfinder's Human Resources Manager may assist and provide direction to file a formal grievance.

Pathfinder's Human Resources Manager or alternate may be reached at (501) 982-0528.

TERMINATION/SEPARATION POLICY

Notice of Termination/Separation

Unless a shorter period is mutually agreed to, a two week notice is requested prior to the employee leaving the job. If the employee knows of the impending termination prior to two weeks in advance, the supervisor should be advised. In either case, written notification should be given on the earliest possible date. Pathfinder, Inc. will be given the opportunity to advertise for the available job position, ensure services are provided without interruption, and find a qualified person to assume the position. Failure to provide a two week notice may make the employee ineligible for re-employment with Pathfinder.

In the event the pending termination is the result of a transfer to another position within Pathfinder, Inc., the hiring supervisor must coordinate the transfer with the previous supervisor to ensure another qualified person is selected to assume the job duties and to prevent any interruption in services.

The employee may be asked to attend an exit interview with the supervisor or Human Resources Department staff. The purpose of the exit interview is to complete necessary forms, collect company property and discuss employment experiences with the company.

Return of Property

All Pathfinder, Inc. property, such as keys, equipment, manuals, etc., should be returned to the employee's supervisor or Human Resources prior to the receipt of the final paycheck.

Final Paycheck

The final paycheck will include payment for any unused accrued personal leave up to the maximum allowed and vacation. The final paycheck will be released on the next payroll cycle after termination and after all Pathfinder, Inc. property is returned in satisfactory condition.

COBRA

When employment is terminated with Pathfinder, Inc., the employee is given the option to convert their group health, dental and vision insurance to an individual policy via COBRA. This information will be provided to the employee.

Personnel Information

Personnel information will not be released to any party without prior written consent unless court ordered to do so.

Removal of Data/Files

If upon termination, any Pathfinder, Inc. data or files stored on electronic media or equipment is taken, transferred, or destroyed, a report will be made to the proper authorities for prosecution.

Return of Former Employees

Former employees must obtain approval of the on-site administrator to visit all Pathfinder sites.

REHIRE POLICY

Requests

Requests for re-hire of former employees must be submitted to Human Resources for approval by the Executive Director and the Human Resources Manager.

Job selection, however, will be competitive and based on the applicant's ability to meet or exceed the minimum job qualifications. Prior work experience and history of employment with Pathfinder, Inc. will be considered.

Policy

Employees failing to provide two-week notice before leaving Pathfinder, Inc. may be ineligible for rehire, unless an unforeseen circumstance or medical issue prevents the provision of a two-week notice.

Employees terminated for cause may be ineligible for rehire throughout Pathfinder, Inc. If an employee is terminated for an extreme offense, which calls for termination, they will be ineligible for rehire. In all other cases, the Human Resources Manager or Director of Quality Assurance will make the decision if an employee is ineligible for rehire.

Employees who resign must be eligible for rehire to re-apply for a position at Pathfinder, Inc. Employees who resign and return to Pathfinder, Inc. within 90 days may be eligible to maintain their seniority for the purpose of accrual of time. The employee's original hire date will stay the same. The employee's benefits will start the 1st of the month following the rehire date. All employees re-hired after 90 days will start in a new hire probationary status.

EMPLOYEE BENEFITS

| ELIGIBILITY BY CATEGORY CLASSIFICATION | | |
|--|--|--|
| <i>Category I</i> | <i>Category II</i> | <i>Category III</i> |
| Holidays | | |
| Personal Leave | | |
| Vacation Leave | | |
| Life Insurance | Life Insurance | |
| Health Insurance | Health Insurance | |
| Dental Insurance | Dental Insurance | |
| Disability Insurance | Disability Insurance | |
| Vision Insurance | Vision Insurance | Vision Insurance |
| Supplemental Insurances | Supplemental Insurances | Supplemental Insurances |
| Eligible: 401(k) Ineligible: Approved Salary Supplement | Ineligible: Approved Salary Supplement | Eligible: 401(k) Ineligible: Approved Salary Supplement |
| Social Security | Social Security | Social Security |
| Worker's Compensation | Worker's Compensation | Worker's Compensation |

INDICATES THAT BENEFIT IS FREE TO EMPLOYEE

INDICATES THAT BENEFIT CAN BE ACQUIRED ON JANUARY 1 OR JULY 1 AFTER 6 MONTHS OF EMPLOYMENT

INDICATES THAT BENEFIT CAN BE ACQUIRED AFTER 6 MONTHS OF EMPLOYMENT

The benefit package represents additional income to employees.

Holidays

Employees may be excused from work on scheduled holidays unless required to perform an essential work function. Only Category I employees will receive payment for Pathfinder, Inc. paid holidays.

When a Pathfinder, Inc. paid holiday falls on Saturday, the preceding Friday is observed. When a Pathfinder, Inc. paid holiday falls on Sunday, the following Monday is observed. The employee must be in a pay status on the workday prior to and following the Pathfinder, Inc. paid holiday in order to be eligible for holiday pay. Residential facilities will observe the holiday on the day it falls. If a holiday falls on a day that the employee would normally work less than 8 hours, the holiday time will be earned at a pro-rated amount commensurate with the employee’s normal work hours for that day.

| | |
|---|---|
| PAID HOLIDAYS | |
| New Years Day: January 1 st | |
| Memorial Day: Last Monday of May | |
| 4 th of July | |
| Labor Day: First Monday of September | |
| Thanksgiving Day: Fourth Thursday of November | |
| Day after Thanksgiving | |
| Christmas Day: December 25 th | |
| Floating Holiday Option: (Choice of one) | President’s Day |
| | Martin Luther King’s Birthday |
| | Employee’s Birthday (one paid based upon employee’s Category I anniversary date — to be used within 2 pay periods of birthday date) |

There will be no personal leave charged for leave taken on a scheduled Pathfinder, Inc. paid holiday. If an authorized holiday falls during an employee’s personal leave or vacation leave, the holiday will not be charged as a personal leave or vacation day. Holiday is earned based on hours worked if work hours are under 40 hours weekly.

Employees required to work on Pathfinder, Inc. paid holidays will receive one and one half times the normal rate of pay, except for President’s Day, Martin Luther King Holiday or the employee’s birthday. Employees desiring to observe their birthday, Presidents’ Day or Martin Luther King’s birthday as a paid holiday must seek approval from the supervisor prior to scheduling and taking the observed time.

Denial of Benefits

Upon initial employment, insurance benefits are offered and explained to new employees by the Human Resources Department. If the employee chooses not to elect insurance coverage upon employment, the

employee must officially decline coverage and may not enroll for insurance benefits until the next “Open Enrollment” period for the affected insurance begins.

Election for Benefits

Upon initial employment, insurance benefits are offered and explained to new employees by the Human Resource Department. If insurance is selected, a bi-weekly deduction is taken from the employee’s paycheck. Insurance coverage will begin the 1st of the month after 30 days from the date of hire or a change in status. All employee’s paid premiums for health, dental, and vision insurances are deducted pre-tax from the employee’s bi-weekly paycheck in accordance with Pathfinder, Inc Section 125 plan. Insurance rates and coverage are subject to change by the current insurance provider.

Open Enrollment

Open Enrollment periods will be announced by Pathfinder, Inc. Human Resource Department. If an employee denies coverage at initial employment, the employee must wait for the next open Enrollment period to begin before they can enroll for insurance benefits.

Additionally, changes to coverage can only be made in the open enrollment period. This includes changes or election to discontinue coverage. Exceptions to this include birth of a dependent, death of a dependent, or change in marital status.

Health Insurance

Group health insurance coverage is available to eligible Category I and II employees. The portion of the employee’s insurance premium not paid by Pathfinder, Inc. is deducted pre-tax from the employee’s bi-weekly paycheck.

Disability

Category I and Category II employees automatically receive disability insurance coverage. The total cost of this insurance is paid by Pathfinder, Inc. A booklet describing disability insurance benefits in detail is provided to all participating employees.

Life Insurance

Pathfinder, Inc. provides term life insurance benefits for all full time Category I and Category II employees who actively work at least 30 hours per week.

Dental Insurance

Pathfinder, Inc. provides dental insurance for all Category I and Category II employees who elect to receive coverage. Employee’s choosing to cover members of his/her family may have the cost of coverage deducted pre-tax from the employee’s bi-weekly paycheck.

Vision Insurance

Pathfinder, Inc. offers vision insurance for all Category I, Category II, and Category III employees who elect to receive coverage. Category III employees are eligible for participation after six months of full time employment. Employees choosing to cover themselves or members of their family may have the cost of coverage deducted pre-tax from the employee's bi-weekly paycheck.

Supplemental

Various types of supplemental insurance products are available to all classifications of Pathfinder, Inc. employees. The portion of the premium that is paid for the employee is deducted from their bi-weekly paycheck.

Workers' Compensation

Workers' Compensation Insurance is paid by Pathfinder, Inc. and, under certain conditions, provides compensation for employee's injury or death during the course of employment. If the employee is injured while at work, he/she must report the injury to their supervisor immediately. The employee should not pay any job-related medical or hospital expenses. Remember that minor injuries may also be covered provided they are reported when the injury occurs.

All work related injuries must be reported to the Human Resources Department immediately and appropriate paperwork must be completed by the employee and immediate supervisor. In non-emergency situations and when possible or reasonable, employees should contact the Human Resources Department prior to seeking medical attention. Employees requiring immediate medical attention will be sent to an approved medical provider or nearest medical facility if the injury is life threatening. A nurse triage call line has been established to allow employees and their supervisors to report job related injuries and inquire if medical attention is needed. All on-the-job injuries requiring medical attention will be assessed and treated by the facility designated medical provider.

Unless incapacitated, failure to report a work related injury when it occurs, may result in both internal disciplinary action and/or a thorough external investigation for possible fraud. Employees are not entitled to Workers' Compensation for days missed until the eighth day of disability and after the claim has been determined to be compensable. Personal Leave and/or Vacation Leave may be used for the first seven days of disability. Beginning on the eighth day of disability, employees are eligible to receive untaxed compensation equal to about 66 2/3 percent of the employee's average weekly wage.

After employees use the first seven days, all remaining Personal Leave/Vacation Leave will remain intact. The employee is not eligible to receive compensation for accrued Personal Leave and Workers' Compensation after the 7 days when workers' compensation begins payment.

If the employee is absent from work due to an on-the-job injury, he/she will discontinue accruing personal leave benefits when he/she ceases to be on Pathfinder, Inc. paid leave status on the first day of the month following the seventh day of disability. However, Pathfinder, Inc. will cover health and life

insurance premiums in the same manner as prior to the injury. Employees will be encouraged to return to work as soon as possible, either on full-time or modified duty status.

Any questions concerning Workers' Compensation and treatment of injuries should be referred to Human Resources Department staff.

Retirement Savings- 401(k)

The 401(k) Plan, adopted by the Board of Directors of Pathfinder, Inc., applies to eligible administrative employees and professional employees in Category IE and IIIE.

Pathfinder, Inc. will contribute an approved benefit amount of the employee's gross salary beginning January 1 or July 1 after completion of a full six months employment. All administrative costs associated with administering the plan are paid by Pathfinder, Inc. An employee becomes 100% vested in the 401(k) plan for Pathfinder, Inc. contributions after the third full year of service in the plan has been completed. All contributions made by the employee become immediately vested upon deposit into the plan.

Approved Salary Supplement

Non-401(k) eligible employees, Category I, Category II, and Category III, are entitled to receive a supplemental income payment at the approved rate in addition to their regular hourly wage beginning January 1 or July 1 after completion of a full six months of employment. Upon eligibility of the employee, the supplemental income payment will be paid each pay period or cumulatively at the end of each year at the discretion of the employee. Any accumulated interest will be forfeited if payment is drawn before the end of the year or if the employee terminates.

Social Security

This program is designed to provide monthly supplemental retirement income in addition to Pathfinder, Inc.'s 401(k) program. The employee's contribution, which is deducted from his/her pay, is matched dollar for dollar by Pathfinder, Inc. Social Security is a federally administered program that covers both private and public employment on a nationwide basis.

TRANSPORTATION POLICIES/PROCEDURES

Transportation Basic Rules/Procedures

As may be indicated in an employee's job description, it might be necessary for employees to transport persons either in a personal vehicle or one of Pathfinder, Inc.'s vehicles.

Basic rules are listed below. The department supervisor, transportation department and/or safety department will provide training and briefing on vehicle use and safety at Pathfinder, Inc.

- Employees expected to operate a Pathfinder, Inc. vehicle or operating a personal vehicle for Pathfinder business should submit a copy of his/her driver's license and the Driver

Questionnaire Form to the Human Resource Department PRIOR to date of hire. Driving records and proper licensing will be checked and verified prior to employment and periodically during employment. Based upon the results of the employee driving record, the employee may be ineligible to drive or remain employed by Pathfinder, Inc. Drivers successfully completing a driver's check will undergo training to include initial vehicle safety prior to starting work. Training must be completed before starting work. Failure to complete the required training may result in termination of employment.

- If the employee operates a private vehicle in the course of duties, he/she will be required to meet the Pathfinder Insurance requirements. For mileage reimbursement, the employee must complete a travel form, provide vehicle registration, and submit a certificate showing current insurance for his/her vehicle to the Human Resource Department. Failure to furnish this certificate may result in the delay of the employee's reimbursement check.
- Training emphasizing vehicle safety is required and will be provided on an on-going basis to all employees involved in the transportation of individuals.
- No employee will be authorized to operate a privately owned or Pathfinder, Inc. vehicle to conduct business for Pathfinder, Inc., until the results of the driving record check have been received.
- In instances where a driving record re-check deems a person ineligible to qualify under Pathfinder Insurance requirements, employees will be removed from their position.

Personal Vehicle Usage

If employees use their vehicle on a regular basis or for company business Pathfinder, Inc. recommends they contact their vehicle insurance agent and explain to them that their personal vehicle is being used/driven on program business. Employees may be subject to Business Use of Your Vehicle classification. Without the policy having the proper classification there might not be any insurance protection for the employee, passengers, or other third parties to an accident.

If or when an employee is aiding in the loading or unloading of passengers from any vehicle that is not owned by Pathfinder, Inc., he/she is not protected from liabilities for injuries to any passengers that may arise from these activities or by any insurance policies of this program. Pathfinder, Inc. does not have any coverage for these activities.

DISABILITY ACCOMMODATIONS

ADA Accommodation

Pathfinder, Inc. is committed to providing equal access and opportunities to staff members with qualified disabilities, and prohibits discrimination on the basis of disability in the application process and the employment relationship. It is the policy and practice of Pathfinder, Inc. to comply with the Rehabilitation Act, the Americans with Disabilities Act, as well as with applicable state and local laws prohibiting discrimination on the basis of a disability.

Employees with a disability recognized by law are entitled to a reasonable accommodation if one is needed to enable the person to apply for a job, perform the essential elements of a job, or to enjoy the benefits offered to other staff members. In general, a disability is defined as a physical, mental, medical, or psychological impairment that substantially limits a major life activity or that prevents the exercise of a normal bodily function, a record of such impairment, or a condition regarded by others as such impairment.

A reasonable accommodation includes, but is not limited to, adjustments such as providing an accessible workplace, acquiring or modifying equipment, job restructuring, and/or modifying work schedules. Reasonable accommodations do not include lower performance standards or items for personal use or convenience. Pathfinder, Inc. is obligated to provide a “reasonable” accommodation, which may not be the one requested. The process of identifying and providing a reasonable accommodation is an interactive one. Pathfinder, Inc. is not obligated to provide an accommodation if it would impose an undue hardship on the company, or if the person requesting the accommodation poses a direct threat to the safety of self or to others.

Eligibility

An individual who has requested a reasonable accommodation must provide certain information to the Human Resources Manager and may also be subject to provide certification from an appropriate health care professional. In general, the information provided must be sufficient to substantiate that the individual has a disability and requires a reasonable accommodation. The information provided must describe, among other things, the nature, severity and duration of the impairment; the activity or activities the impairment limits; the extent to which the impairment limits the individual’s ability to perform the activity or activities; and, substantiate why the requested reasonable accommodation is needed. The cost of obtaining and providing this information to Pathfinder is the responsibility of the staff member.

If the individual provides incomplete or inadequate information to substantiate that he or she has a disability and/or needs the reasonable accommodation requested, Pathfinder may, at its discretion, require the staff member to provide the additional information at his or her expense.

The need for a reasonable accommodation may, and often does, change. Therefore, a staff member who receives a reasonable accommodation may be required to establish his or her eligibility for an accommodation annually or more frequently as may be appropriate.

The standardized form to assist staff members with requesting or establishing eligibility for consideration of a reasonable accommodation must be completed and is available on the Pathfinder website.

FALSE CLAIMS ACT POLICY

Prevention and Detection of Waste, Fraud, and Abuse and Education about False Claims Acts

It is the policy of Pathfinder, Inc. to advise our employees, contractors, suppliers and agents of the steps the organization has in place to prevent and detect waste, fraud, and abuse in government-funded health care programs.

Additionally, it is the policy of Pathfinder, Inc. to provide information to all employees, contractors, suppliers, and agents about federal and state false claims acts; remedies available for false claims, and whistleblower protections available to anyone who alleges a violation of federal or state false claims acts.

Compliance Officer

The Director of Quality Assurance has been designated as the Compliance Officer by the Executive Director for Pathfinder, Inc.

Quality Assurance Program

Pathfinder, Inc. maintains a Quality Assurance Program that consists of the following components:

- *Mission Statement* - Pathfinder, Inc., a nationally recognized nonprofit organization, is dedicated to the development and implementation of individualized strategies designed to enable citizens with developmental disabilities, and/or behavioral health needs, total access to community life.
- *Code of Conduct* - Pathfinder, Inc. Code of Conduct is the foundational document detailing the fundamental principles that guide the organization and its efforts in promoting and maintaining the highest ethical and professional conduct.
- *Employee Handbook* - The Employee Handbook is an overview of policies and procedures for the organization. The Employee Handbook includes this policy, the Code of Conduct and an overview of the Compliance Program.
- *Operations Manual* - Pathfinder, Inc. Operations Manual guides the day-to-day operations of the organization. The Operations Manual is available for review by any employee. Copies are distributed to each program.
- *Corporate Compliance Policy* - The Compliance Program is designed to prevent fraud, waste and abuse and to promote ethical conduct by employees. The Compliance Program contains a variety of internal systems and controls that operate on an ongoing basis to ensure compliance with all applicable federal and state laws and to monitor coding and billing practices. The Corporate Compliance Policy is detailed in the Operations Manual and is available to any employee, contractor, supplier, or agent for review.
- *Orientation* - During New Employee Orientation, each new employee is given a copy of the Employee Handbook along with a verbal overview of its purpose and content. New Employee Orientation includes training on the Pathfinder, Inc. quality assurance program, specifically targeting the Mission Statement, the Code of Conduct, and the Compliance Program. Each new

employee must sign a statement certifying he or she has received, read, and will abide by the Pathfinder, Inc. Code of Conduct. Documentation is kept in the employee's training file.

- **Annual Training** - At least once a year, all employees receive in-service training on the Code of Conduct and the Compliance Program, which includes information about:
 - Federal and state false claims act and related laws
 - The kinds of activities that could constitute a "false claim"
 - How to report a possible false claim
 - Remedies available for false claims
 - Whistleblower protections available to anyone who alleges a violation of a federal or state false claims acts

Dissemination of information to contractors

Pathfinder, Inc. will provide each contractor, supplier or agent, who provides goods to or performs services for Pathfinder, Inc., a copy of this Policy and Procedure and will maintain, in the office, an acknowledgement of receipt form signed by the authorized representative of the contractor, supplier, or agent. Alternatively, the written agreement with a contractor, supplier or agent of Pathfinder, Inc. may contain a provision summarizing the steps the Facility has in place to detect and prevent waste, fraud, and abuse and a provision that the agreement terminates if the contractor, supplier, or agent is excluded from participation in government-funded health care programs, including Medicare and Medicaid.

Purpose

Submitting a false claim for payment to Medicare, Medicaid, or other federal or state health care programs is a civil offense and possibly a crime for which Pathfinder, Inc. and its employee can be punished severely. Penalties for making false claims or statements may include large money penalties and even exclusion from participation in the Medicare, Medicaid, and other state or federal health care programs.

Even though Pathfinder, Inc. has a number of systems in place to prevent and detect fraud, waste, and abuse against the government, there may be instances in which an incorrect or "false" claim slips through. If an employee becomes aware of a possible false claim or has reason to suspect that fraud, waste, or abuse in state or federally-funded health care programs is occurring, Pathfinder, Inc. strongly urges each employee to report such knowledge to the Director of Quality Assurance or management.

What is a "false claim"?

A false claim may take many forms, including without limitation:

- Making false statements regarding a claim for payment;
- Falsifying information in the medical record;
- Double-billing for items or services;
- Billing for services or items not performed or never furnished

- Overcharging for a product or service;
- Underpaying money owed to the government;
- Charging for one thing while providing another.

Reporting a possible false claim

If an employee discovers an event that is similar to one of the examples of a false claim listed above, or has reason to suspect that fraud, waste, or abuse in state or federally-funded health care programs is occurring, the employee is strongly encouraged to:

Report the event to the Executive Director or Director of Quality Assurance for further investigation. If the employee is not comfortable doing this; then the employee should contact his or her immediate supervisor or another member of management; or

No duty to notify facility first

Employees are not required to report a possible False Claims Act violation to the organization first. A report may be made directly to the U.S. Department of Justice or the Arkansas Attorney General. In many instances, however, our internal reporting process allows us to quickly evaluate and, if necessary, respond to potential problems. Pathfinder, Inc. encourages each employee to consider first reporting suspected false claims to the Executive Director, the Director of Quality Assurance or his or her immediate supervisor.

Investigation

Any reported matters reasonably suggesting possible violations of compliance policies or applicable federal or state law will be documented and investigated promptly in accordance with the Compliance Program.

Retaliation

Retaliation Not Permitted: Pathfinder, Inc. will not condone nor tolerate any intimidation, retaliation, or discriminatory action against an employee who reports in good faith internally or to the federal or state government concerning activity reasonable believed to be a possible False Claims Act violation. An employee with questions regarding this policy or the Compliance Program should contact the Executive Director, the Director of Quality Assurance or his or her immediate supervisor.

Summary

Summary of False Claims Acts and Related laws: A summary of False Claims Acts and related laws is included in Appendix A of the Operation Manual.

INCLEMENT WEATHER POLICY

Policy

Severe/Inclement weather preventing an employee from reporting to work or remaining at work are conditions over which Pathfinder, Inc. has no control. In fairness to all, employees will be paid only if physically reporting to their work site on the inclement weather date. The pay will be equal to time and a half for hours worked or as approved by the Executive Director. Employees will be charged leave time for the time not worked. If the employee does not have accrued leave time, leave without pay will be authorized. Employees failing to report to work will be charged personal leave, vacation, or leave without pay. Employees may not elect to work on days in which their department or work site has been designated as closed. Exceptions can only be made by the Executive Director and for time sensitive tasks in Pathfinder's best interest.

Our 24-hour residential programs are not affected by closings and will be continue to be staffed and in operation as usual, even during inclement weather. Direct services staff in the residential programs will be expected to report to work, unless there are documented extenuated circumstances. Residential services managers will arrange coverage and staffing of our residential programs as appropriate during inclement weather.

When public school is in session and inclement weather is pending or present, our normal procedure is to consider the decision of local school systems within our area before making a decision to close. However, Pathfinder, Inc. reserves the right to remain open and continue day services when conditions warrant, regardless of the decisions of the local schools. Impending inclement weather conditions will be monitored closely and a decision will be made by the Executive Director regarding closing and transportation should the conditions warrant. If it is necessary to close, Pathfinder, Inc. will be listed on the three major television networks in Central Arkansas (KARK, KATV, and KHTV) and notification will be made through Pathfinder, Inc. Dial My Calls system. Again, this listing covers our day service programs and transportation to and from our day service programs.

Home and Community Based Services, NISH, litter pickup and grounds maintenance employees will follow the directions of the immediate supervisor during times of inclement weather.

Should it be necessary for the day service programs to close, residential managers (ICF/Group Homes/APTS) in the local area may contact the workshop manager directly to coordinate day services at the local workshop for our local adult residents. They will coordinate this arrangement and appropriate scheduling of workshop staff, if appropriate coverage is available to provide services. The Inclement Weather Policy may be amended in exceptional cases by the Executive Director/Designee.

COMPANY PROPERTY POLICY

Equipment Policy

Employees are trusted to behave responsibly and use good judgment to conserve company resources. Company resources, including time, material, equipment, and information should be utilized for company use only.

During employment, employees may be issued company property including a laptop, cell phone, hand held mobile device, or keys. Employees are expected to take proper precautions to care for company property. Upon termination, employees are expected to return all company property in proper working order. Employees are expected not to remove any files, contacts, and programs on any electronic device. Failure to return property may be considered to be theft and may lead to criminal prosecution. Questions about the proper use of company resources should be directed to supervisors.

Issuance of Property

When property is issued to an employee, it is mandatory for the employee to sign the Property Receipt Form. The supervisor issuing the property is to complete all relevant information on the form, maintain the original, and submit a copy to the Human Resources Department.

Return/Exchange of Property

The supervisor issuing the property should complete the "Return" section of the old form and complete a new form for the new property. Copies of all changes should be submitted to the Human Resources Department.

Transferring/Terminating

Before an employee's termination or transfer, the Human Resources Department should be contacted for information on any property that may have been issued. The employee's supervisor should complete the "Return" information of the form and submit to the Human Resources Department. Before submitting a final pay request, all property should be returned.

ELECTRONICS, COMMUNICATION DEVICES, PHONES

Telephones

Personal cellular and telephone calls should be avoided except for emergency both in minimum number and duration. They may be accessed during breaks and mealtime for employees who are not directly supervising clients. Failing to adhere to this policy will result in disciplinary action per disciplinary policy.

Electronic Mail

Pathfinder, Inc. has a policy that acknowledges and accommodates the communication technology known as Electronic Mail (e-mail). Pathfinder, Inc. has access to e-mail through the World Wide Web

and our in-house computer network. E-mail is not entitled to any special privacy protection in employment litigation. It is impossible to ever “delete” an e-mail message: the message is stored in a back-up file and is the property of Pathfinder, Inc. Any unlawful harassment conducted via e-mail including visual, sexual, terroristic threatening, racial/ethnic/religious jokes or jokes about gender specific traits is prohibited. Any employee found in violation of this policy will be subject to disciplinary action up to and including termination.

- Anything written by an employee on the company computer and any business related files on employee’s home computer are considered to be business records and could be obtained by outside sources.
- Be polite, check spelling, punctuation, and grammar.
- Don’t write anything that shouldn’t be repeated.
- Don’t use e-mail for frivolous messages – it wastes time and system resources.
- Don’t send offensive jokes (sexual, racial, ethnic, religious, etc.).
- Do not load and/or download programs, software, or shareware from unauthorized sites or sources. Programs can transmit viruses that can be spread throughout the network, causing extensive damage.
- Do not open e-mail from unknown sources.
- All business related information on Pathfinder equipment is the property of Pathfinder and may **NOT** be deleted except by IT staff approved to do so.
- All client-related information must be saved on the Pathfinder server.

Social Media/Networking

The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Employees should use their professional judgment and take the most prudent action possible.

- Social media sites are not to be accessed during working hours or on Pathfinder equipment unless necessary to conduct official Pathfinder business.
- Be respectful to the company, other employees, customers, Consumers, and competitors at all times.
- Do not engage in name-calling or behavior that will reflect negatively on Pathfinder, Inc.
- Social media sites are not the forum for venting personal complaints.
- Exchanging of Pathfinder, Inc. or Consumers service related information using social media or networking is prohibited between employee and Consumers. A professional relationship should always be maintained between employee and Consumers including confidentiality criteria.
- Do not engage in any communication that gives an impression of Pathfinder, Inc. endorsement.
- There is no exception of privacies for personal items on Pathfinder equipment.

Violations of any of the items listed, unfounded or derogatory statements, or misrepresentation of Pathfinder, Inc. may result in progressive discipline up to and/or including termination. The use of Pathfinder, Inc. devices will be monitored.

Media Inquiries

Directors and staff will **not** respond to inquiries from the media concerning matters such as personnel issues, crisis management, emergencies, Pathfinder policies and operations. Instead, such inquiries should *immediately* be directed to the Executive Director/Designee, who will respond accordingly.

The **Executive Director/Designee** will:

- be informed promptly when any member of Pathfinder receives inquiries from the news media
- be kept informed of all relevant media situations and inquiries
- consult with directors, facilities, and staff to prepare statements to be released to the media
- prepare and issue official statements regarding Pathfinder operations to the media
- work with IT department to provide updates on Pathfinder webpage and social media accounts, if applicable
- inform Pathfinder Board of Directors of all relevant media situations and inquiries

GENERAL POLICIES

Solicitation/Distribution

No one is permitted to come into Pathfinder, Inc. premises for the purpose of distributing notices or literature or selling items of any kind to employees or individuals with disabilities. Should any employee be approached by anyone for these purposes, he/she should immediately report them to the supervisor who will take appropriate action.

Business Expenses

At times work may require that the employee travel on Pathfinder, Inc. business for brief or extended periods of time. The purpose of this absence may range from running an errand to attending a school or conference in a distant city. Regardless of the reason, if an employee is on Pathfinder, Inc. business, he/she will be reimbursed for their expenses in accordance with the Travel Policy in the Pathfinder, Inc. Operations Manual. The expenses may include transportation, lodging, meals (breakfast, lunch and dinner) and other miscellaneous expenses.

Guidelines for reimbursement of expenses are found in the Travel Policy in the Pathfinder, Inc. Operations Manual. When business expenses are incurred, the employee must complete a TR-1 and submit it to the supervisor, along with all documentation or supporting information.

Housekeeping

The Pathfinder, Inc. working environment may well reflect the quality work we do and the service we give our employees and the people that we serve. Good housekeeping is important because it helps ensure a safe and pleasant place to work. Visitors and employees who come into Pathfinder, Inc. readily associate the appearance of employees work area and the facilities with the way Pathfinder conducts business. Please keep work areas in a neat and orderly manner.

Visitation/Loitering

Visiting of fellow employees on duty in the facility causes unnecessary disruption and detracts from the care given our individuals. Personal visits to employees are to be done when off duty, away from the facility. Employees are expected to leave the work site promptly upon completion of the workday. Loitering in the parking lot when off duty is not permitted. All visits by former employees will require approval of the on-site administrator.

Suggestions

The employee knows how to do their job better than anyone and the employee can probably think of several ways to improve the way the job is done. Employees are encouraged to use their imagination and ingenuity to perform job duties more effectively. There are four ways suggestions can be made for improving employee job performance, the department's performance, or Pathfinder, Inc.'s performance: 1) through the employee's immediate supervisor; 2) during a department meeting; 3) during an employee meeting; and 4) by submitting a written suggestion.

Any of the above methods can be utilized to submit a suggestion. All employees' suggestions may be submitted to the Executive Director, who may then submit the items for discussion at the next supervisors' meeting. The employee will be notified of the action taken.

Employee's Family in Workplace

As a general rule, family members of employees should not be at the worksite of the related employee. It is the parents' responsibility to make proper arrangements for all minor children to be cared for as necessary in order for them to perform their job duties as assigned. There may be special Pathfinder, Inc. events that employees attend when children may be allowed to accompany them to these events with prior approval. During these times, employees are expected to ensure supervision of the child(ren) at all times.

Staff/Consumer Relationships

It is the intent of Pathfinder, Inc. that Consumers be able to enjoy activities of interest and community experiences to the extent possible. However, it is necessary that activities in which employee participates with Consumers be planned and attended during times that the employee is on duty and away from their home. If an employee is engaged in providing services to a Consumer, including community activities, Pathfinder, Inc. has an obligation to compensate the employee for that time.

Therefore, it is necessary that the services be performed only during scheduled duty time. Employee should not bring Consumers to their homes for activities. Circumstances where employee would like to have contact with Consumers for special occasions/events can be arranged with administration to ensure no undue liability is placed on Pathfinder, Inc. or employees and protects the welfare of the Consumers.

Employee should refrain from sharing personal phone numbers, cell phone numbers and media communications with consumers including email, face book, twitter, texting, etc. This does not include communications in situations in which an employee is designated to be available and “on call” in case of emergencies. Employees who provide waiver services to consumers may need to share phone numbers for work related communication. While development of relationship with the Consumers is important, this can easily blur the staff/Consumers relationship that must be maintained.

Any special extenuating circumstances will require the approval of the Executive Director.

Bulletin Boards

Employee bulletin boards are located in the work areas. Notices of companywide interests and significance will be placed on the bulletin boards. Employees are encouraged to check bulletin boards regularly for information and news.

Employed Consumers

A consumer for whom Pathfinder is providing services who is also a Pathfinder employee will be subject to the same record check requirements as other Pathfinder employees. All Pathfinder consumers employed at other organizations will be subject to the employment requirements of that employer. Pathfinder will review any known history that might prevent a consumer from being placed in a community employment setting.

RESPONDING TO SUBPOENAS, COMPLAINTS, AND OTHER LEGAL ACTIONS

Pathfinder, Inc. employees must exercise care when presented with any documents concerning legal actions in which the organization or its employees are involved. Only the Executive Director’s Office may accept service of summons and complaints on behalf of Pathfinder, Inc. Subpoenas for Pathfinder, Inc. records, regardless of the location of those records, must be directed to the Executive Director/Designee for processing.

Pathfinder, Inc. will release records and information when required by law to do so and will cooperate with lawful searches, but will also protect confidential information such as consumer information and legally privileged information to the extent authorized by law. Pathfinder, Inc. and its personnel shall not attempt to obstruct an investigation or destroy, alter, or conceal documents or other evidence sought in an investigation.

Failure to appropriately handle summons, complaints or subpoenas could place Pathfinder, Inc. and affected employees at risk or disadvantage in legal proceedings. Failure to follow required procedures

may be cause for discipline, up to and including termination. Any issue related to corporate compliance must be referred to the Executive Director/Designee.

Definitions

Complaint- a legal document that sets forth the claims(s) in a lawsuit and the relief being sought by the plaintiff (one who commences a lawsuit to obtain a remedy for an alleged injury to his or her rights)

Summons- a legal document that notifies an individual or entity that a lawsuit has commenced and that the individual or entity served must respond to the complaint

Subpoena- a legal document commanding a person to provide testimony under oath at a specified time and place about a matter concerned in an investigation or a legal proceeding, such as a trial or a deposition

Subpoena duces tecum- a legal document commanding requirement that you supply documents or some other specific physical material in your possession

Process server- a person who delivers (serves) legal papers in lawsuits, usually either as a professional process server or as a government official, i.e. a deputy sheriff, marshal, constable

Search Warrant- a judicial document authorizing a law enforcement officer to search a person or place to obtain evidence for presentation in a criminal case

Summons and Complaints

Summons and Complaints Listed Party- Pathfinder, Inc.

If a process server attempts to serve a Summons and Complaint on Pathfinder, Inc. to an employee, the process server must be referred to the Executive Director's Office. Only the Executive Director is authorized to accept service on behalf of the organization.

Summons and Complaints Listed Parties- Pathfinder, Inc. and Employee

If a process server attempts to serve an employee who is personally named in a complaint along with Pathfinder, Inc., the employee may accept service of the Summons and Complaint only on his or her own behalf. In addition, the employee must immediately notify the Executive Director.

The process server must be referred to the Office of the Executive Director for service of the Summons and Complaint on Pathfinder, Inc. Only the Executive Director may accept service on behalf of the organization. No other staff is authorized to accept service of process on Pathfinder, Inc.'s behalf.

Summons and Complaints Listed Party- Employee Only (Work-Related)

If the complaint, naming only the employee, is based on the employee's conduct within the course and scope of his or her employment with Pathfinder, Inc., the employee must accept the complaint and contact the Executive Director immediately.

Summons and Complaints Listed Party- Employee Only (Non-Work Related)

If the complaint naming the employee is based on conduct occurring outside the course and scope of his or her employment with Pathfinder, Inc., the employee shall act on his or her own behalf without involving Pathfinder, Inc. Pathfinder, Inc. supervisors or other employees not named in the complaint should not interfere or assist the named employee in efforts to avoid or evade being served with the complaint.

Accepting Service on Behalf of Another Employee

An employee asked by the process server to accept service of a Summons and Complaint on behalf of another employee should not do so. Contact the Executive Director immediately for instructions.

Subpoenas

Subpoenas to Testify- Pathfinder, Inc. Related

Employees served with a subpoena to appear to testify in a matter that is related to his or her employment with Pathfinder, Inc. should accept the subpoena, and immediately contact the immediate supervisor and the Executive Director.

Subpoenas- Pathfinder, Inc. Records

Employees must not accept subpoenas for Pathfinder, Inc. records. Subpoenas for Pathfinder, Inc. records, regardless of the location of those records, must be directed to the Executive Director, who will then contact the appropriate custodian of the records sought.

Subpoenas for Testimony or Testimony and Records- (Not Pathfinder, Inc. Related)

Subpoenas for individuals served in their individual capacity and not as employees or agents of Pathfinder, Inc. must be personally served on the named individual. For example: the employee witnessed an incident (e.g. a car accident) unrelated to his employment and is being subpoenaed to testify as a fact witness.

Search Warrants

If a member of law enforcement arrives at your work place with a search warrant, the following steps should be taken:

- Contact the Executive Director immediately and follow any directions provided.
- Request the name of the officer or agent in charge, and record the names and badge numbers of all officers present.
- Request a copy of the warrant and, if provided, fax it to the Executive Director at 501-985-1462.
- Provide the agent in charge with a copy of this policy.
- If possible, create a written inventory of the items taken by the officials conducting the search.

- Do not disclose receipt of the search warrant or discuss the search with anyone except the Executive Director or your supervisor until you are given additional instructions.

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Employee Acknowledgement Form

Please read, sign below, and return this form to the Pathfinder Human Resource Department.

My signature below acknowledges that:

- I have received, read, and understand the Pathfinder, Inc. Employee handbook.
- I agree to follow all policies and procedures
- I understand that policy and procedures can be changed at any time, without notice, at the Executive Director's discretion.
- The Pathfinder Employee handbook is not the exhaustive list of policies and procedures that pertain to Pathfinder, Inc.
- Any questions that I have or clarification that is needed in regards to the Pathfinder, Inc. policies and procedures will be directed to the Human Resource Department or Director of Quality Assurance.

(Staff Name Printed)

(Staff Signature)

(Date)

