



Employee Handbook

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OUR WORK ENVIRONMENT

Children's Crisis Treatment Center (CCTC) believes in keeping our employees fully informed about its policies, procedures, practices, benefits, what employees can expect from CCTC and the obligations assumed as an employee. This practice is designed to provide fair treatment of employees. All employees are expected to review and become familiar with the policies, procedures, practices, and benefits of CCTC. This handbook is intended to provide employees with basic information. The policies and practices described in this handbook reflect a great deal of concern for the people who make it possible for CCTC to exist - our employees.

Nothing contained in this handbook is intended to create, nor shall be construed as creating, an express or implied contract of employment or guarantee of employment for any term. This is not a contract of employment between CCTC and any one or all of its employees. Employment security cannot be guaranteed for or by any employee.

Employment with CCTC is voluntary and you are free to resign at any time, with or without cause. Similarly, CCTC may terminate the employment relationship at-will at any time, with or without notice or cause, so long as there is no violation of applicable federal, state or local law. Supervisors, managers and human resource personnel do not have the authority to alter, modify or change the at-will nature of our employment relationships.

It is not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, procedures, practices and benefits change with time. They may require clarifying, amending and/or supplementing. CCTC maintains the responsibility and the right to make changes at any time and will advise employees when changes occur.

Descriptions of various fringe benefits are summaries only. Should the descriptions in this handbook differ with any formal agreement or document involved, the formal agreement or document shall govern. Questions on any matter pertaining to employment or any information included in this handbook should be directed to Human Resources.

CCTC embraces the Sanctuary Model and is committed to creating a trauma-informed culture of open communication, nonviolence, emotional intelligence, social learning, shared governance, social responsibility, and growth and change. CCTC is constantly striving to improve its policies, the services that it provides its clients and positive relations with its employees. Employees should bring suggestions for improvements to the attention of their supervisor or department leader. By working together, CCTC hopes that it will share with its employees a sincere pride in the workplace and the services that we are all here to provide.

Equal Employment Opportunity and Anti-Harassment Policy

CCTC is committed to a policy of treating individuals fairly and recruiting, selecting, training, promoting, and compensating based on merit, experience, and other work-related criteria. An essential part of this is providing equal employment opportunity for all. CCTC is committed to a policy of equal employment opportunity for all of its employees and applicants for employment.

CCTC does not discriminate against any employee or applicant for employment on the basis of race, color, religion, gender, national origin, age, disability, pregnancy, ancestry, military or veteran status, genetic information, sexual orientation, gender identity or expression, or any other basis protected under applicable law. This is reflected in all employment practices and policies, including but not limited to those regarding hiring, training, promotions, transfers, discipline, termination, and all matters regarding compensation.

Qualified Individuals with Disabilities

CCTC is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"), the Pennsylvania Human Relations Act, and all other applicable law regarding individuals with disabilities. CCTC prohibits discrimination against any qualified employee or job applicant with a disability in regard to job application procedures, hiring, advancement, discipline, discharge, compensation and all other terms and conditions of employment.

CCTC will make reasonable accommodations for any qualified individual with a disability, where CCTC has been made aware of the need for accommodation, unless such accommodation would constitute an undue hardship, in accordance with all applicable law.

CCTC encourages you to bring forward any accommodation requests, and fully supports an interactive discussion on such matters. Any applicant or employee requesting a job-related accommodation should contact Human Resources or management. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application.

Anti-Harassment Policy

CCTC's policy to provide a hospitable, cooperative and non-coercive environment in which to work. CCTC prohibits harassment on the basis of race, color, religion, gender, national origin, age, disability, pregnancy, ancestry, military or veteran status, genetic information, sexual orientation, gender identity or expression, or any other basis protected under applicable law.

Harassing behavior is defined as unwelcome physical, verbal or non-verbal conduct that is based on a protected characteristic and has the purpose or effect of unreasonably

interfering with an individual's work performance or creating an intimidating, hostile, humiliating or offensive work environment, as viewed from the perspective of a reasonable person. An aggregation of less serious incidents can constitute harassment, even if one of the incidents considered on its own might not be harassment.

Harassment may consist of advances, employment decisions, language, visual material, physical contact, slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing, and other unwelcome conduct based on an individual's personal characteristics where:

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

It is important to remember that these prohibitions apply not only to oral and written communications, but also to email, voicemail, internet communications, searches, and social media. Our expectations of behavior set forth above apply not only in the workplace itself but also to all other work-related settings, such as meetings at business partner work sites, as well as business trips and business-related social functions.

Prohibition on Retaliation

CCTC strictly prohibits retaliation in any form against an employee or applicant for employment who, in good faith, makes a complaint of discrimination, harassment, or retaliation, participates in any way in the investigation of any such complaint, or otherwise opposes conduct in violation of CCTC policy. Threats or acts of retaliation should be reported immediately and will be investigated promptly. Supervisors are prohibited from making any personnel decision or taking any adverse action against any employee or applicant because the individual in good faith submits a complaint or cooperates with an investigation of alleged conduct prohibited by this policy. Any individual determined to have engaged in retaliation will be subject to disciplinary action, up to and including termination of employment.

Reporting and Investigating Complaints

All employees have a responsibility to ensure that the workplace is free from all forms of unlawful discrimination, harassment, and retaliation. Any CCTC employee or applicant employee who feels that he or she has experienced, witnessed, or has knowledge of an incident of discrimination, harassment, or retaliation in any form should promptly bring the incident to the attention of Human Resources, his/her immediate supervisor, or any other supervisor or member of management.

Because CCTC takes all allegations of unlawful discrimination, harassment, and retaliation seriously, all such complaints will be investigated promptly and in as confidential a manner as is consistent with effective and appropriate investigation, and in accordance with all applicable law. Investigation of a particular incident typically will include interviewing the employee allegedly subjected to the improper conduct, the employee alleged to have engaged in such conduct, witnesses, and the consideration of other available information that is potentially relevant. Based on the investigation, CCTC will act promptly to implement such corrective action as is necessary.

Any employee who is found, as a result of an investigation, to have engaged in discrimination, harassment, or retaliation in violation of CCTC policy will be subject to disciplinary action, up to and including termination of employment.

Substance Abuse Policy

CCTC is committed to providing a safe work environment and to fostering the well-being and health of its employees, and we maintain a drug-free workplace in accordance with the provisions of the Drug-Free Workplace Act of 1988.

That commitment is jeopardized when any CCTC employee comes to work under the influence of, or uses at work, illegal substances or alcohol. The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs, or use of alcohol during working hours, is incompatible with employment at CCTC.

CCTC has established the following policy:

- It is a violation of CCTC policy for anyone to report to work under the influence of illegal drugs, alcohol, or other intoxicants.
- It is a violation of CCTC policy for any employee to use, consume, possess, sell, trade, or offer for sale illegal drugs, intoxicants, or alcohol at work.
- It is a violation of CCTC policy for anyone to use prescription drugs illegally at work, or to be under the influence of such drugs at work. (However, nothing in this policy precludes the appropriate use of legally prescribed medications. Employees must adhere to all applicable work restrictions in connection with such medications.)

As a condition of employment under a Federal grant or contract, which includes Federal allocations, the Drug-Free Workplace Act of 1988 requires an employee to notify the employer in writing of any criminal drug statute conviction for any drug-related violation occurring in the workplace, or participation in a Drug or Alcohol Rehabilitation (DAR)

Program arising from same, within five (5) days, regardless of whether any conviction is appealed.

CCTC shall, within thirty (30) calendar days of receipt of notice of a criminal drug statute conviction of an employee in the workplace, or entry into a DAR Program in lieu of conviction, take one or more of the following actions:

- Take appropriate disciplinary action consistent with this policy up to and including termination of employment.
- Require the offending employee to participate in an approved substance/drug/alcohol abuse assistance or rehabilitation program, with the employee's return to employment conditioned upon successful completion of the approved program and future adherence to this policy.

Specific exceptions related to the moderate consumption of alcohol may be granted by CCTC for appropriate work-related functions; however employees are reminded that CCTC's expectations of employee conduct and professionalism extend to CCTC and partner sponsored events.

Violation of this Policy may result in disciplinary action up to and including termination of employment.

With reasonable suspicion, CCTC reserves the right to search employee workspaces or other CCTC property used by an employee for illegal or controlled substance or alcohol. (For example, employee desks may be searched.) If practical, an employee will be allowed to be present during the search.

CCTC also reserves the right to require employees to undergo medical testing for alcohol and/or drug use where there is reasonable suspicion that the employee is in violation of this Policy by using, or reporting to work under the influence of, illegal drugs, alcohol, or other intoxicants. Refusal to submit to any such test, or a positive test result, may result in disciplinary action up to and including termination of employment.

CCTC encourages the earliest possible diagnosis and treatment for alcohol or drug abuse. CCTC supports sound treatment efforts. However, the decision to seek diagnosis and accept treatment for alcohol or drug abuse is primarily your responsibility. You are encouraged to discuss with your supervisor or Human Resources any concerns that may result in a need for a leave of absence relating to such issues.

Nonviolence

CCTC supports a culture that is committed to nonviolence. CCTC is dedicated to providing a workplace that is free from acts of violence or threats of violence. CCTC established a policy that provides “zero tolerance” for actual or threatened violence against co-workers, visitors, clients or any other persons who are either on our premises or have contact with employees in the course of their duties.

All threats or acts of violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats or incidents involving employees, as well as clients, vendors, or other members of the public. When reporting a threat or incident of violence, you should be as specific and detailed as possible.

Unauthorized possession, use, or sale of firearms, weapons, explosives, or other substances or material designed to cause bodily harm is prohibited on work premises in accordance with state and local laws.

CCTC will promptly and thoroughly investigate all reports of threats or acts of violence and of suspicious individuals or activities. The identity of the individual making a report will be protected to the extent appropriate under the circumstances.

Anyone determined to be responsible for threats or acts of violence or other conduct that is in violation of these guidelines will be subject to disciplinary action up to and including termination.

Whistleblower Protection

CCTC requires directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of CCTC, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

It is the responsibility of all directors, officers, employees, and volunteers to report ethics violations or suspected violations in accordance with this Whistleblower Policy.

CCTC is committed to open communication and has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee’s supervisor is in the best position to address an area of concern. If an employee or staff member is not comfortable speaking with his or her supervisor or is not satisfied with his or her supervisor’s response, he or she may choose to speak with someone in the Human Resources Department or anyone in management with whom he or she is comfortable in approaching. Supervisors and managers are required to report suspected ethics violations to CCTC’s Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. When fraud is suspected or when a reporting

individual is not satisfied or is uncomfortable with following CCTC's open door policy, individuals should contact CCTC's Compliance Officer directly.

CCTC's Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations. The Compliance Officer shall advise the CEO and/or the finance committee regarding investigations and resolutions as appropriate. Notwithstanding the foregoing, the Compliance Officer has direct access to the finance committee of the board of directors and is required to report to the finance committee at least twice a year on compliance activity.

The finance committee of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the finance committee of any such complaint and work with the committee until the matter is resolved.

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations made not made in good faith and/or which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be investigated in a prompt and reasonable time period and appropriate corrective action will be taken if warranted by the investigation.

No director, officer or employee who in good faith reports an ethics violation shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within CCTC prior to seeking external resolution.

Conflict of Interest

CCTC, including its Board of Directors, officers, and employees have a clear obligation and commitment to conduct all affairs of CCTC in accordance with the highest standards of integrity and ethics and in compliance with applicable federal and state laws and with the standards set forth below related to conflict of interest and commitment to the best interests of the organization.

The following policy has been adapted from CCTC's Conflict of Interest Policy and Procedures for the Board of Directors. Any issues or guidelines not addressed in this policy will be governed by the Board's policy.

A conflict of interest may exist when the interest or concerns of an employee may be seen as competing with the interests or concerns of CCTC. There are a variety of situations which raise conflict of interest concerns including, but not limited to the following:

Financial Interests – A conflict may exist where an employee, or a relative or business associate of an employee, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by CCTC. Examples include situations where:

- a. CCTC contracts to purchase or lease goods, services, or properties from an employee, or a relative, or business associate of an employee;
- b. CCTC purchases an ownership interest in or invests in a business entity owned by an employee, or a relative, or business associate of an employee;
- c. An employee, or a relative, or business associate of an employee, is provided with a gift, gratuity or favor that may reasonably be considered to be of a substantial nature, from a person or entity which does business, or seeks to do business, with the agency;
- d. An employee, or a relative, or business associate of an employee, is gratuitously provided use of facilities, property, or services of the agency.

Other Interests – A conflict may also exist where an employee, or a relative, or business associate of an employee, obtains a non-financial benefit or advantage that he/she would not have obtained absent his/her relationship with CCTC, or where his/her duty or responsibility owed to the agency conflicts with a duty and responsibility owed to some other organization. Examples may include the following:

- a. An employee seeks to obtain preferential treatment by CCTC for himself, or relative, or business associate;
- b. An employee seeks to make use of confidential information obtained from CCTC for his/her own benefit, or for the benefit of a relative, business associate, or other organization;
- c. An employee seeks to take advantage of an opportunity, or enable a relative, business associate or other organization to take advantage of an opportunity, which he/she has reason to believe would be of interest to the organization.

Employees are under a continuing obligation to disclose any actual or potential conflict of interest as soon as it is known, or reasonably should be known. Employees shall complete a questionnaire or other form of documentation, to fully and completely disclose the material facts about any actual or potential conflict of interest. The disclosure statement shall be completed upon his/her association with CCTC, and shall

be updated annually thereafter. An additional disclosure statement shall be filed at such time as an actual or potential conflict of interest arises.

Immigration Law Compliance

CCTC does not discriminate on the basis of citizenship or national origin, and employs only persons who are authorized to work in the United States.

In compliance with the Immigration Reform and Control Act of 1986 and as a condition of employment, an Employment Eligibility Verification Form I-9 must be completed, including presentation documentation establishing identity and employment eligibility within 72 hours. If a former employee is rehired, a new I-9 form must be completed if the employee has not done so within the past three years, or if the previous I-9 is no longer retained or valid.

Workplace Safety

CCTC is committed to a safe environment for staff, children and families we serve, visitors, systems and property. CCTC has established a workplace safety program, including a Safety Committee. The Safety Committee has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and the personal commitment of all to be safe outside (physically), inside (emotionally), with others (social) and to do the right thing (moral).

CCTC provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written/electronic communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Each employee is expected to follow safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, fail to report or, where appropriate, fail to remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Smoking

CCTC is committed to providing a safe and healthy environment for employees, clients and visitors. Accordingly, smoking is prohibited throughout CCTC, including program areas, public areas and rest rooms.

Guests

CCTC welcomes all guests. In order to ensure the safety and security, **all** guests must report the 6th floor and sign in at the front desk when visiting the 1080 N. Delaware Ave location. The elevator codes are for staff members only and may not be given to guests or volunteers. Electronic key cards are also issued to staff members to unlock stairwell doors and the 2nd floor offices. If an electronic key card is lost, it must be reported immediately to the supervisor and Facilities Director. Electronic key cards must be returned when an employee is no longer employed by CCTC. Guests who wish to visit CCTC sites other than 1080 N. Delaware Ave must obtain the permission of the Program Director or Team Leader. To protect the confidentiality of our clients, no minor children are allowed in treatment areas.

Illness or Injury on Duty

Illness or injury that occurs during normal work hours must be reported to the supervisor and Human Resource representative immediately. Should it be necessary for an employee to leave work because of illness or injury, the appropriate supervisor should be notified. See Workers' Compensation section for further information on reporting and receiving medical treatment due to a work-related illness or injury.

TIMEKEEPING & RECORDKEEPING

Timekeeping

Employment classification will determine specific timekeeping recording responsibilities. Accurately recording time worked is the responsibility of every employee. Federal and state laws require CCTC to keep an accurate record of time worked in order to calculate employee pay, exception time, and benefits.

Altering, falsifying, tampering with time records, or recording time on another employee's time record without management authorization may result in disciplinary action, up to and including termination of employment.

It is each employee's responsibility to sign and/or submit his or her time record per established methods and practices to certify the accuracy of all time recorded. Supervisors will review and authorize the time record before submitting it for payroll processing. If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes.

Supervisors will review each employee's specific timekeeping responsibilities as part of your orientation process.

Employment Classification

It is the intent of CCTC to clarify the definitions of employment classifications so that all employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at any time, with or without cause, is retained by both you and CCTC.

All employees are designated as either NONEXEMPT or EXEMPT under federal and state wage and hour laws based upon their position, duties and responsibilities:

NONEXEMPT employees are generally paid on an hourly basis and are entitled to overtime pay under federal and/or state law.

EXEMPT employees are generally paid on a salary basis and are NOT eligible for overtime pay under federal and/or state law.

In addition to the above classifications, employees will belong to one other employment classification for work hours, salary, and benefit eligibility purposes:

Regular Full-Time employees are those who are not in a temporary status and who are regularly scheduled to work a full-time schedule (37.5 hours/week). Generally, these

employees are eligible for CCTC's full benefit package, subject to the terms, conditions and limitations of each benefit program.

Regular Part-Time employees are those who are not assigned to a temporary status and who are regularly scheduled to work less than the full-time work schedule. Regular part-time employees are eligible for some benefits sponsored by CCTC, subject to the terms, conditions and limitations of each benefit program.

Part-time employees who work less than 30 hours per week will receive all legally mandated benefits (such as Social Security and workers' compensation insurance); they are not, however, eligible for CCTC's other benefit programs.

Hourly employees are those who are not assigned to a temporary status and work as needed and are not regularly scheduled certain hours each week. Hourly employees will receive all legally mandated benefits but are not eligible for Center health and fringe benefit programs.

Temporary employees are those who are hired as interim replacements, to temporarily supplement the work force, for seasonal purposes, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration and generally will be reviewed every six months. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. All legally mandated benefits (such as Social Security and workers' compensation insurance) are provided to temporary employees; they are not, however, eligible for CCTC's other benefit programs.

Pay Cycle

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. New employees receive a schedule of dates that paychecks are issued during the calendar year. Workweeks begin 12:01 AM on Saturday and ends 12:00 midnight on Friday.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work before the regularly scheduled payday. If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation. CCTC will not grant pay advances.

Employees may have pay directly deposited into their bank accounts. Employees will receive an itemized pay statement of wages when CCTC makes direct deposits.

Hours of Work

Because of the nature of the work that CCTC conducts, work schedules may vary depending on the position. The standard workweek will consist of a 5 day, 37.5 hour

week. Employees may contact their supervisor for specific information regarding schedule and department information.

Meal Break

A 30 minute unpaid meal break should be taken each day according to the office location. Supervisors are responsible for approving the scheduling of this time. Employees must obtain authorization from their supervisor to work through a meal break.

Pay Deductions and Setoffs

CCTC is required to make certain deductions from paychecks. Among these are applicable federal, state and local income taxes and court-ordered garnishments.

CCTC offers programs and benefits beyond those required by law. Employees may voluntarily authorize deductions from their paycheck to cover the costs of participation in these programs such as health benefits, retirement savings plans, and other voluntary benefit options.

Administrative Pay Corrections

CCTC takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that they are paid promptly on the scheduled payday. In the unlikely event that there is an error with an employee's pay, he or she should promptly bring the discrepancy to the attention of his or her supervisor. The supervisor and the employee will work with our Finance Team so that corrections can be made as quickly as possible, generally by the next pay cycle.

Overtime

Overtime pay is paid to all nonexempt employees in accordance with federal and state wage and hour law. Overtime pay is based on actual hours worked and is calculated at 1.5 times your regular rate of pay for any hours worked in excess of 40 in a given work week.

Overtime work must be approved in writing by your supervisor in advance. Failure to obtain preauthorization of overtime work may result in disciplinary action.

Paid time-off for vacation, illness, holidays, jury duty, paid meal breaks, or any other leave of absence will not be considered hours worked for purpose of performing overtime calculations. Exempt-classified employees are not eligible for overtime pay.

Travel and Business Expenses

CCTC is committed to social learning as well as growth and change. Employees are encouraged to participate and present on issues that affect those we serve. When those opportunities arise, employees should be aware of the following parameters.

Employees will be reimbursed for only approved business expenses.

Employees who travel out of town on CCTC business are reimbursed for their transportation, lodging and meal allowance.

Local transportation expenses for required business travel, other than commuting to and from work, are reimbursed. If employees are required by business necessity to travel from home directly to a site other than their assigned work location, CCTC provides reimbursement for the difference between the mileage for the normal commute to their assigned work location and the total miles driven on business. Mileage reimbursement is based on the mileage allowance in effect at the time of the business trip. The mileage allowance may be adjusted periodically by CCTC, as permitted by the Internal Revenue Service.

When using a personal vehicle for company purposes, the employee assumes liability for the vehicle. All employees who use their personal vehicles for CCTC business must have a current driver's license and vehicle liability insurance in the minimum amounts required by state law. Otherwise, the vehicle is not authorized for CCTC use.

Please refer to the Travel and Business Expense Reimbursement Policy for additional information on covered expenses and reimbursement.

Personnel Records

CCTC maintains a personnel file for each employee. The personnel file includes such information as the job application, resume, records of training, documentation of performance appraisals, compensation adjustments, and other employment records.

All documents relating to CCTC's personnel are kept in secured files in the Human Resources Department. These files are accessible only to authorized Human Resources staff and executives, managers, and supervisors who have a valid need to obtain specific information from an employee's personnel record. All personnel files and records must remain in the Human Resources Department at all times.

Current employees may review (or designate an agent to review) their personnel file with reasonable advance notice, in the presence of CCTC's Human Resources Director or her designee. Any such request shall be in writing and addressed to the Human Resources Director, and shall identify the purpose for the inspection or the particular parts of the files the employee wishes to inspect. If an employee wishes to designate an agent to review the employee's personnel file, the employee shall provide a signed

authorization. The employee or authorized agent is permitted to review the personnel file and take notes, but is not permitted to remove documents from the file. Employees can request copies of documents, correction, or deletion of information in their personnel file as appropriate by submitting a written request to Human Resources.

CCTC treats personal information about employees as confidential and respects the need for protecting each employee's privacy by requiring confidentiality on the part of all personnel whose job duties involve gathering, retaining, using, or releasing personal information about other CCTC employees. Information in personnel files for past and present employees is not available to organizations other than CCTC without the written approval of the CEO and the employee. Exception may be made for a request for information pursuant to regulatory or legal authority.

Change of Personal Data

Changes in name, address, telephone number, and marital status, number of dependents, next of kin and/or beneficiaries, licensure, certifications and educational degrees should be reported to the Human Resources Department in writing so that records may be updated electronically within (30) thirty days of the event.

Professional Background Screening

To ensure that individuals who join CCTC are well qualified, have a strong potential to be productive and successful, and promote a healthy work environment, it is our policy to conduct background screening. CCTC will also conduct background screening to ensure compliance with third-party requirements linked to program funding.

CCTC's background screening process will include, but is not limited to, professional references, employment and credential verification, criminal clearances, FBI clearance, and child abuse clearances. CCTC require employees to provide updated clearances every (2) two years, or more frequently as may be required by an applicable funding source or other interested third-party. Failure to provide updated clearances as required will lead to an unpaid suspension until current clearances are received by the Human Resources Department. To the extent any applicable law or regulation requires additional clearances or background screening, those requirements will be observed notwithstanding anything to the contrary in this policy.

Adverse findings or prior disclosure of criminal and child abuse clearance activity will not automatically result in termination of employment or disqualification of candidacy for the position. Any decisions regarding continued employment or a job offer will be determined based on a review of all the facts and any risk factors associated with the employee's position at CCTC, in accordance with all applicable law.

If it is discovered that an employee falsified their information, experience, or credentials during the recruitment process, CCTC may initiate disciplinary action up to and including termination of employment or withdrawal of an employment offer.

Credentialing

Based on your position with CCTC, you may be required to provide certain licensing, certification, educational, or testing documentation as part of our professional credentialing program and/or third-party requirements. Failure to provide, update, or to maintain a certification or license may result in suspension and may lead to termination of employment.

External Inquiries

It is the policy of CCTC only to provide the dates of employment and the job title for current or former employees. Accordingly, if any employee or representative of CCTC is asked to provide such information on behalf of CCTC, the individual seeking the information should be directed to the Human Resources Department, without any on or "off the record" statement. The Human Resources Department will then advise the individual making the inquiry of CCTC's policy of not providing information to third parties about current or former employees. No exceptions to this policy will be permitted unless there is a legal obligation, or compelling business-related reason, to furnish information. The Human Resources Department and the CEO are the only CCTC representatives that may make a determination as to whether such an exception is applicable.

This policy extends to all forms of information regarding a current or former employee, including requests for CCTC to provide verification of employment, job references, inquiries about an individual's performance, character, attitude, and attendance, credit information, background, employment history, conduct, penal history, family circumstances, or domestic issues.

Any individual who violates this policy will be subject to disciplinary action, up to and possibly immediate termination.

Professional Reference Letter

A letter of reference for a former employee may be provided at CCTC's sole discretion. A letter of reference can be prepared only by the employee's immediate supervisor and cannot be issued unless it is first reviewed and approved by the Human Resources Department. A copy of any letter of reference provided to or on behalf of an employee must be maintained in the employee's personnel file.

Health Appraisal

All CCTC employees are required to provide a completed Health Appraisal form within (30) thirty days of employment. This examination will be at the expense of the employee. If the Mantoux results are positive, immediate evaluation for active TB must be done by employee's physician at their expense.

Every offer of employment is contingent upon an employee's successful completion and submission of the health appraisal. Any exception must have the approval of the Human Resources Department.

Exclusion Lists

CCTC will screen all employees and contractors to determine if they have been excluded from participation in federal health care programs. This is done on an ongoing monthly basis.

The following databases are used to determine exclusion status:

Medicheck List: This list identifies providers, individuals, and other entities that are precluded from participation in the Medical Assistance (MA) Program.

<http://www.dhs.state.pa.us/publications/medichecksearch/>

List of Excluded Individuals/Entities (LEIE), maintained by the Department of Health and Human Services, Office of Inspector General (DHHS/OIG), is a data base of all individuals or entities that have been excluded nationwide from participation in any federal health care program, e.g., Medicaid and Medicare.

<http://oig.hhs.gov/exclusions/index.asp>

System for Award Management (SAM), combines federal procurement systems and the Catalog of Federal Domestic Assistance into one system. This consolidation includes the Excluded Parties List System (EPLS).

<https://www.sam.gov>

PAID TIME-OFF & OTHER LEAVE

Vacation Leave

Self Care is a tool within the Sanctuary Model that is used to help mitigate the effects of vicarious trauma by ensuring that each individual is able to manage themselves within their environment. Taking time off to meet your needs is essential for your Self Care.

Paid vacation time is granted to eligible employees to provide you with opportunities for rest, relaxation, and personal pursuits.

All regular full-time and regular part-time employees regularly scheduled to work at least 22.50 hours per week will accrue paid vacation time immediately upon start date. Eligible employees may use accrued vacation time after the first (6) six-months of employment or transfer into a benefit eligible position. Vacation time will be paid to you at your regular rate of pay.

The amount of paid vacation time you accrue is based on the number of hours you are regularly scheduled to work, your position, and your length of employment as shown in the following schedule. Regular part time employees regularly scheduled to work at least 22.50 hours per week are eligible to receive half of the rate shown below. Part time employees who work less than 22.50 hours per week are not eligible for paid vacation time.

All vacation provided under this policy shall accrue bi-weekly on a pro-rata basis.

EMPLOYEES HIRED PRIOR TO NOVEMBER 19, 2010:

Regular full-time employees will earn/accrue vacation based on eligible years of service on the following schedule:

- 2 weeks in each of the first two years of service
- 3 weeks in anniversary years of service 3 through 10
- 4 weeks in each year after the 10th anniversary year of service

Full time staff in mid-level supervisory positions, clinicians or equivalent:

- 3 weeks in each of the first 10 years of service
- 4 weeks in each year after the 10th anniversary year of service

Executive and Operations Staff

- 3 weeks in each of the first 5 years of service

- 4 weeks in anniversary years of service 6 through 10
- 5 weeks in each year after the 10th anniversary year of service

EMPLOYEES HIRED ON OR AFTER NOVEMBER 19, 2010:

Regular full-time employees will earn/accrue vacation based on eligible years of service on the following schedule:

- 2 weeks of vacation in each of the first 5 years of service
- 3 weeks of vacation in each year after the 5th anniversary year of service

Full time employees in mid-level supervisory positions, team leaders, program directors, clinicians or equivalent:

- 3 weeks of vacation for first 10 years of service
- 4 weeks of vacation in each year after the 10th anniversary year of service

Executive Staff and Division Directors:

- 3 weeks of vacation in each of the first 5 years of service
- 4 weeks of vacation for 6 to 10 years of service
- 5 weeks of vacation in each year after the 10th anniversary year of service

Consistent with standard accounting practices, staff in the finance department is required to take five consecutive vacation days at least once per fiscal year.

Vacation requests must be submitted to your immediate supervisor in advance. The length of any vacation period taken at any one time cannot exceed three weeks. Exceptions must be approved by the Chief Operating Officer.

A maximum of seventy-five (75) hours may be carried beyond your anniversary date or end of employment. Any hours beyond this limit will be forfeited.

Monetary remuneration will not be given in place of earned/accrued vacation time except in the case of termination of employment. Employees terminating employment during the introductory period following hire will not receive payment of accrued vacation time.

This policy does not apply to staff in the School Therapeutic Support (STS).

Sick Leave

Full time regular employees are allotted 10 sick days per anniversary year. Regular part-time employees regularly scheduled to work at least 22.50 hours per week are allotted 5 sick days per anniversary year. Part time employees working less than 22.50 hours per week are not eligible to receive paid sick leave.

Employees of School Therapeutic Support (STS) will be allotted 5 sick days per anniversary year.

Sick days are accrued on a bi-weekly basis. Sick leave can be accumulated to a maximum of 30 days and may only be used for employee illness or if necessary, for illness of a dependent child. For routine appointments employees are required to use available personal or vacation time. Sick leave cannot be used in lieu of personal time or vacation time. Upon termination of employment, any unused sick leave will be forfeited.

Personal Days

Regular full-time regular employees will be allotted 3 personal days per anniversary year. Regular part-time regular employees regularly scheduled to work at least 22.50 hours per week will be allotted 1 personal day per year. Part time employees working work less than 22.50 hours per week are not eligible to receive paid personal days.

For employees of School Therapeutic Support (STS) will receive 1 personal days each year. Employees of the Therapeutic Nursery and Cornerstone Center will receive 4 personal days on their anniversary date.

Jury/Witness Duty

CCTC is committed to social responsibility. Should an employee be called upon to serve on a jury or as a witness, the employee should be aware of the following policy.

Employees will be granted time off with pay for mandatory jury duty. The employee is expected to report for work when doing so does not conflict with court obligations. It is the employee's responsibility to keep his or her supervisor informed about the amount of time required for jury duty.

Jury duty pay will be calculated at your base rate by the number of hours an employee would otherwise have worked on the day of absence. Written proof of serving jury duty must be provided in order to receive jury duty pay.

Employees must show the jury duty summons to their supervisor as soon as possible so that arrangements can be made to accommodate the absence.

Employees are expected to remit to CCTC any pay received for jury duty in exchange for jury duty pay. For part-time employees, this benefit will be pro-rated accordingly.

If an employee has been subpoenaed or otherwise required to testify as a witness or appear in any legal or administrative proceeding for non-work-related matters, the employee may use personal or vacation time.

The subpoena or document confirming the employee's obligation to appear in the proceeding should be shown to the supervisor as soon as possible after it is received so that operating requirements can be adjusted, where necessary, to accommodate the absence.

Bereavement Leave

Acknowledging and grieving a loss is part of the framework of our S.E.L.F model within the Sanctuary Model. In the event of a death of a member of an employee's immediate family, CCTC will grant up to three (3) consecutive regularly scheduled paid days off as bereavement leave for all full-time employees immediately upon start date; for part-time employees, benefits will be pro-rated accordingly.

If an employee wishes to take time off due to the death of an immediate family member, he or she should notify his or her supervisor as soon as possible. Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. With supervisor approval, an employee may use any available vacation and personal time for additional time off as necessary.

CCTC defines "immediate family" as your spouse/partner, child/step-child, parent/step-parent or parent-in-law, grandparent, brother or sister, brother-in-law, sister-in-law. This policy also extends to any relative residing in your household or someone in a *loco parentis* relationship.

Employees may take one (1) day of bereavement leave for other family members, including aunt, uncle, niece, nephew, and spouse's grandparents.

Maternity / Paternity Leave

After six (6) months of continuous employment, regular full-time employees are eligible for Maternity/Paternity leave of up to ten (10) days with pay. Regular part-time employees who work more than 22.5 hours per week are eligible for Maternity/Paternity leave of up to five (5) days with pay. Maternal / Paternity leave runs concurrent with leave under FMLA. Distribution of Maternity/Paternity pay occurs after regular hours are paid out.

Leave Under the FMLA

This policy contains basic information regarding the Family and Medical Leave Act (FMLA). If you have questions regarding your eligibility under the FMLA or whether your circumstances are covered by the FMLA, please contact Human Resources.

Definitions

1. "12-Month Period" means a rolling 12-month period measured backward from the date leave is taken.
2. "12-Month Servicemember Period" means a single 12-month period measured forward from the first day Servicemember Family Leave is taken.
3. "Eligible Employee" means an employee who has worked for the CCTC for at least twelve (12) months and at least 1,250 hours during the prior twelve (12) months.
4. "Child" means a child either under 18 years of age, or older than 18 who is incapable of self-care because of a disability, for whom the employee has actual day-to-day responsibility for care, including a biological, adopted, foster or step-child. For purposes of a son or daughter on Covered Active Duty or call to Covered Active Duty, or for Service member Family Leave, the child may be of any age.
5. "Covered Active Duty" means: 1) in the case of a member of a regular component of the Armed Forces, duty during the deployment with the Armed Forces to a foreign country; and 2) in the case of a member of a reserve component of the Armed Forces, duty during the deployment with the Armed Forces to a foreign country where they may become involved in military actions, operations, or hostilities against an enemy of the United States or against an opposing military force.
6. "Covered Service member" means: a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing recuperation for a serious injury or illness; or, b) a Veteran who is undergoing recuperation for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the Veteran.
7. "Next of Kin" means the nearest blood relative of a Covered Service member.
8. "Parent" means a biological parent of an employee or an individual who stood in place of a parent to an employee when the employee was a child.

9. "Qualifying Exigency" includes: a) notification of a call to covered active duty seven or fewer days from date of deployment (leave for this purposes may be used for up to seven calendar days beginning on the date the military member is notified of an impending call or order to covered active duty); b) military events and related activities, including post-deployment activities (e.g., official ceremonies, support programs, counseling, etc. related to covered active duty or a call to such); c) attending to childcare and school activities; d) attending to financial and legal matters; e) to attend certain counseling the need for which arises from the Covered Active Duty or call to Covered Active Duty status; f) to spend up to fifteen (15) days with a military member who is on short-term, temporary rest and recuperation leave during the period of deployment; g) to provide parental care and, h) any additional activities related to the call to covered active duty otherwise agreed to by the employer and employee.

10. "Serious Injury or Illness" means an injury or illness that was incurred by a member or Veteran of the Armed Forces in the line of duty while on active duty (or existed before the beginning of the member's active duty and was aggravated by service in the line of duty) and, in the case of a member, renders the member medically unfit to perform his or her duties, or in the case of a Veteran, manifested itself before or after becoming a Veteran.

11. "Serious Health Condition" means an illness, injury, impairment, or a physical or mental condition that involves a) inpatient care (overnight stay); or b) continuing treatment by a health care provider.

A serious health condition requiring continuing treatment by a health care provider includes:

(1) a period of incapacity of more than three consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition, that also involves (a) treatment two or more times, within 30 days of the first day of incapacity, unless extenuating circumstances exist, by a health care provider, by a nurse under direct supervision of a health care provider, or by a provider of health care services (e.g., physical therapist) under orders of, or on referral by, a health care provider; or (b) treatment by a health care provider on at least one occasion, which results in a regimen of continuing treatment under the supervision of the health care provider.

(2) periods of incapacity related to pregnancy or prenatal care, chronic serious health conditions, or certain permanent or long term conditions and

(3) a period of absence for certain conditions requiring multiple treatments.

12. "Veteran" means a person who served in the active military, naval, or air service, and who was discharged or released under conditions that were not dishonorable.

Basic FMLA Leave

Eligible employees may take up to a combined total of twelve (12) weeks of unpaid leave within a 12-Month Period for the following reasons:

1. Birth and/or care of a newborn Child of the employee;
2. Placement of a Child into the employee's family by adoption or by a foster care arrangement;
3. In order to care for the employee's Spouse, Child or Parent who has a serious health condition; or
4. A Serious Health Condition that renders the employee unable to perform one of the essential functions of the employee's position.

Accrued Vacation or other available paid leave options must be used concurrently with Basic FMLA leave. If no paid time is available, FMLA leave is unpaid. In either situation, the twelve (12) week FMLA period will begin upon commencement of the approved FMLA leave, whether paid or unpaid.

In the case of unpaid leave for the birth or placement of a child, intermittent leave or working a reduced number of hours is not permitted unless both CCTC and the employee agree.

In the case of unpaid leaves for serious health conditions, the leave may be taken intermittently or on a reduced hours basis only if such leave is medically necessary. If intermittent or reduced hours leave is required for a need that is foreseeable, CCTC may, in its sole discretion, temporarily transfer the employee to another job with equivalent pay and benefits that better accommodates that type of leave.

Military Family Leave

1. Eligible employees may also use the 12 workweek leave entitlement set forth above for a Qualifying Exigency while the employee's spouse, son, daughter, or parent is on Covered Active Duty or call to Covered Active Duty status (or has been notified of an impending call or order to covered active duty).
2. Eligible employees who are the Spouse, Child, Parent, or Next of Kin of a Covered Service member are entitled to up to 26 workweeks of leave during a single 12-Month Service member Period to care for a Covered Service member who incurred a serious injury or illness. Available leave not taken during the 12-Month Service member Period, which begins on the first day leave is taken, will be forfeited. No more than 26 weeks of leave may be taken in a single 12-Month Service member Period, and no additional extended leaves may be taken in other years for the same injury or illness.

Accrued Vacation or other available paid leave options must be used concurrently with Military Family Leave. If no paid time is available, leave is unpaid. In either situation, the twelve (12) week or (26) week period will begin upon commencement of the approved FMLA leave, whether paid or unpaid.

Spouses Employed at CCTC

If two spouses are employed by CCTC, their leave entitlements for Basic FMLA Leave and Military Family Leave shall be calculated as allowed by law.

Benefits During FMLA Leave

During the employee's FMLA leave, CCTC will continue to provide health insurance coverage under the same conditions as for employees who are not on FMLA leave. If the employee is eligible for paid time off, his/her portion of the insurance premium will be deducted from his/her paycheck in the usual manner. If the employee is on an unpaid FMLA leave, however, he/she will remain responsible for paying his/her portion of the insurance premium by the first day of the month in which it is due. Payments may also be made prior to the leave and must be submitted to Human Resources. Failure to pay premiums in a timely manner may result in a lapse of coverage.

The employee must make arrangements to pay all other benefits during a period of unpaid leave. If the employee does not make such payments, he/she will nevertheless be restored to the health insurance plan with no break in service upon return from leave; **however, he/she must repay CCTC for any additional expense incurred by CCTC for reinstating his/her coverage.** If he/she does not return to CCTC following an unpaid leave period, he/she may be required to repay any insurance premiums paid by CCTC during the leave, unless he/she does not return because of the presence of a serious health condition that prevents the employee from performing his/her job or circumstances beyond the control of the employee. If you have any questions about the application of this policy to your particular situation, contact Human Resources.

During a FMLA leave of absence, the employee will not accrue employment benefits, such as vacation pay and sick/personal pay, etc. Employment benefits accrued by the employee up to the day on which the FMLA leave of absence begins will not be lost. Also during the leave, the employee will not receive pay for holidays during a FMLA leave of absence.

Employees who return to work from a FMLA leave of absence before or on the business day following the expiration of the twelve (12) weeks are entitled to return to their job or an equivalent position without loss of benefits or pay. An employee who fails to return to work immediately following expiration of the authorized leave period may be considered to have voluntarily resigned where otherwise permissible under federal,

state, and local law. All leave taken under this policy, and leave for any other reason which could qualify under FMLA leave, will be designated by CCTC as FMLA leave to be counted toward the employee's leave entitlement under FMLA.

So that CCTC can properly prepare for the employee's return to work, we ask that he or she provides Human Resources with at least two weeks advance notice of the date the employee intends to return. When returning from a medical leave, the employee may be asked to submit to Human Resources a Fitness for Duty Certification indicating the ability to perform job duties.

Applying for FMLA and Completion of Certifications

Applications for FMLA leave should be submitted in writing to Human Resources. Applications should be submitted at least thirty (30) days before the leave is to commence, or as soon as possible if thirty (30) days' notice is not reasonably possible. Appropriate forms must be submitted to initiate FMLA leave and to return the employee to active status.

In addition to the leave of absence request form, you may be required to complete a medical certification form, which will need to be signed by your or your family member's health care provider. Likewise, if you are requesting Military Family Leave for a qualifying exigency or to care for a Covered Service member, you may be required to complete an appropriate certification and, if applicable, have it signed by the Covered Service member's health care provider. These forms are available from Human Resources. Failure to timely submit the form or submission of an incomplete medical certification form may be grounds for delay or denial of leave. **Misrepresentation of facts concerning the need for a leave of absence may result in disciplinary action, up to and including termination.**

It is CCTC policy to designate as FMLA leave any absence which is FMLA-qualifying, in accordance with applicable law.

Unpaid Personal Leave of Absence

CCTC provides employees the opportunity to request a leave of absence without pay to take time off from work to address significant personal and family obligations where an employee is not eligible for any other leave of absence.

Employees may request personal leave after having completed one year of continuous employment. The request should be submitted to the employee's supervisor promptly once the employee becomes aware of the need for a personal leave of absence.

Unpaid personal leave may be granted for a period of up to 30-days per "rolling" calendar year. Accrued paid time-off must be used first prior to taking any unpaid

personal leave of absence. Any request for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing consideration during the proposed period of the leave, and will be granted or denied at CCTC's sole discretion. The employee's immediate supervisor and the Chief Operating Officer must approve all personal leave requests.

Unless otherwise required by law, your health insurance benefits will end at the end of the month in which your unpaid personal leave begins. You will be offered the option to continue your medical benefits through COBRA. When you return from personal leave, you are eligible to re-enroll in our group medical plans effective the 1st day of the month following your return to active employment status. Benefit accrual, such as vacation time or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When an unpaid personal leave ends, every reasonable effort will be made to return you to the same position, if it is available, or to a similar available position for which you are qualified. However, CCTC cannot guarantee reinstatement.

If you fail to report your availability to return to work promptly at the expiration of the approved unpaid personal leave period, CCTC will assume you have voluntarily resigned your position and your employment will be terminated accordingly.

Military Leave

CCTC will comply with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and all applicable state laws regarding service in the uniformed services. To receive a military leave of absence, the employee must be absent from work because of uniformed service in the United States Armed Forces or Reserves, National Guard, Commissioned Corps of the Public Health Service, or any other category of persons designated by the President of the United States in time of war or emergency.

Employees should notify their supervisor in advance of any expected military leave of absence, unless military necessity prevents such notice or it is otherwise impossible or unreasonable for you to provide advance notice. Employees may use any accumulated sick, personal, or vacation time in lieu of unpaid leave. As required by USERRA, CCTC will provide the employee and their covered dependents with an opportunity to continue health insurance benefits based on the length of the employee's leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. Vacation time does not accrue during military leave and will only resume upon the employee's return to active employment with CCTC. The employee's time off from work for uniformed service will not count toward the employee's absenteeism record.

Upon the employee's return from a military leave, reinstatement/reemployment will be provided in accordance with USERRA and applicable state law. CCTC may, at its

discretion, may make adjustments and exceptions to this policy, as circumstances require and as permitted by law.

CCTC prohibits discrimination against any employee because of service in the uniformed services.

Donated Leave

CCTC recognizes that employees or their immediate family member may experience a critical or serious illness or injury that causes a significant hardship resulting in a need for additional time off in excess of their available paid time-off. CCTC also recognizes the desire of co-workers to assist these employees during their time of need. To support this process, eligible employees may voluntarily donate a portion of their vacation and personal time from their unused balance to their co-workers in need in accordance with the policy outlined below.

Qualifying Events:

Family Health Related Emergency – Critical or serious health conditions, as defined by this policy of the employee or an immediate family member.

Immediate family members - Includes a child defined as a biological, adopted, or foster child, stepchild, a legal ward, or a child of a person standing in loco parentis; a spouse, a domestic partner, a parent, or an individual who stood in loco parentis to an employee when the employee was a child.

Critical or Serious Health Condition:

- With respect to the employee, a serious illness or injury that is a life threatening condition or combination of conditions or a period of disability required by his or her mental or physical health including the health of the employee's fetus requiring the care of a physician or licensed health care provider who provides a medical verification of the need for the employee's absence from work for sixty (60) or more work days in a given calendar year period.
- With respect to an employee's immediate family member, a serious illness or injury that is a life threatening condition or combination of conditions or a period of disability required by his or her mental or physical health including the health of the family member's fetus, for sixty (60) or more work days in a given calendar year period, and requiring the care of a physician or licensed health care provider who provides a medical verification.
- The sixty (60) work days referenced above is calculated: (1) without reference to whether any paid or unpaid leave has already been used by the employee, and (2) can be calculated and taken intermittently according to a predetermined, approved schedule.

Eligibility to Access the General Donated Leave Bank

Employees who would like to make a request to access CCTC's Donated Leave Bank must meet the following criteria:

- The employee has completed at least one year of continuous employment with CCTC;
- The employee must have a regular employment classification that is eligible to accrue PTO;
- The employee must have exhausted all paid leave time, including vacation, sick, and personal time before being eligible to receive donated leave;
- Donated leave may not be used to supplement disability pay or workers' compensation payments;
- Donated leave may not be used to exceed the recipient's normally scheduled work hours per pay period and may not be used to cover overtime hours;
- The employee has not, in the two year period immediately preceding the employee's need for donated leave, been disciplined for chronic or excessive absenteeism, chronic or excessive lateness or abuse of time.

Eligibility to Donate to the Donated Leave Bank

Employees who wish to donate time to CCTC's Donated Leave Bank from their unused balance must meet the following requirements:

- Only personal time or accrued vacation time is eligible for donation
- Donation minimum – 7.5 hours
- Donation maximum – 37.5 hours or not more than 50% of your current balance (this could be prorated according to donor FTE), AND Donor must have a minimum of 37.5 hours of PTO remaining after donation.
- Employees are not permitted to donate vacation time less than one-month prior to their anniversary date each year.
- Employees who donate time must have sufficient time in their balance and will not be permitted to exhaust their balances due to the fact that they may experience their own personal need for time off.

- Employees cannot borrow against future vacation to donate.
- Employees who are currently on an approved leave of absence cannot donate vacation time.

General Guidelines

- Donation will be in hours, not cash equivalent
- Donation will be made to a central bank; not to specific individuals
- Donations must be voluntary; an employee shall be prohibited from threatening or coercing or attempting to threaten or coerce another employee for the purpose of interfering with rights involving donating, receiving or using donated leave time. Such prohibited acts shall include, but not be limited to promising to confer or conferring a benefit such as an appointment or promotion or making a threat to engage in, or engaging in an act of retaliation against an employee.
- All donations shall remain confidential and employees shall refrain from discussing who donated leave or the amount of leave time donated. Violation of confidentiality shall be subject to disciplinary action.
- Donations, once made, may not be rescinded.
- It is expected that employees who donate time off will not realize any income in connection with the donation, nor may the donated time be considered a “charitable gift” for income tax purposes. The donated time off will not be considered as time paid for the donating employee. Donated leave is treated as wage income that is taxed to the recipient when the recipient receives the payment and will be paid at the recipient’s regular rate of pay.
- An employee will not accrue paid time off while receiving donated time off.
- Employees who receive donated time off may receive no more than 480 hours (12 weeks) within a rolling 12 month period.
- Eligibility for donated leave will have no impact on FMLA eligibility or usage. FMLA eligibility and FMLA leave is determined separately from eligibility for and usage of donated leave; however, donated leave may be used concurrently with FMLA leave when applicable and in accordance with CCTC’s policy for use of other paid leave concurrent with FMLA leave.

Procedures

1. Employees who would like to make a request to receive donated time off are required to complete a Donated Leave Bank Request Form with supporting documents. Employees must submit medical verification from a physician or other licensed health care provider concerning the nature and anticipated duration of the Critical or Serious Health Condition.
2. Employees who wish to donate time to the Donated Leave Bank must complete a Donated Leave Policy Employee Donation Form.
3. All forms must be submitted to the Human Resources Director.

Approval

1. The initial Donated Leave Bank Request Form will be reviewed by Human Resources to ensure minimum eligibility requirements are met.
2. Decisions regarding receipt of donated time off will be made by the Chief Executive Officer and Human Resources Director.
3. If the Donated Leave Bank reaches a point where there is insufficient donated leave to cover the approved leave amount requested by one or more employees who meet the eligibility criteria set forth above, leave will be allocated equally across all recipients.
4. Decisions regarding the approval/allocation of donated time off are not subject to the Employee Grievance process.

HEALTH & OTHER BENEFITS

Group Benefits

Children's Crisis Treatment Center has committed significant resources to put together a benefits package designed to afford employees and their families the greatest possible protection at the most reasonable prices. As part of your Self Care Plan, we invite you to study the benefits carefully, including eligibility requirements and coverage. Detailed plan descriptions are available in the Human Resources Department.

Each year, CCTC offers eligible employees basic benefits as well as optional benefits, and allows you to select from a range of coverage levels. The benefits that CCTC is able to offer each year are dependent upon our financial resources, the market costs of benefits in a given year, and job status. These benefits may include Medical, Dental, Vision, Voluntary Life/AD&D, Voluntary Short-term Disability, Flexible Spending Accounts, Medical Bridge Plan and AFLAC.

CCTC currently pays a portion of monthly health benefit premiums. You may pay additional premium costs through payroll deductions based on benefit selected and dependent status. Benefit plans, costs, and our contribution towards these benefits will be reviewed annually and are subject to change.

Details of our health insurance plans are described in each plan specific Summary Plan Description (SPD). Contact Human Resources for more information about health insurance benefits.

Eligibility

Full-time employees working 37.5 hours are eligible to participate in all the insurance benefits offered by CCTC.

School Based Services Personnel are considered full time employees for Benefit eligibility purposes.

Regular part-time employees, regularly scheduled to work at least 22.5 hours per week, are eligible to participate in Medical, Dental, Voluntary Life/AD&D and Voluntary Short-term Disability plans, but not the Employer-Sponsored Life/AD&D and Long-term Disability plans.

Part-time employees who work less than 22.5 hours per week are not eligible for benefits.

All necessary benefit enrollment forms must be completed and submitted to Human Resources within 30 days of the first day of eligibility.

Specific eligibility criteria are contained in the plan documents for each plan. Generally, employees become eligible for or can make changes to the benefits described above upon:

- The 1st day of the month following 60 days after hire or placement into a position in which you become otherwise eligible for benefits
- A “qualifying life event”
- If you lose coverage somewhere else (proof of loss of coverage is required).
- Transition into a benefit eligible status
- At CCTC’s annual “Open Enrollment” period

Please consider your benefit elections carefully as all benefit plan elections, changes, and additions generally can only be changed during the annual “open enrollment” period, unless there is an eligible “qualifying life event.”

Eligible dependents include:

- Legal Spouse
- Unmarried dependent children, legally adopted children, step-children who reside with you, children for whom you/your spouse are a court-appointed legal guardian up to the age of 26.
- Domestic Partner

Eligible employees will receive Benefit Orientation information as your eligibility date approaches. At that time, all benefits, costs, and necessary enrollment forms will be explained in detail.

Retirement Savings Plan 403(b)

CCTC provides the opportunity to accumulate long term savings for retirement while benefiting from favorable tax treatment, through a 403(b) plan. This is a voluntary retirement savings program that offers eligible employees the advantage of making contributions from pre-tax earnings each pay period.

All full-time employees who have been employed by CCTC for at least 24 months and have reached their 21st birthday are eligible to participate in the plan. Details of participation and limitations are contained in the Summary Plan Description, which is available in the Human Resources Department.

Workers’ Compensation

CCTC provides a comprehensive workers’ compensation insurance program consistent with Pennsylvania Workers’ Compensation law. This program is intended to cover injury, accident, or illness an employee may sustain in the course and scope of employment that may require certain medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers’ compensation insurance provides immediate and on-going medical attention, if necessary. If an employee is unable to return to work,

workers' compensation insurance provides compensation benefits after a short waiting period.

If you sustain any work-related injury or illness, you must inform your supervisor and Human Resources immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. Failure to report a work-related injury, accident, or injury in a timely manner could affect eligibility for workers' compensation benefits.

Education Assistance

CCTC believes growth and change is vital for all members of the CCTC community. As a core principle of the Sanctuary Model, CCTC encourages all employees to embrace this tenet and to further their education, regardless of age, title or degree.

CCTC will, within budgetary constraints, provide tuition reimbursement to active employees in good standing up to \$1,500.00 per fiscal year, July 1 through June 30, to a maximum of \$6,000.00 during your employment at CCTC.

To qualify for Education Assistance, the following criteria must be met:

- The employee must submit an Education Assistance Request to his or her Program Director. All requests must be approved prior to beginning of the course.
- Courses must be, in CCTC's judgment, job related and relevant to the furthering of an employee's career development.
- Courses must be offered by an accredited college, university, business, technical or vocational institution. This will include "distance learning", defined as academic coursework that is completed outside of the traditional classroom environment and may take place via the internet, email, mail, etc., offered by an accredited university or college.
- The course(s) is to be taken when not in conflict with the employee's regular work schedule unless approval is obtained by the Program Director.
- The course must have been successfully completed with a minimum grade of B obtained
- Grades and payment receipts for the courses must be submitted within 30 days of completion.

When courses are taken at the undergraduate level, the amount reimbursed up to \$5,250 may not be considered taxable income under federal tax law. At the graduate level, all payments generally are considered taxable. The money that is reimbursed will be added to an employee's W-2 at year-end for all payments made in that calendar year. Current tax regulations will be followed.

Tuition assistance benefits do not cover expenses for registration, transcripts, travel, application, parking, late enrollment, deferred payment, lab, or miscellaneous items. Nor does this benefit cover grades below "B", "pass / fail", dropped, or incomplete courses.

Professional Personal Liability Insurance

All physicians employed by CCTC and those with whom CCTC contracts are required to carry their own professional liability (malpractice) insurance. Failure to provide documentation of coverage will result in suspension of services. All other employees are covered under CCTC's general liability policy while engaged in approved activities on behalf of CCTC.

PERFORMANCE DEVELOPMENT

Introductory Period

Every new employee will begin a period of growth and change as they go through an initial period of adjustment in order to learn about CCTC and about his or her new job. CCTC considers the first 60 days of employment to constitute an introductory period. During this introductory period, all employees will have an opportunity to find out if they are suited for, and feel comfortable in, their new position.

Additionally, the introductory period gives supervisors a reasonable period to evaluate your work performance.

During this time, employees will be provided with a combination of training and guidance from their supervisor, some self-learning, external resources, and/or other team members. Please note that employment may end at any time during this period if the supervisor concludes that the employee is not progressing or performing satisfactorily, or for any other reason consistent with applicable law.

At the end of the introductory period, the supervisor and the employee will discuss the introductory period expectations, learning objectives, and performance through a formal introductory period review. Under appropriate circumstances, the introductory period may be extended to address specific learning/training needs identified during the review.

Please note that either the employee or CCTC may end the employment relationship at-will at any time during or after the Introductory Period, with or without cause or advance notice.

Job Performance Appraisal

Consistent, objective appraisal of employee performance is essential to an employee's professional growth and integral to our accountability to the community and to funding sources. The purpose of appraisals is to let employees know how well they are performing their assigned job duties, and whether they have any performance problems. All employees will receive a performance appraisal on an annual basis. All new employees will receive a performance appraisal at the completion of their introductory period. An appraisal will also be given within 60 days after a transfer or a change in an employee's job classification. In addition, any employee placed on probation for unsatisfactory performance will receive a performance appraisal at the end of this probationary period.

Appraisals will be reviewed with the employee and his or her immediate supervisor. All appraisals will be in writing. All appraisals will be signed by the employee to acknowledge that the discussion occurred and your understanding of the issues discussed. You may also choose to draft an addendum to be added to the appraisal. A

copy of the appraisal (and any written response you may choose to submit) will be included in your personnel file.

Performance Development Counseling

CCTC is committed to administering equitable and consistent counseling where appropriate for unsatisfactory performance or conduct. Our own best interest lies in ensuring fair treatment of our employees and in making certain that counseling actions are equitable, prompt, uniform, and impartial. The major purpose of any counseling action is to correct the problem, prevent reoccurrence, and prepare you for satisfactory service in the future.

Although employment with CCTC is based on mutual consent and both employer and employee have the right to terminate employment at-will, with or without cause or advance notice, CCTC is committed to the use of progressive counseling and fair process to address unsatisfactory performance and conduct, at our discretion. By using progressive counseling in most cases, we hope to create a supportive work environment where many employee problems can be corrected at an early stage, benefiting both the employee and CCTC.

When we identify performance issues and/or workplace misconduct, corrective action may call for any of five steps — verbal warning, written warning, final written warning, suspension, or termination of employment. Depending on the severity of the problem, the number of occurrences, and other circumstances of each case, there may be instances when one or more steps are bypassed. We recognize that there are certain types of employee misconduct that are serious enough to justify severe discipline or termination of employment, without going through the traditional progressive counseling steps, and CCTC reserves the right to act as it deems appropriate under the circumstances presented in a given situation.

Orientation

Each new employee, volunteer, and intern is scheduled for orientation within the first 30 days of employment in order to receive an introduction to CCTC, our history, operations, personnel policies, and a review of employee benefits. During orientation, employees complete new-hire paperwork. In addition, employees will receive orientation to their departmental procedures. If interns or volunteers have a start date that does not coincide with a scheduled orientation, they must attend the next scheduled orientation.

Training

Employees are required to complete in-service training in specific areas each year. A schedule of in-service training will be distributed every six months for the designated period, and updated as additional training is added. Employees will be given sufficient notice of in-service training and program specific training, on-site and off-site, as it is offered and/or scheduled.

Certification, Licenses and Other Requirements

Employees will be advised by their supervisor if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for termination.

Continuing Education Credits

It is the responsibility of every professional licensed clinician to fulfill the annual educational requirements to maintain licensure in their discipline. Evidence of completion of Continuing Education requirements shall be supplied to the Human Resources Office by each professional licensed clinician.

Conferences and Seminars

CCTC encourages employees to attend local conferences, seminars, workshops and lectures for professional development. Attendance at conferences, seminars, workshops and lectures will be approved at the discretion of an employee's immediate supervisor and program director.

Each clinician is permitted three working days per year for professional conferences.

ON THE JOB

Employee Conduct

Using the Sanctuary Model as a guide, CCTC expects all employees and volunteers to follow the 7 Commitments of Sanctuary. These are:

- Nonviolence
- Emotional Intelligence
- Social Learning
- Open Communication
- Social Responsibility
- Shared Governance
- Growth and Change

These commitments are part of the fabric by which CCTC defines itself and, by extension, our employees. We encourage all members of the CCTC community to utilize these tenets in their daily interactions with clients, colleagues, and members of the community. These principles should shape the relationships we create and emanate through every facet of the work we do.

Every CCTC employee is expected to act in a professional, responsible, and courteous manner at all times; such behavior fosters a positive and productive working environment. Conversely, inappropriate or unprofessional behavior is disruptive and unproductive and is cause for discipline, up to and including immediate termination.

Of course, in the context of this Handbook, it is impossible for CCTC to identify all standards of conduct that are unacceptable. CCTC expects that employees act in a professional and courteous manner. We expect that employees will use common sense and good judgment in achieving this goal. However, it is the judgment of CCTC, and not that of any individual employee, that is the benchmark for what is acceptable and what is not. An employee's conduct is not made acceptable solely because the employee believes it to be. Nor may an employee excuse his or her conduct because this manual does not specifically prohibit the objectionable conduct. CCTC expects that employees recognize that inappropriate conduct, from rudeness to theft, is unacceptable. The ultimate determination as to what is inappropriate is left in CCTC's hands and sole discretion.

The following are some examples of workplace misconduct and behavior that may result in immediate termination of employment or other appropriate disciplinary action. This list is not exhaustive nor comprehensive and does not change the employment-at-will relationship between the employee and CCTC.

- Theft, breach of trust or dishonesty
- Willful violation of an established policy or rule

- Falsification of company records
- Gross negligence
- Insubordination
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Unauthorized absence from duty during regularly scheduled work
- Deliberate non-performance of work
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, business partner, or client of CCTC
- Unauthorized possession, use, or copying of any records that are CCTC property
- Unauthorized posting or removal of notices from bulletin boards
- Excessive unauthorized absenteeism or lateness
- Marring, defacing, or other willful destruction of any supplies, or equipment
- Failure to call or directly contact your supervisor when you will be late or absent
- Fighting, threatening comments or actions, or acts of threats or intimidation
- Intentional or reckless destruction of property belonging to CCTC or one of our clients, contractors, or employees
- Unauthorized possession or use of weapons while at work, on CCTC property, or on CCTC business
- Violation of CCTC's Substance Abuse Policy
- Violation of CCTC's Confidentiality Policy
- Gambling, or conducting illegal games of chance or possession of such devices
- Leaving the work premises without authorization during working time
- Sleeping during working time or billable hours

Business Ethics and Conduct

The successful business operation and reputation of CCTC is built upon the principles of fair dealing and ethical conduct of our employees as well as our commitment to social responsibility. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

CCTC will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

Problem Resolution

In CCTC's spirit of willingness to listen, CCTC believes in an open door policy. In order to have open communication, there must be mutual respect. We encourage employees to bring problems to their supervisor or any other member of management whom you feel can help; we, in turn, promise to listen to any concerns with respect and do our best to solve all problems.

CCTC has established a problem resolution procedure to allow employees an opportunity to voice any concerns they may have. The purpose of this policy is to provide you with an avenue for the identification and solution of any workplace problems in a consistent, fair, and professional manner.

In addition, all employees have the opportunity to use tools of the Sanctuary Model to resolve problems or conflicts. Because CCTC believes in Open Communication, any employee may initiate a 'P.E.E.R. Review', which invites all affected team members to meet and reconcile any issue. Any 'P.E.E.R. Review' must follow the established protocol and only be used to resolve conflicts that do not warrant discipline by the supervisor.

Informal Process

This informal process encourages resolution of work-related problems through honest and candid discussion between the co-worker, employee, and/or supervisor. Because CCTC values Open Communication and transparency, a write-up of this meeting will be kept in the employee's personnel file and a copy given to the employee.

Formal Process

Either the employee or CCTC may invoke the formal problem resolution procedure. The formal problem must be in writing and be submitted to the Human Resources Representative indicating that the informal process for resolving the dispute has not been successful.

The Human Resources Coordinator will call a meeting after receiving the written complaint. Persons invited to the meeting will be the employee(s) involved, and/or the employee's supervisor, and the Human Resources Representative. The CEO may be called to a meeting if there is no resolution with the parties involved and the Human Resources Coordinator.

A representative of the Board of Directors will be present only if the grievance involves the Chief Operating Officer or the CEO. If necessary, the Chief Operating Officer makes the final decision regarding outstanding concerns unless the matter involves the Chief Operating Officer or the CEO, in which case a representative of the Board of Directors will make the final decision.

Confidentiality and Non-Disclosure

The protection of confidential business information, business documents and practices is vital to the interests and the success of CCTC. Such confidential information includes, but is not limited to, the following examples:

Partner Information
Financial Information

Donor lists
Client Information

Grant Proposals	Pending projects and proposals
Technological data or prototype	Research & development strategies
Internal Confidential Communications	Vendor Information

You may only use Confidential Information in connection with the performance of your duties and in furtherance of CCTC's business interests.

It is essential that employees safeguard the confidential nature of information regarding CCTC's clients. Employees must use caution and discretion in using and sharing information. No employee shall disclose client information to outsiders, including other clients, third parties or members of one's own family, without authorization from their immediate supervisor.

The policy of confidentiality applies with equal force to client affairs. Any disclosure of confidential information may result in disciplinary action up to and including termination.

As an employee of CCTC, you have a duty to not disclose any such confidential information learned through your employment. This duty begins on your first day of employment with CCTC and continues indefinitely after employment separation. Any employee or former employee who breaches confidentiality will be subject to disciplinary action up to and including termination of employment, and/or appropriate legal action.

Limitations of Relationships

In keeping with standards for mental health practitioners, no employee shall reside or socialize with, employ or be employed by, provide housing or room and board within the confines of the employee's own domicile to, any client, or parent or guardian of client, awaiting or receiving evaluation and/or treatment from CCTC, or to any client discharged from CCTC unless one year has elapsed since the date of discharge. Any exception must have the approval of the Chief Operating Officer.

Attendance

Attendance and punctuality are important factors for your success with CCTC. All employees must arrive on time and be prepared to begin work at your scheduled time, pursuant to the requirements of your position. Personal issues requiring time away from work, such as doctor's appointments or other matters, should be scheduled during non-work hours, if possible.

If an employee must be absent or late to work, he or she must contact their immediate supervisor. Employees are excused from work only with the confirmation from their supervisor. Employees should do their best to contact their supervisor personally, circumstances permitting.

Absences due to illness of three consecutive days or more require a physician's fitness for duty statement upon return. CCTC reserves the right to request a doctor's note for absences less than three days, consistent with applicable law.

Excessive unexcused tardiness or absenteeism is subject to disciplinary action, which may include termination.

If you are absent for three days without reporting it, it is assumed that you have voluntarily abandoned your position with CCTC and your employment will be terminated.

Extreme Weather Conditions and Emergency Situations

Emergency Closings

If CCTC is unable to open because of weather or other conditions, employees will be notified by calling CCTC's answering service at (215) 496-0707. In such instances, employees will be paid for the day.

Weather Related Late Opening or Early Dismissal

Employees will be notified of late openings and instructions regarding service availability by calling the answering service at (215) 496-0707.

If CCTC is open and the employee is unable to come to work due to adverse weather/road conditions, the employee will be charged a personal or accrued vacation day in order to be paid for that day; employees may not use sick time without a note from their physician. Absence without pay will only be used when the employee has exhausted all of their personal and vacation hours.

In case of extreme or unusual weather conditions, it may be determined that late opening or early dismissal of some or all employees is necessary. In such instances, employees dismissed will be paid for the balance of the day.

Employees should see their supervisor for program specific procedures.

Job Posting

CCTC provides current employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. Job posting is a way to inform employees of openings and to identify qualified and interested applicants.

Job openings will be posted on CCTC's website remains open for at least 5 days. There may be situations when an external search will be done simultaneously with the internal posting process, especially when seeking a specific skill set for a particular position.

To be eligible to apply for a posted job, employees must have performed competently for at least 60 calendar days in their current position. Employees who have a written warning on file, or who are on probation or suspension are not eligible to apply for posted jobs and may only apply 6 months following any such action. Eligible employees should only apply for those posted jobs for which they possess the required skills, competencies and qualifications.

To apply for an open position, visit the 'Join Our Team" page on www.cctckids.org. Choose the listing that you are interested in. Complete the application and attach resume. In addition, the employee must submit a 'Letter of Intent' to their current supervisor and Human Resources informing the supervisor of the employee's intent on pursuing an employment opportunity within CCTC.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any limitations or other circumstances that might affect a prospective transfer may also be discussed.

Employee Referral Program

CCTC is committed to providing high quality, professional behavioral health services, and strives to maintain a strong core of skilled employees. CCTC believes that recommendations from our professional staff will generate high-quality candidates for open positions at CCTC.

Employee participation is the vital element in the success of this program and in creating a stronger workforce. Employees are encouraged to check job postings throughout the building and inform qualified individuals of job openings at CCTC.

Employees referring applicants who are hired by CCTC, and who remain employed for a period of nine months, will receive a referral incentive of \$200.00. All cash incentives are subject to tax withholding. Employees making the referrals must be actively employed at the completion of the nine-month referral period. To be eligible, referral sources must be noted on the application or communicated by the applicant at the initial stage of the interview process for employment and traced by the Human Resources Department.

Employment of Relatives

CCTC may hire relatives of employees. However, an employee may not directly supervise a family member or be in a position to influence terms or conditions of employment of the family member such as hiring, firing, pay, disciplinary action, promotion, or demotion.

CCTC reserves the right to transfer employees to other areas of the organization in instances that involve a working relationship with a family/household member. When

such a move is necessary, the employees will first be given the option to determine which employee will transfer, subject to available openings and CCTC's business needs. In all such circumstances CCTC reserves the right to reassign one or both employees in the manner deemed most appropriate by CCTC.

For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage, specifically including spouses, parents, children, grandparents, brothers, sisters, or corresponding in-laws.

Visitors

All visitors must sign in at the Reception desk. All visitors are required to wear a visitor's badge for identification purposes and are subject to supervisor approval. Visitors are not permitted at any offsite locations including clients' homes or schools. Children of CCTC employees may come to the main offices only with supervisor approval prior to the visit.

Outside Employment

CCTC has no objection to non-executive employees having another job as long as it does not interfere with the performance of his or her job within CCTC. CCTC will hold all employees to the same standards of performance and scheduling demands and cannot make exceptions for employees who hold outside jobs.

Executive staff of CCTC are recruited, employed and commissioned to fulfill specific program and administrative assignments. As such, executive staff may not be engaged in outside employment without first obtaining the approval of the CEO.

Volunteer Policy – Community Activities

As part of our commitment to social responsibility, CCTC encourages employee involvement in certain community activities. The time an employee spends participating in approved community activities during regularly scheduled work hours is compensable working time. Participation outside of regularly scheduled work hours is the employee's personal time and is not compensable time.

Supervisors' approval of compensable volunteer activities should be based on business considerations, job performance of the employee, as well as the individual's ability to fulfill the duties of the volunteer work. CCTC reserves the right to grant or deny any request to participate volunteer/community activities during regularly scheduled work hours, in its sole discretion.

Personal Appearance

A professional appearance reflects employee pride and promotes consumer confidence. Improper attire can be a distraction, project a negative image and influence employee performance.

CCTC maintains a business casual dress code policy. The agency considers it important that you dress appropriately for your position, job duties and in consideration of the children and families we serve. CCTC trusts that employees will use good judgment and present a neat and clean appearance at all times. On days when you do not have a meeting scheduled you may dress in neat, casual-like attire, and present an appearance appropriate to a professional environment, this includes permission to wear jeans.

Unless otherwise notified, Fridays are always designated as “Dress Down” days. Casual attire such as jeans, tee shirts and sneakers are acceptable.

The following is a sample of attire that is considered inappropriate for the workplace. These items are generally considered weekend or home leisurewear and not business attire. This list is not all-inclusive.

- Tops or bottoms that bare the abdomen, chest or back areas and visible undergarments.
- Clothing with words or pictures that may be considered offensive or racially/sexually demeaning are also prohibited.

These are minimum guidelines. If you are assigned to a location that has a stricter dress code policy you should adhere to that policy. Exceptions to this policy may be made due to specific job requirements, special events, reasonable accommodation, and for direct care staff involved in daily activities with children.

For safety it is recommended that direct care staff wear enclosed shoes. Exceptions to this policy must be approved by the Program Director or Team Leader.

Managers and supervisors are responsible for enforcing dress code standards in their areas of responsibility. This includes counseling employees whose appearance is inappropriate. Violations of the Dress Code will result in appropriate counseling/disciplinary action.

Notwithstanding the above, CCTC will make every effort to respect employee’s religious, ethnic, and cultural traditions regarding dress in a manner fully consistent with all applicable law, CCTC’s operational needs, and the safety of all employees.

Use of Equipment

Office equipment, including systems and software, are the property of CCTC, and are intended for business use only, in accordance with applicable law. Equipment is essential in accomplishing job duties and is often expensive and may be difficult to replace. When using CCTC property, you are expected to exercise reasonable care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment, software systems, machines, or tools appear to be damaged, defective, not working properly, or in need of repair. Prompt reporting of damages, defects, and the need of repairs could prevent deterioration of equipment and possible injury to yourself and others. Your supervisor can answer any questions about your responsibility for routine maintenance and care of equipment use on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

A supply of normal business-related items is maintained in the office. Employees may forward reasonable requests for supplies, including equipment, office furniture and file cabinets, to the individual responsible for purchasing supplies. Every effort should be made to control costs where possible.

You are responsible for all CCTC property, materials, or written information issued to you or in your possession or control. You must return all CCTC property immediately upon request or upon termination of employment. Where permitted by applicable laws, CCTC may withhold the cost of any items that are not returned from your check or final paycheck, when necessary. CCTC may also take all action deemed appropriate to recover or protect its property.

Use of Personal Vehicles

Personal vehicles may be used for Center business only in accordance with the following guidelines:

- Employees must have a valid driver's license issued by the state in which you reside. Employees that have recently moved to a different state must obtain a driver's license within sixty days of residence. A copy of the newly validated driver's license must be submitted to the Human Resources Department for any employee who uses a personal vehicle for CCTC business.
- Employees must carry their own personal automobile insurance which provides liability coverage limits of at least \$100,000/\$300,000 for Bodily Injury and \$25,000 for Property Damage. These limits are considered minimal coverage. Comprehensive/ACV is suggested.
- Renewals of personal automobile insurance must be submitted annually to the Human Resources Department.
- CCTC will not reimburse employees for the loss of equipment or accessories. Tickets for infractions or parking and all related expenses are strictly the responsibility of the employee and will not be reimbursed.
- In the event an employee is involved in an accident with his or her personal vehicle while on Center business, CCTC must be notified in addition to following the procedures established for notification required by your insurance carrier.
- CCTC shall not be held liable for any divergence from this policy.

Computer Software

CCTC purchases or licenses various copyrighted computer software programs necessary for the operation of CCTC. Neither CCTC nor any employee has the right to duplicate this software. Unauthorized duplication of computer software is a federal offense. Employees should use computers for business purposes only. Employees may not install any software without written approval. Any unauthorized use of computer software will be subject to discipline, up to and including termination, to the extent permissible by law.

Communications Systems

All communication systems are maintained to conduct the business of CCTC and may be monitored.

Telephone

Personal telephone calls must be kept at a minimum.

Employees should refer to a separate policy for recording calls other than local calls. A copy of the policy can be obtained from your immediate supervisor. Employees are required to pay for long distance personal calls.

Mobile Phones

Mobile phones that CCTC has provided must be used for business purposes only. Employees are not permitted to use a mobile phone or similar device provided by CCTC while operating a vehicle at any time, unless a hands-free device is used, and only where the user complies with all applicable law.

Employees are not permitted to use any mobile phone or similar device (whether or not the phone or device is provided by CCTC), while operating a vehicle in connection with CCTC business, unless a hands-free device is used, and only where the user complies with all applicable law.

U. S. Mail

Personal mail will not be metered/stamped by CCTC.

Internet & Electronic Mail

Personal use of CCTC-provided internet and electronic mail must be kept at a minimum, and should not occur during working time.

The equipment, services, and technology provided to access the internet remain at all times the property of CCTC. As such, CCTC reserves the right to monitor internet traffic,

and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

All internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of CCTC and, as such, is subject to disclosure to law enforcement or other third parties.

Data that is composed, transmitted, accessed, or received via the internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Abuse of internet access provided by CCTC in violation of law or CCTC policies may result in disciplinary action, up to and including termination.

Social Media

Generally, CCTC views social networking sites positively and respects the right of employees to use them as a means of self-expression.

For purposes of this policy, CCTC defines social media as the online technologies and practices that people use to share opinions, insights, experiences, perspectives, and information. Social media can take many forms including text, images, audio, and video and use technologies such as social media, blogs, message boards, wiki postings, chat rooms, vlogs, podcasts, YouTube, and other similar forms of online journals, diaries, or personal newsletters not affiliated with CCTC.

CCTC offers the following rules and guidelines for employees in the use of social media:

- Employees are prohibited from posting any proprietary and confidential agency information, including copyrighted information, marketing/business strategies, client, donor, and/or business partner lists, and Center-issued documents.
- Employees are prohibited from posting any statements or images that would be in violation of the CCTC's Anti-Harassment, Equal Employment Opportunity, Workplace Safety, Workplace Conduct, and other related policies.
- Employees must comply with all other Center policies with respect to the use of electronic communications, internet, and email.
- Employees are prohibited from giving the appearance of or identifying yourself as speaking on behalf of CCTC without authorization.

Personal use of social media should be limited to breaks and other non-working time.

As part of our business development strategy, CCTC may use social networking and blogging to convey information about CCTC's services, promote and raise awareness of our brand and special events, fundraising opportunities, and search for potential new partnership opportunities, communicate with employees and clients, issue or respond to breaking news and industry initiatives, and discuss business activities and events.

When using social networking, blogging, or other web-based forums on behalf of CCTC, CCTC must ensure that the use of these communications maintains our brand identity, integrity, and reputation while minimizing actual or potential legal risks, whether used inside or outside the workplace. Only authorized employees can prepare and modify content for CCTC's social networking efforts. Content must be relevant, add value, and aligned with our business goals and mission. Employees may be encouraged to use a personal social media account to promote CCTC. In these instances, the employee must obtain approval from our Communications department and any content must be in adherence with this policy. If you are uncertain about any information, material or conversation, discuss the content with your supervisor.

Be reminded that employees should have no expectation of privacy while using CCTC-provided electronic communication data and tools. In addition, you should have no expectation of privacy while using Social Networking media. Your postings can be viewed by anyone, including CCTC and our stakeholders. CCTC reserves the right to monitor comments or discussions about CCTC, our employees, partners, and the industry, including products and services posted by anyone, including both employees and non-employees, to the extent permissible by law.

The intent of this Policy is not to restrict the flow of useful and appropriate information, but to minimize the risk to CCTC and our employees.

Nothing in this policy should be interpreted to prevent, interfere with, or otherwise restrain an individual's legitimate exercise of his or her Section 7 activities under the National Labor Relations Act.

CCTC requests and strongly encourages our employees to report any violations or possible or perceived violations to your supervisor, Human Resources, or any member of the Management team. CCTC will promptly investigate and respond to all reports of violations of our social media policy and other related policies. Violations of our social media policy will result in disciplinary action up to and including termination of employment.

Media Access

Any media contact seeking comment or communication by CCTC should be directed to the Director of Marketing and Communications or the CEO. Employees are not permitted to speak on behalf of CCTC with any member of the media without the authorization of the Director of Marketing and Communications.

No Solicitation-No Distribution-No Access

Non-employees: Non-employees are prohibited from making unauthorized visits, solicitations, or distributions of any kind of materials on corporate premises.

Employees: Soliciting other employees for causes, collecting monies or contributions, or selling for any purpose during your working time or during the working time of the employee(s) being solicited, is prohibited. Distribution of materials, or directing others to distribute materials, including flyers, advertisements, petitions, brochures, etc., is prohibited at all times in working areas, and also is prohibited anywhere on CCTC premises during your working time or during the working time of any employee to whom the distribution is directed.

Bulletin Boards: CCTC maintains a number of bulletin boards. Bulletin boards contain legally required notices and notices pertaining to CCTC business. Posting of other material on the bulletin boards is strictly prohibited. Postings on bulletin boards must be approved and posted by the Human Resources Office. Please check your bulletin boards regularly.

Employment Separation

Reduction in Force

CCTC has every desire to maintain a stable and productive work force. However, a reduction in CCTC's work force may be warranted due to structural reorganization, change in business, the loss of a contract, or other considerations as determined by management. If CCTC determines that a reduction in force is warranted, employees laid off will be paid for any accrued, unused vacation days, if applicable.

Voluntary Resignation

Every non-supervisory employee is requested to give his or her supervisor at least two weeks' written notice of his or her intent to resign his or her position, although we realize that you are not required to do so. Employees in supervisory and management positions are requested to provide at least four weeks' written notice. This professional courtesy allows CCTC to assure a smooth transition of relationships with community partners and the orderly transfer of responsibilities.

Employees who do not provide the requested notice will be considered ineligible for rehire, and are not eligible for payment of accrued, unused vacation days, to the extent permissible by law.

If an employee resigns voluntarily without notice, he or she should be sent immediately to the Human Resources Department for an exit interview. If this is not feasible or appropriate, the supervisor must notify the Human Resources Department as soon as possible in order to process the employee's final wages and paperwork.

CCTC reserves the right to end an employment relationship immediately upon receiving notice of your employment resignation in certain circumstances. CCTC does not maintain a severance pay policy or a pay-in-lieu-of-notice policy. Accordingly, if CCTC accelerates the employee's last day of active work to a date prior to that designated by the employee in the resignation notice, the employee will only receive compensation until and including the employee's last day of actual work. CCTC does, of course, reserve the right to make exceptions to this policy and provide compensation in excess of that which it owes, as it determines appropriate in its sole discretion.

Exit Interview

When able, the Human Resources Department will schedule an exit interview with each employee who leaves CCTC, regardless of the reason. This interview allows employees to communicate their views on the work experience with CCTC and the job requirements, operations, and training needs. It also provides the employee an opportunity to discuss issues concerning benefits and insurance. The exiting employee may request that his or her supervisor be present at the interview.

At the time of the interview, employees are expected to return all CCTC property, such as credit and copy cards, keys, files, computer-related equipment and other CCTC property in his or her possession.