

EMPLOYEE HANDBOOK

FOR THE EMPLOYEES

OF

UNIQUE CARING FOUNDATION, INC.



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1.0 WELCOME

1.1 MESSAGE FROM THE EXECUTIVE DIRECTOR

I would like to take this opportunity to welcome you to The Unique Caring Foundation, Inc. I hope that your job will live up to your expectations, and your stay will be a rewarding one. I look forward to the opportunity of us working together to create a more successful company. Also, I want you to feel that your employment with Unique Caring Foundation, Inc. will be on that is mutually beneficial and gratifying to you.

The Unique Caring Foundation, Inc. is pleased to provide you with your “Employee Handbook” which outlines the personnel policies and practices currently in effect at The Unique Caring Foundation. I am sure that this handbook will be a helpful reference guide for you during your association with our company.

I ask that you take time to read our MISSION and SERVICE PHILOSOPHY statements so that you can help us embrace and accomplish the goals of our companies. I wish you the best of luck and success in your position, and hope that your employment relationship with our company will be a rewarding experience. I truly hope, along with our staff that your employment with us will be satisfying and one that you can take a great deal of pride in.

Finally, on behalf of the Board of Directors, our staff and I, we welcome you to The Unique Caring Foundation, Inc.

Sincerely,

Tyrone Miller
Executive Director

1.2 OUR MISSION

The Unique Caring Foundation, Inc. mission is to provide foster children with safe and caring homes and provide quality programs and services that will educate, assist and prepare them to live and compete in the 21st century global community.

1.3 SERVICE PHILOSOPHY

Individuals should have meaningful input into the design and planning of the services that they receive. We believe that the key to recovery is instilling hope and a positive sense of self-worth and outlook for the future, while focusing on the foster child's strengths and helping to empower them to fulfill a meaningful role in life. Our treatment and services are built around meeting the needs of the foster child(s) that we service. Our services are accessible, timely, consumer-driven, outcome oriented, culturally and age appropriate and are built upon what the foster child needs are as well as their strengths.

1.4 INTRODUCTION

An interesting and challenging experience awaits you as an employee of Unique Caring Foundation, Inc. We have written this handbook in order to answer some of the questions you may have concerning the policies of the organization. Please read it thoroughly and retain it for future reference. Should you have any questions regarding any policies, please ask the Director of Operations.

Questions relating to payroll or billing should be directed to the Clinical Supervisor and/or Finance Specialist.

1.5 DEFINITIONS

The term "employee" as used throughout this handbook means those employees employed by The Unique Caring Foundation, Inc.

The term "employment" as used throughout this handbook means your employment with The Unique Caring Foundation, Inc.

The term “organization” as used throughout this handbook means The Unique Caring Foundation, Inc.

The term “foster child” as used throughout this handbook means the person who is actually receiving care or service.

The term “case manager” as used throughout this handbook means the person who is actually supervises the care or service to the foster child. The case manager is an employee of Unique Caring Foundation, Inc.

The Term “probationary” as used throughout this handbook means the first 90 calendar days commensurable from the first date of employment.

1.6 NOTICES TO EMPLOYEES

This handbook is not a contract guaranteeing employment for any specific duration. Both you and The Unique Caring Foundation, Inc. have the right to terminate your employment at any time. No supervisor or another representative of the organization, other than the Executive Director and/or Director of Operations, has the authority to enter into any agreement for employment for any specified period or to make any promises or commitments contrary to the foregoing. Any employment agreement entered into by the Executive Director shall not be enforceable unless it is in writing and signed by both parties.

In drafting this Employee Handbook, we have avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to very awkward sentences, we have used the masculine pronoun. This use should be considered to refer to both genders.

1.7 CHANGES IN POLICY

The policies in this handbook are subject to change at the sole discretion of the organization. We strive to notify you of these changes by appropriate means. Changes will be effective on dates determined by the organization and you may not rely on policies that have been superseded. No supervisor or other representative of the organization have any authority to alter the foregoing. If you are uncertain about any policy or procedure, please check with the Director of Operations.

1.8 MEDIA COMMUNICATIONS

No employee shall make a public appearance, news release or public speech representing The Unique Caring Foundation, Inc., without specific knowledge and prior authorization of the Executive Director. An employee may not speak to the news media as an official or unofficial spokesperson for The Unique Caring Foundation, Inc. without prior clearance from the Executive Director. All inquiries from the media should be directed to the Executive Director. If an employee receives a media inquiry, he should respond “I have no authority to respond to your request and you should refer your question to the Executive Director.

1.9 SOCIAL MEDIA

Social media is defined as platforms such as Facebook, Twitter, Instagram, blogs and message boards. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy. Sharing confidential information and content through those platforms related to The Unique Caring Foundation, Inc. or to our foster children and/or foster parents, past or current, is prohibited. Any violations will be reviewed by the Executive Director and can result in disciplinary action.

Any posts on social media on behalf of The Unique Caring Foundation, Inc. are only allowed by the Executive Director or by those given explicit permission by the Executive Director.

2.0 EMPLOYMENT POLICIES

2.1 EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Unique Caring Foundation, Inc. provides equal employment opportunities to all employees and applicants without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related) or sexual orientation in accordance with applicable federal, state and local laws. In addition, the organization complies with applicable state and local laws

governing nondiscrimination in employment in every location in which The Unique Caring Foundation has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, and layoff, recall, and transfer, leaves of absence, compensation and training.

2.2 AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) requires an employer to provide reasonable accommodations for individuals with disabilities, unless it would cause undue hardship. A reasonable accommodation is any change in the work environment or in the way a job is performed that enables a person with a disability to enjoy equal employment opportunities.

If you require an accommodation, you must inform your supervisor that there is a need for an adjustment or change at work for a reason related to a disability. We will respond promptly and to the best of our ability to accommodate the needs of all employees.

2.3 DIVERSITY STATEMENT

The Unique Caring Foundation, Inc. fosters the idea that each one of its employees bring to our organization their differences and similarities. These are the things that bring value to our work culture and because of these differences and similarities we are building a powerful work force to reflect the diversity of our communities. In addition, we will build relationships with diverse suppliers, which will provide us with a strong catalyst to help bridge the diversity gap even closer in our business and our community.

2.4 CLASSIFICATIONS OF EMPLOYMENT

For purposes of salary administration and eligibility for overtime payments and employment benefits, the organization classifies its employees as follows:

- Full-time Regular Employees – Employees hired to work the organization’s normal, full-time, 32 hour or more work week on a regular basis. Such employees may be “exempt” or “non-exempt” as defined below.

- Part-time Regular Employees – Employees hired to work fewer than 30 hours per week on a regular basis. Such employees may be “exempt” or “non-exempt” as defined below.
- Temporary Employees – Employees engaged to work full-time or part-time on the organization’s payroll with the understanding that their employment will be terminated no later than upon completion of a specific assignment. (Note that a temporary employee may be offered, and may accept, a new temporary assignment with the organization and thus still retain temporary status.) Such employees may be “exempt” or “non-exempt” as defined below. (Note that employees hired from temporary employment agencies for specific assignments are employees of the respective agency and not of The Unique Caring Foundation, Inc.
- Non-exempt Employees – Under the FSLA Law, employees who are required to be paid minimum wage and overtime at the federal or state prescribed wage rate, whichever is higher.
- Exempt Employees – Under the FSLA Law, employees who are not required to be paid overtime, in accordance with applicable federal wage and hour laws, for work performed beyond forty hours in a work week.

2.5 PERSONNEL FILES

Unique Caring Foundation, Inc., maintains a personnel file on each employee. Current Employees may review their personnel file upon request and in the presence of authorized personnel. If you are interested in reviewing your file, contact the Director of Operations to schedule a time to come in.

To ensure that your personnel file is up-to-date at all times, notify the Director of Operations of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, the individuals to notify in case of an emergency, and so forth. An Employee Change in Status Notice will need to be filled out and signed.

2.6 EMPLOYMENT VERIFICATION AND REFERENCE CHECKS

All employment verification and/or reference request will be referred to the Director of Operations. The request will be conducted according to The NC Reference Checking Law: Article 43 B of Chapter 1 of the General statutes, which reads: Immunity from civil liability for employers disclosing information as long as the information is true and accurate. Requests for salary verification will be referred to The Director of Operations.

2.7 EMPLOYMENT OF RELATIVES

The Unique Caring Foundation, Inc. permits the employment of qualified relatives of employees so long as such employment does not, in the opinion of the organization, create actual or perceived conflicts of interest. For purposes of this policy, “relative” is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or “step” relation. The organization will exercise sound business judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are related by blood or marriage are permitted to work in the same organization facility provided no direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work within the “chain of command” of a relative such that one relative’s work responsibilities, salary, or career progress could be influenced by the other relative, except at the discretion of the Executive Director.
- No relatives are permitted to work in the same department or in any other positions in which the organization believes an inherent conflict of interest may exist, except at the discretion of the Executive Director.

This policy applies to all categories of employment at the organization, including regular, temporary and part-time classifications.

2.8 MOONLIGHTING/CONFLICT OF INTEREST

Employees may hold outside jobs as long as they meet the performance standards of their job with The Unique Caring Foundation, Inc. All employees will be judged by the same performance standards and will be subject to scheduling demands, regardless of any existing outside work requirements.

If it is determined that an employee's outside work conflicts or interferes with performance, safety or the ability to meet the requirements of the organization as they are modified from time to time, the employee may be asked to terminate the outside employment if he desires to remain with the organization.

Employees (including direct care staff) are prohibited from engaging in outside employment activities that are the same, substantially the same function and/or the same service type that they are employed to perform for The Unique Caring Foundation, Inc.

Employees of The Unique Caring Foundation, Inc. shall avoid conflict of interest and any conduct that may suggest the appearance of impropriety in the disbursement of State or Federal Funds.

If a potential conflict of interest arises, the employee must disclose the potential conflict to the Director of Operation immediately. Failure to report any conflict of interest can result to disciplinary action up to termination.

Further, the employee shall not vote on or participate in the solicitation, negotiation, formation, award, arbitration, modification, or settlement of any contract or grant when the employee stands to benefit, either directly or indirectly, from such contract or grant.

An employee is not deemed to benefit directly or indirectly from a contract or grant involving any State or Federal funds if he receives only the salary or stipend due to him in the normal course of employment with or service to The Unique Caring Foundation, Inc.

2.9 ASSURANCE OF CONFIDENTIALITY

Employees who have access to information (automated, verbal, written, experienced, and other) who provides service to any client receiving services

will be held to strict confidentiality, Clients receiving this service is protected by confidentiality regulations (10-NCAC 18D, APSM 45-1) as developed by the Division of and by the NC General Status 122C-51 through 56 which insures the privileged and confidential nature of the client information.

Violation of any of the regulations relating to the confidentiality of alcohol and drug abuse patient records may result in a fine of up to \$500 for the first offense and up to \$5,000 for subsequent offenses (Title 42 Public Health, Chapter 2 Subpart A, 408, 2/f) and/or potential termination of employment.

Failure to comply with the confidentiality regulations (10 NCAC 18D APSM 45-1) and NC General Statutes (122C-51 – 56) and the Federal regulations (42 CFR, Part 2) can be grounds for immediate termination by The Unique Caring Foundation, Inc.

2.10 JOB PERFORMANCE EVALUATIONS

All new and re-hired employees work on a probationary basis. The probationary period is intended to give employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The company uses this period to evaluate the associate's capabilities, work habits and overall performance. Either the employee or The Unique Caring Foundation, Inc. may end the at-will employment relationship at any time during or after the probationary period with or without cause or advance notice.

A written performance evaluation of each employee will be performed as follows:

- After the first 90 days;
- After the first 6 months;
- After the first 12 months;
- Then annually thereafter;

The evaluation will be conducted by your supervisor, manager or director, and will be reviewed with you. Any areas of specific achievement or need(s) for improvement, will be noted and discussed with you.

2.11 JOB POSTING – ADVANCEMENT AND PROMOTION

Job Posting will be posted on all bulletin boards at all The Unique Caring sites. Job postings will remain posted for 30 business days from the date of the posting. The Unique Caring Foundation, Inc. reserves its discretionary right not to post a position.

The Unique Caring Foundation's goal is to promote employees from within the current workforce whenever possible. Once a vacancy is established, you may apply for the job provided you are qualified for such advancement. Also, you must have been in your present job position at least 6 months and have a job performance of average or above.

In making advancement to a new position, the demonstrated ability and overall qualifications of the applicant will be considered. The final decision on applicants will be based upon the overall qualification of the applicant and the recommendation of the applicant's supervisor. If an employee is promoted, he will be evaluated after the 1st 90 days, then the 1st 6 months and at the 1st 12 months in the current position, and each year thereafter.

It is possible that an opening will occur that requires specialized skills and/or talents that do not currently exist within The Unique Caring Foundation, Inc. In such cases, the organization will hire someone from outside the present work force.

2.12 SEPARATION FROM EMPLOYMENT

An employee may be separated from employment voluntarily or involuntarily by retirement, resignation, lack of work, or termination.

2.13 RESIGNATION

Any employee who voluntarily resigns is expected to provide The Unique Caring Foundation, Inc. with advance written notice of no less than two weeks as is customarily done as a business courtesy. Failure to provide such notice may result in the employee not being eligible for rehire.

2.14 LAYOFF DUE TO LACK OF WORK

The Unique Caring Foundation, Inc. attempts to maintain a stable work force, however, business conditions sometimes change to a point that there is not enough work to keep all employees on the payroll. Should such a situation occur the work force may be reduced by lay off. The lay off will be determined by the number of employees over and above those needed to perform the work available. Lay offs will be determined by the ability of the affected employees to adequately perform the available work with a minimum of retraining. Length of service and non-medically related absences or tardiness may also be considered where relative ability is equal.

2.15 EMPLOYEE DISCIPLINARY PROCESS

As an organization's team member, employees are expected to accept certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that employees refrain from any behavior that might be harmful to themselves, co-workers, the organization, or that might be viewed unfavorably by current or potential customers or by the public at large. Employee conduct reflects on the organization. Employees are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that The Unique Caring Foundation, Inc. considers inappropriate include, but are not limited to, the following:

- Falsifying employment or other organization's records;
- Leaving a consumer during work hours unsupervised for any reason is strictly forbidden
- Violating the organization's anti-harassment policy;
- Soliciting or accepting gratuities from customers or clients;
- Excessive absenteeism or tardiness;
- Excessive, unnecessary, or unauthorized use of the organization's property and supplies, particularly for personal purposes;
- Reporting to work under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;

- Bringing or using alcoholic beverages on the organization's property or using alcoholic beverages while engaged in the organization's business off the organization's premises, except where authorized;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Theft of property from co-workers, customers, or the organization;
- Unauthorized possession of firearms on the organization's premises or while on business for The Unique Caring Foundation, Inc.;
- Disregarding safety or security regulations;
- Insubordination;
- Failing to maintain the confidentiality of the organization, customer, or client information, and;
- Excessive abuse of dress code policy;

Should an employee's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory based on violations either of the above or of any other organization's policies, rules, or regulations, the employee will be subject to disciplinary action, up to and including termination.

Before or during imposition of any discipline, employees may be given an opportunity to relate their version of the incident or problem at issue and provide any explanation or justification they consider relevant.

Where appropriate, a policy of progressive employee discipline will be followed by the Executive Director, Director of Operations and/or Clinical Supervisor. Major elements of this policy include:

1. **VERBAL REPRIMAND:** The first step in the organization's progressive disciplinary policy is the "verbal reprimand". This is a verbal warning to an employee that his conduct is unacceptable, and that repeated or continued failure to conform his conduct or performance to the organization's standards will result in more severe disciplinary action. Before receiving a verbal reprimand, an employee will be counseled by his supervisor and told what improvements are necessary and expected to correct any performance deficiency (s). The employee will be given a time table as to when the organization expects to see improvement of the deficiency (s). A record of the notice of the verbal reprimand may be made and retained in the employee's personnel file.

2. **WRITTEN REPRIMAND.** The second step is a “written reprimand.” This reprimand will describe the unacceptable conduct or performance of the employee and specify needed changes or improvements, within a time table that is specified by the organization. A copy of the written reprimand will be retained in the employee’s personnel file.

3. **TERMINATION.** The final step in the disciplinary procedure is the termination of the employee. If an employee fails to conform his conduct or performance to the standards required by the organization, The Unique Caring Foundation, Inc. may, in its sole discretion, terminate the employee’s employment.

Notwithstanding this progressive disciplinary procedure policy, the organization reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, eliminate any or all of the steps in the discipline process.

2.16 EXIT INTERVIEWS

Management may conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the company. During the exit interview, you can provide insights into areas for improvement for the company and your specific position.

2.17 RETURN OF ORGANIZATION’S PROPERTY

Any organization’s property issued to you, such as software, computer equipment, databases, passwords, files, pager, keys, cell phones, must be returned at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your final paycheck, and you will be required to sign a wage deduction authorization form for this purpose.

3.0 EMPLOYEE CONDUCT

3.1 ANTI-HARASSMENT POLICY

It is the policy of the organization to maintain a working environment which encourages mutual respect, and fosters respectful and congenial relationships between employees. Harassment in any manner or form is expressly prohibited and will not be tolerated by The Unique Caring Foundation, Inc. Accordingly, the organization's management is committed to vigorously enforcing this policy against harassment, including but not limited to sexual harassment, at all levels within The Unique Caring Foundation, Inc.

All reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Where harassment is determined to have occurred, the organization will immediately take appropriate disciplinary action, including written warnings and possible suspension, transfer and/or termination.

The Unique Caring Foundation, Inc. will not permit or condone any acts of retaliation against anyone who files harassment complaints or cooperates in the investigation of the same.

1. The term "harassment" includes but is not limited to unwelcome slurs, jokes, verbal, graphic or physical conduct relating to an individual's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related) or sexual orientation.
2. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:
 - a. Submission to such conduct is an explicit or implicit term or condition of employment.

- b. Employment decisions are based on an employee's submission to or rejection of such conduct; or,
 - c. Such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.
3. The term "harassment" may also include conduct of employees, supervisors, vendors and/or customers who engage in verbally or physically harassing behavior which has the potential for humiliating or embarrassing an employee of The Unique Caring Foundation, Inc.

A) COMPLAINT RESOLUTION PROCEDURE

The Unique Caring Foundation, Inc. provides its employees with a convenient and reliable method for reporting incidents of harassment, including sexual harassment. Any employee who feels that they have been or are being harassed, or discriminated against, is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. In most instances, the person is unaware that their conduct is offensive and when so advised can easily and willingly correct the conduct so that it does not reoccur. If the informal discussion with the alleged harasser is unsuccessful in remedying the problem, or if such an approach is not possible, the employee should report immediately the complained-of conduct to the Director of Operations or Executive Director.

B) CONFIDENTIALITY

All reports of harassment will be treated seriously. However, absolute confidentiality is not promised nor can it be assured. The organization will conduct an investigation of any complaint that requires limited disclosure of pertinent information to certain parties, including the alleged harasser.

C) INVESTIGATIVE PROCEDURE

Once a complaint is received, The Unique Caring Foundation will begin a prompt and thorough investigation. The investigation may include interviews with all involved employees, including the alleged harasser, and any employees who are aware of facts or incidents alleged to have occurred.

Once the investigation is completed, a determination will be made regarding the validity of the harassment allegations. If it is determined that harassment has occurred; prompt, remedial action will be taken. This may include some or all of the following steps:

1. Restore any lost terms, conditions or benefits of employment to the complaining employee.
2. Discipline the harasser. This discipline can include written disciplinary warnings, transfer, demotion, suspension, and termination.

If the harassment is from a vendor or customer, the organization will take appropriate action to stop the complained-of conduct.

C) DUTIES OF DIRECTORS, SUPERVISORS AND EMPLOYEES

All employees of The Unique Caring Foundation, Inc., both management and non-management, are responsible for assuring that a workplace free of harassment is maintained. Any employee may file a harassment complaint regarding incidents experienced personally or incidents observed in the workplace. The Unique Caring Foundation, Inc. strives to maintain a lawful, pleasant work environment where all employees are able to effectively perform their work without interference of any type and requests the assistance of all employees in this effort.

All the organization's directors and supervisors are expected to adhere to the organization's anti-harassment policy. All directors and supervisors are responsible for doing all they can to prevent and discourage harassment from occurring. If a complaint is raised, directors and supervisors are to act promptly to notify the Director of Operations. The Director of Operations will promptly notify the Executive Director. At this time, Director of Operations may proceed with an investigation. If a director or supervisor fails to follow this policy, they will be disciplined. Such discipline may include termination.

3.2 VIOLENCE IN THE WORKPLACE POLICY

It is the intent of The Unique Caring Foundation, Inc. to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for customers and others with whom we do business. The organization has zero tolerance for violent acts or threats of violence.

The Unique Caring Foundation, Inc. expects all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any employee or company property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any employee who commits or threatens to commit a violent act against any person while on organization's premises that employee will be subject to immediate discharge. If an employee, while engaged in organization's business off the premises, commits or threatens to commit a violent act, that employee will be subject to immediate discharge.

Employees within the organization share the responsibility in identification and alleviation of threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their supervisor or a member of management.

Employees must assume that any threat is serious. If you as an individual feel threatened and need protection, do not hesitate to report the situation to your supervisor, Director of Operations and/or Executive Director immediately. Any threat reported to a supervisor and/or Executive Director should be brought to the attention of Director of Operations. The Director of Operations will carefully investigate all reports and report findings to the Executive Director. Employee confidentiality will be maintained to the fullest extent possible.

3.3 EMPLOYEE SAFETY AND HEALTH

It is the policy of The Unique Caring Foundation, Inc. to provide its employees a safe and healthy workplace and to follow procedures aimed at safeguarding all employees. Accident prevention and efficiency in production go together; neither should be given priority over the other.

Safety is everyone's responsibility. The Clinical Director, Supervisors, Director of Operations and Executive Director is expected to devote the time and effort necessary to ensure the safety of employees at all times.

RESPONSIBILITIES OF THE EMPLOYEE INCLUDE:

- Obeying the safety rules;
- Supervisor, consumer(s) during assigned work hours
- Following safe job procedures. Not taking short cuts;
- Keeping work areas clean and free from slipping or tripping hazards;
- Using prescribed personal protective equipment (as appropriate);
 - Immediately reporting all equipment malfunctions to your supervisor, Director of Operations and/or Executive Director;
 - Using care when lifting and carrying objects;
 - Observing restricted areas and all warning signs;
 - Knowing emergency procedures;
 - Reporting unsafe conditions to your supervisor, Director of Operations and/or Executive Director;
 - Promptly reporting every accident and injury to your supervisor;
 - Following the care prescribed by the attending physician when treated for an injury or illness.
 - Attending all employee safety meetings;
 - Participating in accident investigations, serving on safety committee or other loss control activities as needed; Failure to observe these guidelines may result in disciplinary action, up to and including termination of your employment.

3.4 WORKPLACE ACCIDENTS

No matter how insignificant an injury may seem at the time of occurrence, you should notify your supervisor, Director of Operations and/or Executive Director immediately of any workplace accident or injury.

3.5 DRUG FREE WORKPLACE POLICY

The policy of The Unique Caring Foundation, Inc. is to maintain a drug free workplace. As a condition of continued employment, all the organization's employees must comply with this policy. The term "workplace" is defined as the organization's property, any organization sponsored activity, or any other site where the employee is performing work for The Unique Caring Foundation or representing the organization. The term "drug" as used in this policy includes alcoholic beverages and prescription drugs, as well as illegal inhalants and illegal drugs and/or controlled substances as defined in schedules 1 through V of the Controlled Substances Act, 21 U.S.C. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located, including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), crack and amphetamines. An employee who engages in an activity prohibited by this policy shall be subject to disciplinary action, up to and including immediate termination of employment.

- Prohibited activities under this policy include the possession, use, sale, attempted sale, distribution, manufacture, purchase, attempted purchase, transfer, or cultivation of drugs, as defined above, in the workplace, as defined above. Employees are also prohibited from being at the workplace with a detectable amount of drugs in their system. However, the use and/or possession of prescription drugs, when taken as directed and obtained with a valid prescription, shall not be a violation of this policy.
- Also, in an effort to continuously provide a safe, efficient and productive work environment, The Unique Caring Foundation can require random drug testing. If there is reasonable suspicion of drug use, the employee will be asked to provide a urine, hair or any other means of drug sampling that the organization deems necessary to determine, if any, illicit or illegal drugs or alcohol is evident in his system.
- This policy is not intended to replace or otherwise alter the obligation of the company to comply with requirements of the U.S. Department of Transportation or any other federal, state or local agency that regulates drug testing administration or a particular industry.

3.6 NON-FRATERNIZATION

The Unique Caring Foundation, Inc. desires to avoid misunderstandings, actual or potential conflicts of interest, complaints of favoritism, possible claims of sexual harassment, and the employee morale and dissension problems that can potentially result from romantic relationships involving managerial employees and other employees in the organization.

- Accordingly, Directors, Supervisors and Executive Director are discouraged from fraternizing or becoming romantically involved with one another or with any other employee of the organization. Additionally, all employees, both managerial and non-managerial, are discouraged from fraternizing or becoming romantically involved with other employees, when, in the opinion of the organization, their personal relationships may create a conflict of interest, cause disruption, create a negative or unprofessional work environment, or present concerns regarding management, safety, security, or morale.
- An employee involved with a Supervisor or the Executive Director or fellow employee should immediately and fully disclose this to the Director of Operations, so that a determination can be made as to whether the relationship presents an actual or potential conflict of interest. If an actual or potential conflict exists, the organization may take whatever action appears appropriate according to the circumstances, up to and including transfer or discharge. Failure to disclose facts may lead to disciplinary action, up to and including termination.
- All employees should also remember that The Unique Caring Foundation, Inc. maintains a strict policy against unlawful harassment of any kind, including sexual harassment. The organization will vigorously enforce this policy consistent with all applicable federal, state, and local laws.

3.7 GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURE

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, and communication, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to your employment with the organization, you should follow the procedure described here for bringing your complaint to management's attention.

STEP I

Talk to the person that you are having the issue (s) with. Document your conversations, and work to try to find a good solution

If you are not satisfied:

STEP 2

Talk with your supervisor, and work with him/her to find a good solution. The supervisor has 5 business days to resolve the grievance or complaint

If you are still not satisfied:

STEP 3

Talk to Director of Operations, and the Director of Operations will hear and facilitate the process. If after 5 business days and the Director of Operations cannot resolve the grievance or complaint, he/she may create a special "Grievance Committee" to hear your concerns or complaints. At this point the Director of Operations, will make the Executive Director knowledgeable of the grievance or complaint. The QA/QI Committee will hear your concerns or complaints and they have 5 days to try and find a good solution.

If you are still not satisfied:

STEP 4

The Director of Operations will help you file a grievance with The Unique Caring Foundation, Inc. QA/QI Committee will hear your concerns or complaints, and they have 5 business days to try to find a good solution.

If you are still not satisfied:

STEP 5

File a grievance with The Unique Caring Foundation, Inc. Board of Directors. The Director of Operations can also tell you how to contact the Board of Directors. After The Board receives your grievance, they will notify you within 5 business days of receipt of your concerns. They will assist in finding a solution to resolve your concern or complaint within 15 business days.

The Unique Caring Foundation, Inc. does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the organization from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where The Unique Caring Foundation, Inc. deems disciplinary action appropriate.

4.0 EMPLOYEE TRAINING & CREDENTIALS

The Unique Caring Foundation, Inc. provides in-house and out source training for its employees to complete all mandatory training (s). The training (s) are mandatory in which every employee who provides a service to the client must be trained within the 1st 30 calendar days of employment in the following modules:

- Initial orientation
- Policies and Procedures
- Client Rights
- Corporate Compliance
- Code of Ethical Conduct
- Customer Service
- Health and Safety
- Emergency Procedures
- Workplace Violence
- Specific Population served, as applicable
- Interviewing skills, as applicable
- Incident Reporting

- Preventing Disease Transmission
- Blood Borne Pathogens
- First Aid and CPR, as applicable(retraining is dependent on expiration date)
 - Except as permitted under 10A NCAC 27G .5602(b) of this Subchapter at least one employee shall be available in the facility at all times when a client is present. That employee shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red cross, the American Heart Association or their equivalence for relieving airway obstruction.
- North Carolina Interventions: Parts A (NCI), as applicable
- Preventions and Alternative to Restrictive Interventions.
- HIPAA, Confidentiality
- Person Centered Planning, as applicable
- Medical record documentation, as applicable
- Heimlich Maneuver or other, as applicable
- Medication Administration, as applicable
- Seizure Management, as applicable
- Cultural Awareness
- Safety procedures
- Specific job responsibilities
- Reducing physical risks

An exception for an employee to not attend training (s) will be made if the employee can provide current certificates of the training (s) to the Director of Operations as appropriate, i.e. CPR.

Also, the employee is required to have the following documents and credentials completed and returned to the Director of Operations within the 1st 30 calendar days of employment:

- a) Physical Examination
- b) Automobile Declaration Page
- c) Copy of High School Diploma or BA/BS Degree.

30 calendar days prior to the expiration of an employee's training (s), it is their responsibility to check the training schedule (s) and let the Director of

Operations know when they will be taking the class or classes so that their training (s) will not expire. The ONLY trainings, documents and credentials that **are exempt** from expiration are:

- CORE Trainings
- Physical Examination
- Orientation
- High School Diploma or BS/BA Degree

If an employee is found in violation of these training standards, their ability to provide service (s) is subject to suspension until their training requirements are in compliance.

5.0 HOURS OF OPERATION AND BREAK POLICIES FOR OFFICE STAFF

5.1 HOURS OF OPERATION

By being ready, willing and able to service our consumers efficiently, while competing fairly in the marketplace, the organization's office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday.

5.2 BREAK POLICIES

The Director of Operations and Clinical Supervisor will arrange a 30 minute non-paid lunch period for non-exempt employees. Non-exempt office employees will be allowed to take paid break time up to 15 minutes (on the clock) as follows: Breaks must be taken within the confinements of the office.

Work less than 4 hours	None
4 hours up to 7.50 hours	One
8.0 Or more	Two

For every three (3) additional hours a non-exempt employee works in a day in excess of an eight (8) hour shift, that non-exempt employee is entitled to receive another 15 minutes paid break.

No formal rest breaks for exempt employees are scheduled.

5.3 PAY PERIOD BEGINS AND ENDS AND PAY DAY

The organization's 1st pay week begins on the first day of the month and ends on the fifteenth day of the month and the 2nd pay week begins on the sixteenth day of the month and ends on the thirtieth or thirty-first day of the month.

All employees will be paid on (the fifteenth and thirtieth or thirty-first) day of the month. For paydays falling on a Saturday or holiday, you will be paid the prior business day. For paydays falling on a Sunday, you will be paid the following business day. If you are absent on payday and someone else is to pick up your check, it will not be released without a signed, handwritten note from you authorizing the named person to pick it up. The person designated to pick up your check will be asked to produce identification satisfactory to management; otherwise, your check will not be released. Any deviations from this procedure must have prior approval from the Director of Operations. **All pay checks can be picked up after 3:00 PM on pay day unless the request is approved by the Director of Operations.**

Vacation pay will be paid on the regular pay cycle. If you resign, final settlement of services or wages will be made no earlier than the next regular pay cycle, or in accordance with state law, whichever is sooner.

If you are terminated, you will be issued a check on the next regular payday, or in accordance with applicable state law, whichever is earlier.

5.4 ABSENTEEISM AND TARDINESS

The Unique Caring Foundation, Inc. expects all employees to assume diligent responsibility for their attendance and promptness because reporting to work as scheduled is an essential part of an employee's job and is required by the organization to ensure our continued ability to provide excellent customer service. If you are absent and or tardy, or if you produce substandard work, then we all pay the price by losing the confidence of the individuals that the organization we work with (customers).

It is extremely important that you be punctual in your arrival for work at the beginning of the workday or shift to which you are assigned, because our

consumers are depending on you – the employee. If you know that you will be absent or late arriving for work, notify your supervisor or Director of Operations personally or by voice mail no later than two hours before your scheduled start time. In the event of a disabling sickness or accident occurs while performing your duties, notify your supervisor or Director of Operations immediately.

If you are absent for three or more consecutive workdays, a statement from a physician may be required before you will be permitted to return to work. In such instances, the organization also reserves the right to require you to submit to an examination by a physician designated by The Unique Caring Foundation, Inc. at its discretion.

Unexcused or excessive absenteeism or tardiness may be grounds for disciplinary action, up to and including termination. If you are absent for three or more consecutive business days and fail to properly report your absences, this will be considered a resignation of your position and you will be terminated for abandonment of your job.

An absence is defined as a failure to report to work. For purposes of this policy, the following are not considered absences:

- Approved PTO
- Approved Bereavement
- Work Related Injuries/Illnesses
- Jury Duty
- Approved Leave of Absence
- Approved Military Leave of Absence

5.5 EMERGENCY OFFICE CLOSING

It is the policy of The Unique Caring Foundation, Inc. that offices be open during normal working hours in order to provide the service our clients and customers require and expect from us. The organization has the sole discretion in determining if the office is to be closed in the event of inclement weather, power or other utility failure, fire, flood, earthquake, or some other emergency.

The Unique Caring Foundation, Inc. realizes its obligation to employee's physical well-being and strives to maintain a safe place for employees to work. The occasional emergency situation that may arise needs to be handled efficiently and calmly. Your supervisor and/or Director of Operations will advise employees of procedures to be followed when offices are closed because of inclement weather or when emergencies arise during the day. If the office is closed for a full day or more, the employees will not be paid, but they will have the option to use any accrued but unused paid time off. If they elect they can make this time up within the same pay period when the office is not regularly scheduled to be open, providing that the employee is a non-exempt employee.

5.6 TIME SHEETS

Each employee will be expected to keep a time sheet that will be approved by the supervisor. Each employee must sign his time sheet. Any discrepancy related to the timesheet should be resolved by the supervisor before transmittal to the payroll agency/company. All time sheets must be submitted each Friday. If you are not going to be in the office on Friday, it is still the employee's responsibility to make sure that their time sheets are submitted to payroll. There are **NO** exceptions to this policy

5.7 OVERTIME FOR NON-EXEMPT EMPLOYEES

The organization's work week is Monday through Friday, and it should be recognized that overtime and additional work other than that which is regularly scheduled might be required.

Overtime will be paid to eligible, **non-exempt employees** in accordance with applicable state law and The Federal Fair Labor Standard Act (FLSA). The pay for regular overtime will be at the federal or state prescribed wage rate, whichever is higher.

All overtime must be authorized prior to its occurrence by your immediate Supervisor or Director of Operations. All overtime should be clearly noted on your time sheet and should be initialed by your immediate supervisor or Director of Operations.

5.8 EXEMPT EMPLOYEE DEDUCTIONS OF SALARY:

Exempt employees are paid on a salary basis and, in general, must be paid their full salary for any week in which they perform work. Their salary may be lawfully deducted in the following circumstances.

1. Exempt employees who are absent for at least a full day for personal reasons other than sickness or disability will not be paid for that day unless they have accrued paid time off under organization's PTO policies.
2. Exempt employees who are absent for at least a full day because of sickness or disability will not be paid for that day unless they have accrued paid time off under companies' PTO policies or they may work any other day that the office is closed, but it must be approved by their supervisor or Director of Operations.
3. Employees who are absent from work for jury duty, or military leave may have their salaries deducted by the amount of payment they receive in the form of jury fees, witness fees, or military pay. Their salary will not be deducted by the number of hours or days they are absent unless they perform no work during a given week.
4. If an employee violates a safety rule of major significance, his or her salary may be deducted in an amount to be determined by the company as a penalty for that violation.
5. Employees may be suspended without pay for other types of workplace misconduct, but only in full day increments. This refers to suspensions imposed pursuant to a written policy applicable to all employees regarding serious misconduct including but not limited to workplace harassment, violence, drug and alcohol violations, legal violations, etc. The possibility of such unpaid suspensions is hereby incorporated into all such policies.
6. Employees who work less than forty hours during their first and/or last week of employment will be paid a proportionate part of their full salary for the time actually worked.
7. Employees who take leave under the Family and Medical Leave Act will not be paid for that time unless they have accrued paid time off under the company's paid time off policy. Their salary will be reduced by the hours missed, even if it is less than a full day.

This policy is subject to applicable law. The Unique Caring Foundation, Inc. will follow the state law regarding deductions of exempt employee's salaries if the state law is more favorable to employees.

5.9 PROHIBITED DEDUCTIONS/COMPLAINT PROCEDURE

Any salaried exempt employee whose salary is deducted in violation of this policy will be reimbursed. If you feel your salary has been unlawfully deducted, please notify your supervisor immediately. The employee will not be penalized in any way for making such a complaint.

This policy is intended to implement solely The Fair Labor Standard Act (FLSA) regulatory requirements, and will be applied and modified as necessary in accordance with such requirements, and is not to be considered any type of contract.

5.10 WAGE AND SALARY

Wage rates and salaries vary according to your qualifications and previous work experiences, and a successful, stable work record. Rates for one particular job or classification cannot be compared as being relative to any other. Any wage increase or adjustment in pay will be awarded on an individual basis dependent upon your performance and your overall contribution to the organization's profitability.

6.0 OPERATIONS POLICIES

6.1 APPEARANCE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image of the organization. During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their position: the following are the guidelines for our employees' appearances:

- Earrings and Body Piercing; Earrings: no more than 2 earrings per ear;

- Body Piercing: Other body piercing that is visible at work is not acceptable. This includes, but is not limited to tongue, nose, eyebrow, cheek, hands, fingernails and navel.
- Facial Hair: Mustaches, goatees and beards are allowed, provided that they are neat, trimmed and groomed.
- Hair: Hair must be clean and neat, moderately styled and conservative in color.
- Make-up and Fragrances: Make-up must be conservative and not excessive. Fragrances (or body odor) which may be considered over-powering and offensive are not acceptable.
- Tattoos: Tattoos which may be considered offensive should not be visible during work hours.
- Dress wear:
 - A) No tight fitting skirts, shirts, shorts, jeans, slacks, dresses, blouses, etc. will be allowed
 - B) No low cut shirts, blouses, tops, etc., will be allowed
 - C) No offensive slogan tee shirts will be allowed
 - D) No spaghetti strap tops or sleeveless tops will be allowed
 - E) Footwear: Can include sandals, sneakers/tennis shoes

Employees who appear for work inappropriately dressed can be sent home and directed to return to work in more suitable attire. Non-exempt employee's pay can be docked if sent home to change. It is the discretion of supervisor and/or Director of Operations, and/or Executive Director in determining whether or not employees are in compliance with this policy. Items not specifically addressed by this policy will be addressed by your supervisor and/or Director of Operations on a case by case basis. Any violation of these guidelines may result in disciplinary action up to and including termination.

Friday has been designated as an optional "dress down/jean day." Acceptable Friday dress may include polo shirts, casual pants, jeans (no rips, tears, or patches), casual skirts/shorts, and sneakers/tennis shoes.

Employees should seek clarification regarding the appropriateness of dress from their supervisor and/or Director of Operations.

6.2 PERSONAL PHONE CALLS AND VISITORS:

During business hours, you are requested to keep personal calls to an absolute minimum. No long distance or toll calls such as directory assistance, other than organizational business calls, are to be made from the organization's telephones. If it is absolutely necessary that you make a toll call from work, you must charge it to your personal calling card or home number. Telephone records are subject to periodic review by the Director of Operations.

Personal visits of friends and family members to the worksite are discouraged. In the event that you do have a personal visitor, they must sign in and out at the receptionist area.

6.3 USE OF COMMUNICATION SYSTEMS

It is the intent of The Unique Caring Foundation, Inc. to provide the communication systems necessary to conduct business. Employees are expected to adhere to proper use of all communication systems. These include but are not limited to the Telephone, Electronic Mail (E-Mail), Facsimile, Internet, Corporate Intranet, Voice Mail, Computer Terminals, Modems and Systems Software. Employees are permitted use of agency property and must comply with organization's policies and procedures regarding its use.

The communication systems are owned and operated by The Unique Caring Foundation, Inc. and are to be used for the business of the organization. Employees should have no expectation of privacy of any correspondence, messages or information in the systems.

The organization reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of corporate correspondence, and are subject to the same internal and external regulation, security and scrutiny as any other corporate correspondence. E-Mail communications must be written following customary business communications practices as is used in the organization's correspondence. E-Mail communications are official internal organization communications, which may be subject to summons in legal proceedings. Work-related messages should be directed to the affected employee(s) rather than sending a global message to all employees unless expressly authorized by management.

The Unique Caring Foundation, Inc. communication systems shall not be used as a forum to promote religious or political causes, or an illegal activity. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation are also prohibited on the organization's communication systems.

Employees shall not attempt to gain access to another employee's personal communications system and messages. The organization, however, reserves the right to access an employee's messages at any time, without notice to the employee.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

6.4 INTERNET CODE OF CONDUCT

Access to the Internet has been provided to office staff members for the benefit of the organization and its clients. It allows employees to connect to information resources around the world. Every office staff member has a responsibility to maintain and enhance the organization's public image, and to use the Internet in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting the organization's public image, the following guidelines have been established for using the Internet.

a) ACCEPTABLE USE OF THE INTERNET

Employees accessing the Internet are representing the organization. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Internet Relay Chat channels may be used to conduct official organization business, or to gain technical or analytical advice. Databases may be accessed for information as needed. E-Mail may be used for business contacts.

b) UNACCEPTABLE USE OF THE INTERNET

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-company business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the organization network or the network of other users. It must not interfere with your productivity.

c) COMMUNICATIONS ON INTERNET

Each employee is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language may be transmitted through the system. Employees who wish to express personal opinions on the Internet are to use non-Company Internet systems.

d) SOFTWARE

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads require prior management approval.

e) COPYRIGHT ISSUES

Office Staff members while using the Internet may not transmit copyrighted materials belonging to entities other than The Unique Caring Foundation, Inc. One copy of copyrighted material may be downloaded for use in research. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright of license agreements may result in disciplinary action from The Unique Caring Foundation, Inc., up to and including termination, or legal action by the copyright owner.

f) SECURITY:

All messages created, sent or retrieved over the Internet are the property of The Unique Caring Foundation, Inc., and should be considered public information. The organization reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. You cannot change your computer password without permission from your Director of Operations or Executive Director.

g) HARASSMENT

Harassment of any kind is prohibited. Messages with derogatory or inflammatory remarks about an individual or group's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation will not be permitted.

h) VIOLATIONS

Violations of any guidelines listed herein may result in disciplinary action, up to and including immediate termination. If necessary, The Unique Caring Foundation, Inc. will advise appropriate legal officials of any illegal violations.

6.5 CUSTOMER RELATIONS

The Unique Caring Foundation, Inc. strives to consistently provide consumers with a product and service that is of exceptional quality and value.

In order to realize our commitment to excellent customer service, we expect the following from each of our employees:

- Provide courteous service in a prompt and efficient manner.
- Establish and maintain positive relationships with Foster children, foster parents, licensing agencies, placement agencies and authorizing entities by gaining their trust and respect through professional, honest interaction and performing job duties during assigned work hours.
- Handle complaints quickly and professionally, never argue. If you are unable to resolve the complaint with satisfaction, review the situation with your supervisor or Director of Operations.

Communication should be handled in a straight forwarded professional manner whether in person, or over the telephone.

Always remember that you are The Unique Caring Foundation, Inc. to foster children, foster parents, licensing agencies, placement agencies and authorizing entities and our reputation and the consumers' perception of the organization is attributed to each employee.

6.6 GIFTS AND FAVORS

No employee shall solicit or accept for personal use, or for the use of others, any gift, favor, loan, gratuity, reward, promise of future employment, or any other thing of monetary value that might influence, or appear to influence, the judgment or conduct of an employee in the performance of their job.

Employees can accept occasional unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or cultural events, holiday baskets, flowers, etc.), so long as the gifts or favors have a market value under \$50. This amount is customary in the industry, and do not influence or appear to influence the judgment or conduct of the employee. Please discuss any exceptions to this amount with your supervisor and/or Director of Operations.

Employees are not to give, offer, or promise directly or indirectly anything of value to any representative of a foster child or a potential foster child, a vendor or potential vendor, financial institution or potential financial institution with whom the organization has or may have a business relationship.

6.7 SOLICITATIONS AND DISTRIBUTION OF LITERATURE

It is the intent of the organization to maintain a proper business environment and prevent interference with work and inconvenience to others from solicitations and/or distribution of literature.

Group meetings for solicitation purposes, distributing literature, circulating petitions in work or sales areas is prohibited unless it is approved by the Director of Operations or the Executive Director as a Company-sponsored event. The following guidelines will apply throughout the Company, and there will be **NO** exemptions.

- Employees will not engage in any solicitation of other employees for any purpose whatsoever during working hours or in work areas.
- The organization's facilities may not be used as a meeting place that involves solicitation and/or distribution of literature.
- In order to maintain good customer relations and preserve the professional work environment, employees may not wear any insignia, badge, or button on their person, (except for "I have Voted Sticker) nor display any insignia, badge, or button on their desk or in their work area, excluding professional designation awards.
- Director of Operations will approve and post all information that is displayed on the organization's bulletin board or make available for review or distribution to employees.
- Trespassing, soliciting or distributing literature by non-employees is prohibited on the organization's premises.

6.8 COMPANY PROPERTY

In an effort to ensure the safety and welfare of employees and invitees, the organization reserves the right, on reasonable suspicion that organization's policy is being violated, to conduct searches or inspections which includes, but is not limited to, employee's work area, desks, and any other property located on the organizations premises or work sites. Entry on organization's premises or work sites constitutes consent to searches or inspections.

6.9 WEAPONS

It is the intent of The Unique Caring Foundation to provide a safe and secure workplace for employees, clients, customers, visitors and others with whom we do business. The organization expressly forbids the possession of firearms on the organization's property. The Unique Caring Foundation, Inc. has "zero tolerance" for possession of any type of weapon, firearm, explosive, or ammunition. The Unique Caring Foundation, Inc. property includes, but is not limited to, all organizational facilities, vehicles, and equipment, whether leased or owned by The Unique Caring Foundation, Inc. or its client. In addition, firearms in employee-owned vehicles parked on organization's property are strictly forbidden.

The possession of firearms on company property may be cause for discipline including immediate termination of employment. In enforcing this guideline, The Unique Caring Foundation, Inc. reserves the right to request inspections of any employee and their personal effects, including personal vehicles while on the organization's premises. Any employee who refuses to allow inspection will be subject to the same disciplinary action as being found in possession of firearms.

Employees within the organization share the responsibility of identifying violators of this guideline. An employee who witnesses or suspects another individual of violating this guideline should immediately report this information to their supervisor and/or Director of Operations.

6.10 SMOKING

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in the organization's offices and facilities is strictly prohibited, this includes electronic cigarettes. You should familiarize yourself with those areas throughout the premises where smoking is either permitted or prohibited. For your convenience, these areas have been marked clearly. Because the organization may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Please contact the Director of Operations if you have any questions regarding the smoking policy. Complaints regarding violations of this policy may be filed under the organization's complaint procedure, which is described elsewhere in this section of the handbook.

6.11 TRAVEL

The Unique Caring Foundation, Inc. reimburses employees for the expenses of travel, including the cost of transportation, meals, lodging, and compensation when appropriate, provided such travel is approved and performed in the course of conducting The Unique Caring Foundation, Inc. business.

Activities that normally justify the reimbursement of travel expenses include the attendance at business meetings, conventions, and seminars or other selected educational functions related to the employee's job.

Common carrier transportation will be utilized for trips, provided suitable scheduling is available. Employees are expected to exercise prudence in their selection of local transportation to their destination. When practical, employees are expected to use their personal car for short distance travel.

All employees normally are expected to travel coach or economy class and to stay and eat in moderately priced establishments while traveling on for the organization's business.

This travel policy does not apply to employees while performing their daily job functions.

6.13 PERSONAL VEHICLES

Employees may use their personal vehicles on official company business provided prior approval has been obtained from their supervisor or Director of Operations. A mileage rate or a reimbursement rate based on acceptable and current organization's guidelines may be paid to an employee who uses his personal vehicle on official agency business. Minimum insurance requirements as specified by the company's insurance carrier must be in effect at the time the employee's personal vehicle is used and the employee may be required to provide proof of insurance.

7.0 LEAVE OF ABSENCE POLICIES

7.1 FAMILY AND MEDICAL LEAVE OF ABSENCE (FMLA)

The Unique Caring Foundation, Inc. grants family and medical leave of absence to "eligible employees" for the following:

1. The birth of an employee's child or to care for the newborn child;
2. The placement of a child with the employee for adoption or state-approved foster care;
3. The care of an employee's spouse, child, or parent ("family member") who has a serious health condition; or;

4. The employee's serious health condition which prevents the employee from performing any one essential function of the employee's position.

A serious health condition is an illness, injury, impairment or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider.

7.2 ELIGIBLE EMPLOYEE

An active full-time or part-time employee is eligible for family and medical leave under The Family and Medical Leave Act of 1993 (FMLA). The Act provided that on the date the employee requests leave:

1. He has been employed for The Unique Caring Foundation, Inc. for at least 12 months;
and
2. He has worked 1,250 hours during the 12- month's period immediately preceding the commencement of the leave.

7.3 LENGTH OF LEAVE

An eligible employee is entitled to a total of 12 work weeks of unpaid leave within a 12- month period. The amount of leave available to an employee will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the first date of leave. Leave taken for the care of a newborn child or placement for adoption or foster care must be taken as an uninterrupted, continuous leave of absence and must be taken within 12-months of the birth or placement of the child. If both a husband and wife are employed by The Unique Caring Foundation, Inc., are eligible for leave, except for leave due to the employee's serious health condition, the two may take a combined total of 12-weeks. Intermittent leave or a reduced schedule may be approved for the employee's serious health condition or a family member's serious health condition where medically necessary and where the need for such leave is best accommodated through such scheduling. An employee requesting intermittent leave/reduced schedule may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time position if such a position better accommodates the need for intermittent leave/reduced schedule.

7.4 SUBSTITUTION OF PAID LEAVE

An employee taking family and medical leave due to the employee's serious health condition must substitute all unused paid time off, and short-term salary continuation, if applicable, before continuing leave on an unpaid basis. An employee taking leave for reasons other than an employee's own serious health condition must exhaust all paid time off before continuing leave on an unpaid basis. Any family and medical leave, whether paid, unpaid, or a combination thereof, will be counted toward the 12-week leave entitlement.

7.5 WORKER'S COMPENSATION AND FMLA

With some exceptions, an absence related to a workers' compensation injury is not counted against an employee's family and medical leave entitlement. If an employee who was injured on the job and as a result who suffered a "serious health condition" declines the offer of a medically-approved "light duty" position, the employee should notify The Unique Caring Foundation, Inc. that he chooses to exercise his family and medical leave rights, if he is so eligible. If the employee accepts the "light duty" position in lieu of any family and medical leave or returns to work with 12 weeks after the date of the injury, the employee will retain his right to be restored to the same or an equivalent position until 12 weeks have passed unless a decision or event not related to the employee's leave of absence occurs which results in the termination of the employee or the elimination of the job position.

7.6 EMPLOYEE NOTIFICATION REQUIREMENTS

If an employee expects to take family and medical leave, the employee must notify the Director of Operations of the intention to take leave at least 30 days in advance of the expected leave. Following proper notification, the employee must complete a Leave of Absence Request form and provide any required medical certification.

If the need for leave is not foreseeable, the employee must provide notification of leave to the Director of Operations as soon as is practicable under the circumstances. An employee's failure to provide 30 days advance notification for foreseeable leave may result in a delay of leave.

7.7 MEDICAL CERTIFICATION

An employee who takes leave for the employee's serious health condition or to care for a family member with a serious health condition must submit to the Director of Operation written medical certification of the need for such leave from the applicable health care provider. Failure to provide the certification in a timely may result in a delay of leave. The Director of Operations may request a second or third medical opinion at The Unique Caring Foundation, Inc. expense for verification of an employee's serious health condition. The opinion of the third health care provider, who is approved jointly by The Unique Caring Foundation, Inc. and the employee, shall be final and binding on The Unique Caring Foundation, Inc. and the employee. In addition, while the employee is on leave, The Unique Caring Foundation, Inc. may require the employee to provide periodic recertification of the employee's medical condition (not to exceed once every 30 days) and The Unique Caring Foundation, Inc. may inquire as to the employee's intentions to return to work.

An employee on uninterrupted, continuous leave due to the employee's own serious health condition will be required to provide a job-related medical certification of fitness before the employee is allowed to return to work. Failure to provide this certification may result in the delay or denial of job restoration.

The same health care benefits coverage provided to an employee on the day prior to taking family and medical leave will be maintained for up to the 12-weeks or as required by law, provided the employee continues to pay any required contribution for benefits. Employees who are on leave are responsible for making their periodic payment of the required contribution to The Unique Caring Foundation, Inc. at the following address:

***THE UNIQUE CARING FOUNDATION, INC.
ATTENTION: BENEFITS GROUP
5500 EXECUTIVE CENTER DRIVE
SUITE 118,
CHARLOTTE, NC 28212***

Upon completion of the 12-week leave, or if an employee fails to return to work at the end of the leave, a loss of coverage will occur, and continuation of health care coverage would be offered through COBRA. An employee

who does not return from leave may be required, under certain circumstances provided by the Act, to reimburse The Unique Caring Foundation, Inc. for any employee contributions paid by The Unique Caring Foundation, Inc. while the employee was on unpaid leave.

While on leave, an employee must continue to pay the employee's contributions for any applicable benefits which would otherwise be automatically deducted from the employee's wages (e.g., health & supplemental life, dental/vision short term/long term insurances and 401(K) loans). Contact the Director of Operations for details regarding employee contributions and/or loan payments.

The period of time an employee is on family and medical leave will be treated as continued service for purposes of vesting and eligibility to participate under any available pension or retirement plan. Absences due to leave will not be counted as time worked for the purpose of seniority or computing vacation, sick leave or personal days.

7.8 JOB RESTORATION

An employee will be returned to the same or an equivalent position when the employee returns from family and medical leave, with no loss of benefits accrued prior to leave. An employee who does not return to work at the end of an authorized leave is subject to termination of employment. In the event an employee's position with The Unique Caring Foundation, Inc. is affected by a decision or event not related to the employee's leave of absence, e.g., job elimination due to a reduction in force, the employee will be affected to the same extent as if he was not on leave.

Certain "key employees" as defined under The Family and Medical Leave Act of 1993 may not be eligible to be restored to the same or an equivalent position after leave if doing so would cause substantial and grievous economic injury to the operations of the assigned company. The Unique Caring Foundation, Inc. will notify such employees of their "key employee" status and the conditions under which job restoration will be denied, if applicable.

7.9 QUESTIONS ABOUT FAMILY AND MEDICAL LEAVE

If you have any questions about your rights or responsibilities under this policy, contact the Director of Operations.

The Unique Caring Foundation, Inc. will comply with all applicable federal, state and local laws in administering this policy.

CONTINUATION OF BENEFITS:

7.10 MILITARY LEAVE OF ABSENCE

A leave of absence without pay for military or reserve duty is granted to full-time or part-time employees. If an employee is called to active military duty or to the reserve or National Guard training, or if an employee volunteers for the same, the employee should submit copies of military orders to his supervisor and/or Director of Operations as soon as possible. The employee will be granted a military leave of absence without pay for the period of military service, in accordance with applicable federal and state laws. If the employee is a reservist or a member of the National Guard, the employee is granted time off without pay for required military training. The employee may, however, use any accrued but unused Personal Time Off. Eligibility for reinstatement after military duty or training is completed is determined in accordance with applicable federal and state laws.

7.11 PERSONAL NON-FMLA LEAVE OF ABSENCE

If you have been with the company for 6 months (determined from the employee's hire date) and the employee have a medical condition that requires them to be away from work, they may be eligible for a leave of absence. An unpaid medical leave may be granted for up to 30 calendar days upon certification of your illness by your physician and written documentation from the employee to the Director of Operations. Should your recovery require additional time, a leave may be renewed for 30 additional calendar days, pending medical certification. Such requests will be reviewed by the Director of Operations. In determining if a leave will be granted or extended, several factors will be considered, including, but not limited to:

- a) The reason for the leave
- b) Current business conditions at the time of the request
- c) The employee's work record and tenure

Employees must use any available sick or vacation pay days concurrently with this medical leave. If the employee does not return to work at the expiration of their leave, their employment will be terminated. While every effort will be made to hold the employee's position during the leave of absence, there are no job reinstatement rights associated with this leave of absence.

The Unique Caring Foundation, Inc. will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as personal time off, do not accrue during non-FMLA periods of leave.

Employees returning from a personal leave due to an illness or injury must provide a job-related release from their health care provider indicating their ability to perform the functions of their job. Any restrictions must be noted on the release.

Employees on an authorized personal leave of absence may not perform work for any other employer that is considered by the organization to be an actual or potential conflict of interest.

7.12 EDUCATIONAL LEAVE OF ABSENCE

Employees who want to continue their education in preparation for added responsibilities with The Unique Caring Foundation, Inc. may be granted an educational leave of absence.

Requests for a leave of absence or any extension of a leave should be submitted in writing to the employee's supervisor and/or Director of Operations 30 days prior to commencement of the leave period, or as soon as is practicable. The Director of Operations, will recommend approval or denial. All employees on approved leave are expected to report any change

of status in their need for leave or their intention to return to work to The Director of Operations.

Employees on educational leave will be required to use all accrued personal time off days while on leave before going unpaid. The organization will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as paid personal time off days, do not accrue during periods of leave.

Employees on an authorized educational leave of absence may not perform work for any other employer that is considered by the organization to be an actual or potential conflict of interest.

It is possible that an employee returning from an educational leave of absence may not be returned to the same job position that they held before taking leave. If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave time, the employee will be considered to have voluntarily terminated employment with the organization.

7.13 PUBLIC SERVICE LEAVES OF ABSENCE

Employees who want to accept temporary employment in federal, state, or local government or with an organization devoted to community service may be granted a leave of absence.

Requests for a leave of absence or any extension of a leave should be submitted in writing to the employee's supervisor and/or Director of Operations 30 days prior to commencement of the leave period, or as soon as is practicable. The Director of Operations will recommend approval or denial. All employees on approved leave are expected to report any change of status in their need for leave or their intention to return to work to the Director of Operations.

Employees on public service leave will be required to use all accrued personal time off days before going unpaid. The company will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee

continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as paid personal time off days, do not accrue during periods of leave.

Employees on an authorized public service leave of absence may not perform work for any other employer that is considered by the organization to be an actual or potential conflict of interest.

It is possible that an employee returning from a public service leave of absence may not be returned to the same job position that they held before taking leave. If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave time, the employee will be considered to have voluntarily terminated employment with the organization.

7.14 BEREAVEMENT LEAVE

If a death occurs in the family of a full-time or part time employee, the employee will be compensated for time lost from his regular work schedule in accordance with the following guidelines. The employee will be granted up to three days off from work in the event of the death of a spouse, child, parent, sibling or comparable step relation; up to two days in the event of the death of a grandparent, father-in-law, mother-in-law, son-in-law, or daughter-in-law; and one day in the event of the death of an uncle, aunt, niece, nephew or cousin. Request for bereavement leave should be made to your immediate supervisor and/or Director of Operations.

7.15 JURY DUTY AND WITNESS LEAVE

If a non-exempt full-time or part time administrative office employee is summoned to jury duty, the company encourages you to accept and fulfill your civic duty in your community. The employee must also provide a copy of the summons to their supervisor and/or Director of Operations. A non-exempt full-time or part time employee will be paid the difference between the actual hours scheduled to work up to a maximum of 8 hours for full time or 4 hours for part time for each day served for a maximum of 2 weeks. To receive pay from The Unique Caring Foundation, Inc., the employee must provide a statement certified by an account officer as to the dates and hours that the employee had served as juror.

All employees are allowed unpaid time off if summoned to appear in court as a witness. To qualify for jury or witness duty leave, an employee must submit to his supervisor and/or Director of Operations, a copy of the summons as soon as it is received. In addition, proof of service must be submitted to the employee's supervisor, manager or director when the period of jury or witness duty is completed.

7.16 WORKERS' COMPENSATION INSURANCE

To provide for payment of employee medical expenses and for partial salary continuation in the event of work-related accident or illness, employees are covered by worker's compensation insurance provided by The Unique Caring Foundation, Inc. based on state regulations.

The amount of benefits payable and the duration of payment depend upon the nature of the employee's injury or illness. All medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law.

If an employee is injured or becomes ill on the job, the employee must immediately report such injury or illness to his supervisor and/or Director of Operations. This ensures that the organization can help obtain appropriate medical treatment. An employee's failure to follow this procedure may result in the appropriate workers' compensation report not being filed timely in accordance with the law, which may delay benefits in connection with the injury or illness. Questions regarding workers' compensation insurance should be directed to the Director of Operations.

8.0 EMPLOYEE BENEFITS AND SERVICES

8.1 HOLIDAYS

In observance of the following seven (7) holidays, the main office will be closed:

New Year's Day
Martin Luther King, Jr. Day
Memorial Day
Independence Day

Labor Day
Thanksgiving
Christmas Day

In addition, staff will have the option to take off either Good Friday/Easter Monday.

8.2 Paid Time Off (PTO)

All full time administrative employees **ONLY** (not Direct Staff Employees), after working a 90 day probationary period, will earn Paid Time Off (PTO). This PTO will be provided for employees to be away from work due to vacation, illness, or other personal requirements.

Paid Time Off is accrued as follows:

- 1-2 years of employment service determined from the first date of employment:
 - **8 days (64 hours) of PTO**
- 3-5 years of employment service determined from the first date of employment:
 - **10 days (80 hours) of PTO**
- 6 & more years of employment service determined from the first date of employment:
 - **11 days (88 hours) of PTO**

You may not carry over PTO time from year to year. PTO must be taken within your anniversary dates. Employees are able to take PTO in 4 hour increments. If you leave the organization, you will be paid for accrued but unused vacation computed at the rate of pay earned upon separation provided you give two weeks written notice and are not being terminated for misconduct.

So that we may schedule work and plan for business requirements, employees should give as much notice as possible in scheduling PTO time. If there are conflicting dates, preference will be given to the employee who has the most seniority. A more junior employee who already has an approved PTO, will not, however, be bumped by a more senior employee.

The Unique Caring Foundation, Inc. encourages employees to take at least five days of accumulated PTO in a block of time. Employees who have

earned more than two weeks vacation are requested to split their time, so that no more than two weeks are used at any one time.

If planned PTO has to be canceled due to the business needs of the organization and the employee is unable to reschedule the PTO within their anniversary dates, the organization reserves the option of paying the employee in lieu of taking the canceled PTO or to allow rescheduling of that PTO. Employees who are away from work on a leave of absence do not accrue PTO time while on leave.

Pay for PTO days will be paid on the regular pay cycle. PTO days are not used in calculating overtime hours.

8.3 VOTING

It is the policy of the organization to permit employees to be absent from work to vote in local, state or national elections. Employees who cannot reach their polling place outside of work hours will be permitted paid time off to vote. The time off to vote may not exceed two hours. Evidence of voter registration and voting may be required.

HANDBOOK ACKNOWLEDGMENT

I acknowledge that I have received The Unique Caring Foundation's Employee Handbook ("the Handbook"), and I have read the violations of the policies contained in this Handbook, including the anti-harassment policy, could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for the organization and that The Unique Caring Foundation, Inc. reserves the right to modify the Handbook or amend or terminate any policy, procedure, or employee benefit program at any time.

I further understand that no supervisor nor other representative of the organization, other than the Executive Director and/or Director of Operations has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the Director of Operations.

EMPLOYEE SIGNATURE:

____/____/____
DATE:

PLEASE SIGN AND KEEP THIS ACKNOWLEDGMENT FOR YOUR RECORDS.