



TOWARD MAXIMUM
INDEPENDENCE

Employee Handbook

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General Employment Policies

Introductory Statement

Welcome! As an employee of Toward Maximum Independence (the “Company” or “TMI”), you are an important member of a team effort. We hope that you will find your position with the Company rewarding, challenging, and productive.

We look to you and the other employees to contribute to the success of the Company.

This employee handbook is intended to explain the terms and conditions of employment of all full- and part-time employees. Except for the policy on at-will employment, the provisions of this handbook may, in the discretion of the Company, be modified, revoked, or changed at any time, with or without notice. In addition, benefits, and other terms and conditions of employment, may be modified or discontinued by management from time to time at its sole discretion. This handbook is not intended to be an exhaustive or complete presentation of the Company’s employment policies and may not deal precisely with every situation that arises. Programs and eligibility for programs may vary by employee classification, location, agreement and state or local law. Some benefits and programs may not be available in all locations. To verify your eligibility for any program or determine what rights or benefits are available in your location, please contact Human Resources (“HR”). To the extent that any state, federal or local laws conflict with any provision of this handbook, the state, federal and/or local law most beneficial to employees shall govern.

This handbook summarizes the policies and practices in effect at the time of publication. This handbook supersedes all previously issued handbooks and any policy or benefit statements or memoranda that are inconsistent with the policies described here. Failure to comply with policies contained in the handbook may result in disciplinary action, up to and including termination.

Please take the time to review the policies in this handbook. Your supervisor or manager will be happy to answer any questions you may have. Again, welcome!

Mission, Vision, and Core Values

Mission ~ *Helping Our Clients Soar*

To provide personalized services to those who require support, enabling them to make informed choices regarding how they live, work and function productively and independently in the community.

Vision ~ *Making a True Change*

Achieving valued roles, making critical life-defining decisions, gaining the respect of others, and contributing to the life of the community are opportunities enjoyed by all citizens.

Core Values

- **Respect:** having a valued place and role among a network of family, friends, colleagues and neighbors.
- **Choice:** having autonomy in decision making both in small every day matters and large, life defining issues.
- **Competence:** having the opportunity to perform functional and meaningful activities or work with whatever level of assistance necessary.

- Full inclusion: sharing ordinary places with a growing network of personal relationships and making a contribution to the life of the community.

At-Will Employment Status

Employees at Toward Maximum Independence are employed on an at-will basis. This means that the employment relationship may be terminated at any time with or without reason, cause, or advance notice by either the employee or the Company. Nothing in this handbook limits the right of either the employee or the Company to terminate employment at-will.

No employee or representative of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the Executive Director of Toward Maximum Independence has the authority to make any such agreement, which is binding only if it is in writing.

Harassment, Discrimination and Retaliation Prevention

Toward Maximum Independence is an equal opportunity employer.

Employment-related decisions are made on the basis of individual suitability. The law and TMI policy prohibits discrimination and harassment against employees, applicants for employment, individuals providing services in the workplace pursuant to a contract, interns and volunteers based on their actual or perceived: race (including traits historically associated with race, such as hair texture and protective hairstyles), religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status), sex and gender (including pregnancy, childbirth, lactation and related medical conditions), reproductive decision-making, gender identity and gender expression (including transgender individuals who are transitioning, have transitioned, or are perceived to be transitioning to the gender with which they identify), age (40 and over), sexual orientation, Civil Air Patrol status, military and veteran status and any other consideration protected by federal, state or local law (collectively referred to as "protected characteristics").

For purposes of this policy, discrimination on the basis of "national origin" also includes discrimination against an individual because that person holds or presents the California driver's license issued to those who cannot document their lawful presence in the United States, as well as discrimination based upon any of the following: an individual's or individual's ancestors' actual or perceived physical, cultural or linguistic characteristics associated with a national origin group; marriage to or association with individuals of a national origin group; tribal affiliation; membership in or association with an organization identified with or seeking to promote the interests of a national origin group; attendance or participation in schools, churches, temples, mosques or other religious institutions generally used by persons of a national origin group; or a name that is associated with a national origin group. An employee's or applicant for employment's immigration status will not be considered for any employment purpose except as necessary to comply with federal, state, or local law.

TMI allows employees to self-identify their gender, name and/or pronoun, including gender-neutral pronouns. TMI will use an employee's gender or legal name as indicated on a government-issued identification document, only as necessary to meet an obligation mandated by law. Otherwise, TMI will identify the employee in accordance with the employee's current gender identity and preferred name.

TMI also does not retaliate or otherwise discriminate against applicants or employees who request a

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reasonable accommodation for reasons related to pregnancy, disability or religion. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination, retaliation and harassment by any employee, including supervisors and co-workers.

In addition, it is against TMI policy to refuse to do business with, discriminate against or harass any independent contractor, customer, supplier, or other business associate based upon these characteristics or any other characteristic protected by applicable federal, state, or local law.

If you believe that you have been discriminated against with respect to the terms and conditions of your employment in violation of this policy, you should report your concerns to your supervisor, Human Resources, or any member of management with whom you feel comfortable.

The Company is also committed to providing a work environment that is free of prohibited harassment. As a result, the Company maintains a strict policy prohibiting sexual harassment and harassment against any applicant or employees based on any legally-recognized status, including, but not limited to: race (including traits historically associated with race, such as hair texture and protective hairstyles), color, religion, creed, sex/gender, pregnancy (including lactation, childbirth or related medical conditions), sexual orientation (perceived or actual), transgender status, gender identity or gender expression, reproductive decision-making, marital status, registered domestic partnership status, familial status, age, national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics), veteran status, citizenship status, uniformed service member status, Civil Air Patrol status, medical conditions, certain arrest or conviction records, status as a victim of domestic violence or any other status protected by federal, state or local law.

This policy applies to all persons involved in its operations, including employees (regardless of position), applicants, interns (paid or unpaid), vendors, contractors, sub-contractors, consultants and any other third party involved in our operations. This policy prohibits harassment by any employee of the Company, including supervisors, managers, and nonsupervisory employees. This policy also protects employees from prohibited harassment by third parties, such as customers, vendors, clients, visitors, or temporary or seasonal workers. If such harassment occurs in the workplace by someone not employed by the Company, the procedures in this policy should be followed.

The workplace includes actual worksites, any settings where interactions are occurring between Company employees and third parties involved in our business operations and/or during which work-related business is being conducted (whether during or after normal business hours), online and electronic interactions with Company employees and third parties involved in our operations, Company-sponsored events, or Company owned/controlled property.

The Company prohibits unlawful harassment, sexual harassment, and retaliation, as well as such conduct that does not rise to the level of being unlawful.

Sexual Harassment Defined

Sexual harassment includes unwanted sexual advances, requests for sexual favors or visual, verbal, or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of employment; or Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting the individual; or Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment, even if the individual making the report is not the intended target of such conduct.

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Sexual harassment includes various forms of offensive behavior based on sex. The following is a non-exhaustive list of the types of conduct prohibited by this policy:

- Unwanted sexual advances or propositions (including repeated and unwelcome requests for dates).
- Offers of employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, posters, websites, emails, or text messages.
- Verbal conduct: making or using sexually derogatory comments, innuendos, epithets, slurs, sexually explicit jokes, or comments about an individual's body or dress, whistling, or making suggestive or insulting sounds.
- Verbal and/or written abuse of a sexual nature, graphic verbal and/or written sexually degrading commentary about an individual's body or dress, sexually suggestive or obscene letters, notes, invitations, emails, text messages, tweets, or other social media postings.
- Physical conduct: unwelcome or inappropriate touching of employees or customers, physical violence, intimidation, assault or impeding or blocking normal movements.
- Retaliation for making reports or threatening to report sexual harassment.
- Sexual harassment can occur regardless of the gender of the person committing it or the person exposed to it. Harassment on the basis of an individual's sexual orientation, self-identified gender, perceived gender, or transgender status are all forms of prohibited sexual harassment.

Other Types of Harassment

Harassment on the basis of any legally protected status is prohibited, including harassment based on: race, color, religion, sex/gender, pregnancy (including lactation, childbirth or related medical conditions), sexual orientation, transgender status, gender identity or gender expression, reproductive decision-making, marital status, registered domestic partnership status, familial status, age, national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics), veteran status, citizenship status, uniformed service member status, Civil Air Patrol status, medical conditions, certain arrest or conviction records, status as a victim of domestic violence or any other status protected by federal, state or local law.

Prohibited harassment may include behavior similar to the illustrations above pertaining to sexual harassment. It also includes, but is not limited to:

- Verbal conduct including taunting, jokes, threats, epithets, derogatory comments, or slurs based on an individual's protected status.
- Visual and/or written conduct including derogatory posters, photographs, calendars, cartoons, drawings, websites, emails, text messages or gestures based on an individual's protected status; and
- Physical conduct including assault, unwanted touching or blocking normal movement because of an individual's protected status.

Complaint Procedure

Any individual who believes that they or another individual have been subjected to prohibited harassment, sexual harassment, or retaliation should, as soon as possible, report it to their manager, another member of management, or Human Resources. Complaints can be made orally or in writing. Employees can also call the TMI Hotline at (858) 467-0468. All voicemails are checked by TMI's Director of Human Resources.

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Employees are not required to report any prohibited conduct to a supervisor or manager who may be hostile, who has engaged in such conduct, who is a close associate of the person who has engaged in such conduct, or with whom the employee is uncomfortable discussing such matters.

Employees are encouraged, but not required, to communicate to the offending person that their conduct is offensive and unwelcome. Individuals who observe any behavior directed at others that may violate this policy are encouraged, but not required, to take reasonable action to defuse such behavior, if possible, such as intervening directly; communicating to the offending person that the conduct is offensive and unwelcome; alerting a supervisor or Human Resources to assist; or making a report under this policy.

Any supervisor or manager who observes or receives a complaint of harassment, sexual harassment, or retaliation or receives information about suspected harassment, sexual harassment, or retaliation must immediately report it to Human Resources.

After a report is received, or the Company otherwise becomes aware of a possible violation of this policy, a fair, timely, thorough, and objective investigation will be undertaken by qualified and impartial personnel. The Company will maintain confidentiality surrounding the investigation to the extent possible, consistent with a thorough and objective investigation, and to the extent permitted or required under applicable law and related information will only be shared with others on a need-to-know basis. After a report is received, the Company will document and track the progress of the investigation, afford all parties the appropriate due process and will reach reasonable conclusions based on the information collected.

All employees are required to cooperate with any investigation of workplace misconduct of any kind fully and truthfully, including providing written statements when requested to do so. Once the investigation is completed and a determination is made, the complaining party will be advised that the investigation has been completed and may be informed of the resolution. The Company expects all employees to fully cooperate with any investigation conducted by the Company into potential violations of this policy.

Employees are required to take sexual harassment prevention training at least once every two years.

Manager's Responsibility

All supervisors and managers are responsible for:

- Implementing this policy, which includes, but is not limited to, taking steps to prevent harassment and retaliation.
- Ensuring that all employees under their supervision have knowledge of and understand this policy.
- Promptly reporting any complaints to the designated Human Resources representative so they may be investigated and resolved in timely manner.
- Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with this policy; and
- Conducting themselves, at all times, in a manner consistent with this policy.

Failure to meet these responsibilities will lead to disciplinary action, up to and including termination.

Protection Against Retaliation

Retaliation is prohibited against any person by another employee or by the Company for, in good faith,

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using this complaint procedure, reporting proscribed harassment, sexual harassment, objecting to such conduct, or filing, testifying, assisting, or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Individuals who believe they have been subjected to retaliation or believe that another individual has been subjected to retaliation, should report this concern pursuant to the Complaint Procedure set out above. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation prohibited by this policy is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

Discipline

If the Company determines that this policy has been violated, including in the event that a manager knowingly allows the policy to be violated without reporting it, prompt remedial action will be taken, commensurate with the severity of the offense, up to and including termination of employment.

In addition to being subject to discipline for engaging in harassing or sexually harassing conduct themselves, supervisors and managers will be subject to discipline (up to and including termination) for failing to report suspected harassment or sexual harassment, or otherwise knowingly allowing harassment or sexual harassment to continue. Supervisors and managers will also be subject to discipline for engaging in prohibited retaliation.

Other Information

Employees are encouraged to report discrimination, harassment and retaliation using this complaint procedure. Employees may also contact the United States Equal Employment Opportunity Commission (“EEOC”) or the appropriate state or local agency, which investigate complaints of prohibited harassment, discrimination, and retaliation in employment. The EEOC area and regional offices and may be contacted by visiting www.eeoc.gov, emailing info@eeoc.gov or by telephone at 1-800-669-4000 (TTY 1-800-669-6820).

California Employees

The California Civil Rights Department (“CRD”) will accept and investigate charges of unlawful discrimination or harassment at no charge to the complaining party. Information may be located by visiting the agency website at www.eeoc.gov or <https://calcivilrights.ca.gov/>. Depending on the outcome of a complaint, remedies include damages for emotional distress, hiring or reinstatement, back pay or promotion, and changes in the Company’s policies or practices. The CRD Sexual Harassment Prevention training may be accessed here: <https://calcivilrights.ca.gov/shpt/>. The CRD Workplace Discrimination posting can be found here: https://calcivilrights.ca.gov/wp-content/uploads/sites/32/2023/01/Workplace-Discrimination-Poster_ENG.pdf.

It is expected that the Company and persons in the workplace perform their jobs productively as assigned, and in a manner that meets all of managements’ expectations, during working times, and that they refrain from any malicious, patently offensive, or abusive conduct including but not limited to conduct that a reasonable person would find offensive based on any of the protected characteristics described above. Examples of abusive conduct include repeated infliction of verbal abuse, such as the use of malicious, derogatory remarks, insults, and epithets, verbal, or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the intentional sabotage or undermining of a person’s work performance. Complaints of abusive conduct should be submitted pursuant to the procedures in the Complaint Procedure outlined above in this policy.

Reasonable Accommodation

Discrimination can also include failing to reasonably accommodate religious practices, pregnancy, or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources Director and discuss the need for an accommodation. The Company will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. Medical documentation supporting the request for accommodation may be required. An applicant, employee or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact the Human Resources Director and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation. The Company reserves the right to revise and/or revoke an accommodation if it is no longer reasonable and/or sufficient or if it imposes a significant difficulty or expense on the Company or if it creates a direct threat of harm or danger to yourself or others. The Company is not required to lower quality or production standards or create a new position. The determination of a reasonable accommodation is made on a case-by-case basis.

The Company will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees, or co-workers.

Hiring

Full-Time And Part-Time Employees

Regular full-time employees are those who are scheduled for and do work 30 hours or more per week. Regular full-time employees are eligible for most employee benefits described in this handbook. Benefit eligibility may depend on length of continuous service. Benefit eligibility requirements may also be imposed by the plans themselves or by law.

Part-time employees are those who are scheduled for and do work fewer than 30 hours per week. Part-time employees are eligible for the following Company benefits:

- Employee Assistance Program [(800) 316-2796, www.mutualofomaha.com/eap]
- Generous 401(k) Company-Match (after one year of employment)
- Paid Sick Hours (State and/or Local Sick Leave)
- Years of Service Recognition Including Cash Awards
- Possible Discretionary Bonus Approved by the Company's Board of Directors (Not Guaranteed)
- Recruitment Bonus Program
- Training and Educational Opportunities
- Wellness Program
- Paid Holidays (7)

Job Duties

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Please keep in mind that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or Toward Maximum Independence. Your cooperation and assistance in performing such additional work is expected. Toward Maximum Independence reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign, or transfer job positions, or assign additional job responsibilities.

Time Off and Leaves of Absence

Bereavement Leave

In California, eligible employees may take up to five days total of unpaid bereavement leave for the death of a spouse, domestic partner, child, parent, parent-in-law, sibling, grandparent, or grandchild. Additionally, the Company extends the leave to an employee's legal guardian, stepchild, sibling-in-law and a person with whom the employee lives with and cares for, not including TMI clients. Such time will run concurrently with - not in addition to - the paid time off provided below.

To be eligible for bereavement leave, employees must have been employed by the Company for at least 30 days immediately preceding the start of the leave. Bereavement leave days do not need to be taken consecutively, but bereavement leave must be completed within three months of the date of death of the family member.

An employee with such a death in the family may take up to five scheduled workdays off. Employees will notify their supervisor as soon as possible and let them know whether they will be taking all five days off as bereavement leave or some shorter amount of time.

These five scheduled workdays that an employee may take off are unpaid unless the employee is full-time in which case the first three consecutive scheduled workdays are paid. TMI will only pay for the hours that the employee was scheduled to work; however, there are some exceptions if the employee works in the CLS Department – see last paragraph of this policy. For example, a job coach who is scheduled to work 6 hours a day will only be paid 6 hours a day as bereavement leave. Employees may use their vacation or sick hours, if accrued and available, for any time off for bereavement that is not paid by TMI. If an employee wants to take more than five consecutive scheduled workdays off, that request must be approved by their supervisor and the department director.

The Company may request documentation of the death of the family member for any bereavement leave lasting more than five scheduled workdays. This documentation must be provided within 30 days of the first day of the leave. Acceptable documentation includes, but is not limited to, a death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or governmental agency. Such documentation will be maintained as confidential and will not be disclosed except to internal personnel or counsel, as necessary, or as required by law.

In the CLS Department's Supported Living Program, employees can only use up to 8 hours per day that the employee would have been regularly scheduled to work for TMI. TMI will not pay bereavement time to cover time lost from In-Home Support Services (IHSS) hours. Exceptions to this policy must be approved by the Executive Director or the Associate Executive Director.

Civil Air Patrol Leave

No employee with more than 90 days of service shall be disciplined for taking time off to perform emergency duty as a volunteer in the California Civil Air Patrol. If you are a Civil Air Patrol volunteer, please alert your supervisor that you may have to take time off for emergency duty. When taking time off for emergency duty, you must alert your supervisor(s) before doing so, giving as much advance notice as possible.

Up to 10 days of leave for duty may be taken each year. However, leave for a single emergency mission cannot exceed three days, unless the emergency is extended by the entity in charge of the operation and the extension of leave is approved by the Company. Employees will not be required to exhaust accrued vacation or sick leave or any other type of accrued leave prior to taking unpaid civil air patrol leave but may choose to use such benefits during leave to receive pay.

Crime or Abuse Victims' Leave and Accommodation

If you are the victim of crime or abuse, you are eligible for unpaid leave. While the leave is generally unpaid, employees can use their paid sick time for the purposes described below.

You are considered a victim of crime or abuse who is eligible for unpaid leave if you are:

- A victim of stalking, domestic violence, or sexual assault.
- A victim of a crime that caused physical injury or that caused mental injury and a threat of physical injury.
- A person whose immediate family member is deceased as a result of a crime.
- Any person against whom any crime has been committed (only for purposes of taking time off to appear in court to comply with a subpoena or other court order as a witness in any judicial proceeding).

You may request leave if you are involved in a legal action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your or your child's health, safety, or welfare. You may also request up to 12 weeks of unpaid leave for any of the following purposes:

- To seek medical attention for injuries caused by crime or abuse.
- To obtain services from a domestic violence shelter, program, rape crisis center, or victim services organization or agency as a result of the crime or abuse.
- To obtain psychological counseling or mental health services related to experiencing crime or abuse.
- To participate in safety planning and take other actions to increase safety from future crime or abuse, including temporary or permanent relocation.

Please provide reasonable advance notice of the need for leave unless advance notice is not feasible. Contact your supervisor and AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218).

If you need a reasonable accommodation for your safety at work, contact the Human Resources Director. The Company will also require certification demonstrating that you are the victim of crime or abuse. The Company may request recertification every six months.

The Company will engage in an interactive process with you to identify possible accommodations, if any, that are effective and will make reasonable accommodations unless an undue hardship will result.

Toward Maximum Independence will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave or accommodation under these provisions.

If you are the victim, or the family member of a victim of certain serious crimes, you also may take time off from work to attend judicial proceedings related to the crime or to attend proceedings involving rights of the victim.

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The absence from work must be in order to attend judicial proceedings or proceedings involving rights of the victim. Only certain crimes are covered. You must provide reasonable advance notice to your supervisor(s) and AbsencePro (see below for contact information) of your need for leave and documentation related to the proceeding may be required. If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absences from work to attend judicial proceedings or proceedings involving victim rights are unpaid unless you choose to use accrued and unused paid time off.

For more information regarding this leave (including whether you are covered, when and what type of documentation is required and which type of paid time off can be used), please contact AbsencePro: 877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218.

FMLA

The federal Family and Medical Leave Act (FMLA) provides up to 12 workweeks of unpaid family/medical leave within a 12-month period, under the following conditions:

- You have been employed with the Company for a total of at least 12 months prior to the commencement of leave.
- You have worked at least 1,250 hours during the previous 12-month period before the start of the leave; and
- You are employed at a worksite where there are 50 or more employees within a 75-mile radius.

Leave may be taken for one or more of the following reasons:

- Your serious health condition that makes you unable to perform your job.
- To care for your family member who has a serious health condition.
- The birth of your child, or placement of a child with you for adoption or foster care.
- Because of a qualifying exigency related to covered active duty or a call to covered active duty of your spouse, child, or parent in the Armed Forces of the United States, or to care for a covered servicemember. (See Military Family Leave Entitlements below.); and
- Incapacity due to pregnancy, prenatal medical care or childbirth.

Depending on your reason for leave, you may also be eligible for California Family Rights Act (CFRA) or New Jersey Family Leave Act ("NJFLA") leave, in which case both your FMLA leave and CFRA/NJFLA leave will run concurrently. (See the CFRA and/or NJFLA Leave policy for additional information and CFRA or NJFLA leave eligibility.)

For additional information about eligibility for FMLA and how it may or may not interact with CFRA or NJFLA leave, contact: AbsencePro 877-365-2666 Website: AbsencePro.absencemgmt.com TDD: 800-697-0353 | Fax: 877-309-0218

For purposes of FMLA leave, a "family member" includes your:

- Spouse.
- Parent.
- Child under the age of 18, or child over the age of 18 and incapable of self-care due to mental or physical disability at the time FMLA leave is to begin.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter, or parent is on covered active duty or call to covered active-duty status may use their 12-week leave entitlement for certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Eligible employees may also take a special leave entitlement of up to 26 weeks of leave during a single 12-month period to care for a covered servicemember. A covered servicemember is either:

- A current member of the Armed forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- A veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.

Calculating the 12-month Period

For purposes of calculating the 12-month period during which 12 weeks of family and medical leave or qualifying exigency leaves may be taken under FMLA, Toward Maximum Independence uses a backwards rolling year. Under most circumstances, leave under federal and state law will run at the same time and an eligible employee will be entitled to a total of 12 weeks of family and medical leave in the designated 12-month period. For leave to care for a covered servicemember, the 12-month period begins on the first day of the leave, regardless of how the 12-month period is calculated for other leaves. Leave to care for a covered servicemember is for a maximum of 26 workweeks during a 12-month period.

Pregnancy, Childbirth or Related Conditions and Baby Bonding

Time off because of pregnancy disability, childbirth, or related medical condition counts as FMLA leave, but not for CFRA or NJFLA leave. Employees who take time off for pregnancy disability and who are eligible for FMLA will be placed on FMLA that runs at the same time as their pregnancy disability leave (PDL). Once the pregnant employee is no longer disabled, or once the employee has given birth and exhausted PDL, the employee may apply for leave under the CFRA and/or NJFLA, for purposes of baby bonding. Under the FMLA, leave taken for the birth, adoption, or foster care placement of a child must be taken as a continuous block of leave unless the Company grants intermittent leave. If, however, your baby bonding leave is under both FMLA and CFRA/NJFLA (running concurrently), such leave does not have to be taken in one continuous period of time: CFRA/NJFLA leave taken for the birth or placement of a child will be granted intermittently. Any leave taken under either FMLA or CFRA must be concluded within one year of the birth or placement of the child with the employee. In NJ, bonding leave must begin within one year of the birth. The Company will designate leaves for the same reason as running concurrently under state and federal law whenever permissible.

Leave Procedures

The following procedures shall apply to FMLA leave:

- Please contact AbsencePro and your supervisor as soon as you realize the need for family/medical leave. If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for your serious health condition or that of a family member, you must notify AbsencePro and your supervisor at least 30 days before leave is to begin. You must consult with your supervisor regarding scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company. Any

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such scheduling is subject to the approval of your health care provider or the health care provider of your child, parent, or spouse.

- If you cannot provide 30 days' notice, AbsencePro and your supervisor must be informed as soon as is practical.
- If the FMLA request is made because of your own serious health condition, the Company and/or AbsencePro may require, at its expense, a second opinion from a health care provider that the Company and/or AbsencePro chooses. The health care provider designated to give a second opinion will not be one who is employed on a regular basis by the Company.
- If the second opinion differs from the first opinion, the Company and/or AbsencePro may require you, at the Company's expense, to obtain the opinion of a third health care provider designated or approved jointly by you and the employer. The opinion of the third health care provider shall be considered final and binding on you and the Company.

Certification

Toward Maximum Independence requires you to provide certification. You will have 15 calendar days from the Company's/AbsencePro's request for certification to provide it to the Company/AbsencePro unless it is not practical to do so. The Company/AbsencePro may require recertification from the health care provider if you request additional leave upon expiration of the time period in the original certification. (For example, if you need two weeks of family and medical leave, but following the two weeks you need intermittent leave, a new medical certification will be requested and required.) If you do not provide medical certification in a timely manner to substantiate the need for family and medical leave, the Company/AbsencePro may delay approval of the leave, or continuation thereof, until certification is received. If certification is never received, the leave may not be considered FMLA leave.

If the leave is needed to care for a sick family member, you must provide a certification from the health care provider stating:

- Date of commencement of the serious health condition;
- Probable duration of the condition;
- Estimated amount of time for care by the health care provider; and
- Confirmation that the serious health condition warrants your participation.

Under the FMLA, when both parents are employed by the Company, and request simultaneous leave for the birth or placement for adoption or foster care of a child, the Company will not grant more than a total of 12 workweeks of FMLA leave for this reason. However, if baby bonding leave is under both FMLA and CFRA or NJFLA (running concurrently), each parent employed by the Company is entitled to 12 workweeks of leave for this reason.

If your serious health condition is the reason for leave, you must provide a certification from the health care provider stating:

- Date of commencement of the serious health condition.
- Probable duration of the condition; and
- Your inability to work at all or to perform any one or more of the essential functions of your position because of the serious health condition.

If you are on leave because of your own serious health condition, the Company may also require a medical release to return to work form or certification from your health care provider that you are able to resume work.

Failure to provide a release to return to work from your health care provider may result in denial of reinstatement until the certificate is obtained.

Leave Related to Military Service

A leave taken due to a "qualifying exigency" related to military service must be supported by a certification of its necessity. A leave taken due to the need to care for a servicemember must be supported by a certification by the servicemember's health care provider or other certification allowed by law. Special certification requirements apply to leaves related to military service.

Health and Benefit Plans

If you are taking FMLA leave, you will be allowed to continue participating in any health and welfare benefit plans in which you were enrolled in before the first day of the leave (for a maximum of 12 workweeks, or 26 workweeks if the leave is to care for a covered servicemember) at the level and under the conditions of coverage as if you had continued in employment for the duration of such leave. The Company will continue to make the same premium contribution as if you had continued working. The continued participation in health benefits begins on the date leave first begins. In some instances, the Company may recover premiums paid to maintain health coverage if you fail to return to work following FMLA leave.

Employees on pregnancy disability leave will be allowed to continue to participate in group health coverage for up to a maximum of four months of pregnancy disability leave (if such insurance was provided before the leave was taken) on the same terms as if you had continued to work. The right to continued group health coverage during pregnancy disability leave is a separate and distinct entitlement from the CFRA entitlement.

Payment is due when it would be made by payroll deduction.

Substitution of Paid Leave

Generally, FMLA leave is unpaid. The Company may require, or you may choose, to use any accrued paid leave while taking FMLA leave such as sick or vacation hours, if available. Other paid benefits such as Designated Days may be used while on a leave of absence, if available. In order to use paid leave for FMLA leave, you must comply with the Company's normal paid leave policies. For more information on those specific circumstances requiring or allowing the substitution of paid leave, email the human resources department at HR@tmi-inc.org.

Reinstatement

Under most circumstances, upon return from FMLA leave, you will be reinstated to your original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, an employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if an employee on FMLA leave would have been laid off had the employee not gone on leave, or if the employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. In addition, an employee's use of FMLA leave will not result in the loss of any employment benefit that the employee earned before using FMLA leave. Reinstatement after FMLA leave may be denied to certain salaried "key" employees as may be permissible under applicable law.

Sick and Vacation Accrual

Sick and vacation accruals will be suspended for the duration of any leave of absence or when an employee does not work at all during a pay period. However, accruals will resume when an employee returns to work and meets all other accrual requirements.

CFRA

California's California Family Rights Act (CFRA) provides up to 12 workweeks of unpaid family/medical leave within a 12-month period, under the following conditions:

- You have been employed with the Company for a total of at least 12 months prior to the commencement of leave; and
- You have worked at least 1,250 hours during the previous 12-month period before the start of the leave.

The Company will grant leave in accordance with the requirements of applicable state law in effect at the time the leave is granted.

To the extent CFRA leave and any other leave run concurrently therewith, the Company policy pertaining to that leave shall also apply to the employee's CFRA leave except as noted below, where the CFRA shall govern.

Pursuant to the CFRA, an employee may take up to 12 weeks of unpaid leave in any rolling 12-month period, measured backward from the date an employee uses any leave under this policy, for the birth of a child for purposes of bonding, for placement of a child in the employee's family for adoption or foster care, for the serious health condition of the employee's family member, defined as child, parent, spouse (including domestic partner), grandparent, grandchild, or sibling and for the employee's own serious health condition.

The employee may also take CFRA to care for the serious health condition of a designated person, defined as an individual related by blood or whose association with the employee is equivalent to a family relationship. This person must be named by the employee when they request leave, and the employee is limited to one designated person per 12-month period.

Employees may also take up to 12 weeks of unpaid leave in a 12-month period for reasons related to deployment or military activities of the employee's spouse, domestic partner, child, or parent who is a member of the Armed Forces.

If CFRA leave is otherwise unpaid, the employee may elect, or the Company may require, that the employee use any accrued vacation during the leave, to the extent permitted by applicable law. Employees may also use accrued sick time if the CFRA leave is for a sick or safe time covered reason.

Under the CFRA, "spouse" means a husband or wife as defined or recognized under State law for purposes of marriage in the State where the employee resides, including common law marriage or same sex marriage in States where these marriages are recognized. Additionally, CFRA Leave is available to eligible employees to care for a registered domestic partner with a serious health condition.

The requirements and procedures for requesting and taking CFRA leave for this purpose are generally the same as for leave to care for other family members, as stated in the Family and Medical Leave policy. All leave time taken to care for a registered domestic partner will be counted against the employee's state family and medical leave law entitlement to the fullest extent permitted by law.

Please note that incapacity due to pregnancy, prenatal medical care or childbirth is not an eligible reason for CFRA leave. However, if you are eligible for leave under the Family Medical Leave Act (FMLA), then such leave will run concurrently with FMLA. (See *Pregnancy Disability Leave* and *FMLA Leave* policies for additional information).

If you are also eligible for leave under the FMLA, and depending on your reason for CFRA leave, FMLA may run concurrently with your CFRA leave. For additional information about eligibility for CFRA leave and how it may or may not interact with FMLA leave, contact AbsencePro: 877-365-2666 Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353 | Fax: 877-309-0218

Extended Medical Leave

On occasion, an employee may need a medical leave of absence that extends beyond limits under any state or federal mandatory leave law. In addition, there may be circumstances when an employee needs a medical leave allowed under disability laws and in accordance with this policy.

In these situations, an extended medical leave of absence may be granted for medical disabilities with a doctor's written certificate of disability provided that doing so does not pose an undue hardship to TMI. Extended disability leaves will be considered on a case-by-case basis after engaging in the interactive process, and consistent with the Company's obligations under federal and state disability laws.

Employees should request any leave in writing and as far in advance as possible by contacting:

AbsencePro
877-365-2666
Website: AbsencePro.absencemgmt.com
TDD: 800-697-0353 | Fax: 877-309-0218

AbsencePro is TMI's third party administrator regarding job-protected leaves of absence.

If approved, a medical leave begins on the first day your doctor certifies that you are unable to work and ends when your doctor certifies that you are able to return to work. AbsencePro will provide you with a form for your doctor to complete, showing the date you were disabled and the estimated date you will be able to return to work. AbsencePro can also provide this form directly to your doctor if you provide AbsencePro with your doctor's fax number. This is the most efficient way to handle it. When returning from a medical disability leave, you may be required to present TMI with a doctor's note declaring fitness to return to work.

Upon return from medical leave, we will try to offer you the same position you held at the time your leave began, if available. If your former position is not available, we will try to find a comparable position to offer you for which you are qualified. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. Toward Maximum Independence makes no guarantees of reinstatement, and your return will depend on your qualifications for existing openings, if any. Toward Maximum Independence will comply with any reinstatement obligations under state or federal law.

An employee that needs reasonable accommodations should contact the Human Resources Director and discuss the need for an accommodation.

Generally, medical leave is unpaid. The Company may require, or you may choose, to use any accrued paid leave while taking a medical leave such as sick or vacation hours, if available. Other paid benefits such as Designated Days may be used while on a leave of absence, if available. In order to use paid leave for FMLA leave, you must comply with the Company's normal paid leave policies. For more information on those specific circumstances requiring or allowing the substitution of paid leave email the human resources department at HR@tmi-inc.org.

Sick and vacation accruals will be suspended for the duration of any leave of absence or when an employee does not work at all during a pay period. However, accruals will resume when an employee returns to work and meets all other accrual requirements.

Jury Duty and Witness Leave

Toward Maximum Independence encourages employees to serve on jury duty when called. Benefit-eligible, full-time, non-exempt employees who are direct staff (also known as direct support professionals (DSPs)) (i.e., those that work directly with clients) will receive pay while serving but only up to 5 days of jury duty and only if they are usually scheduled to work during those 5 days; however TMI will only pay for the hours that the employee was scheduled to work – in no case should this exceed 8 hours a day (even if the employee works in the CLS Department). Also, for those employees working in the CLS Department, TMI will not pay to cover time lost from In-Home Support Services (IHSS) hours. Benefit-eligible, full-time, non-exempt employees who are administrative staff will receive full pay while serving up to 5 days of jury duty if they perform work for TMI for the remaining hours if jury duty lasts less than 8 hours a day. For example, if a manager serves 6 hours of jury duty in a day then they would be required to work another 2 hours in order to be paid 8 hours that day.

Benefit-eligible, exempt employees will receive full salary unless they are absent for a full week and perform no work during that time. Part-time employees will not be paid for jury duty or witness leave. You should notify your supervisor of the need for time off for jury duty or to serve as a witness as soon as a notice or summons from the court is received. You must provide the Company with written verification from the court of performance of jury service or when servicing as a witness. If scheduled work time remains after any day of jury selection, jury duty, or witness testimony, you will be expected to return to work for the remainder of your work schedule.

For jury duty or witness leave lasting over 5 days, the employee may choose to use accrued vacation hours as a means of compensation. However, sick hours are excluded from use.

Employees working in the Community Living Services department may have to work before or after jury duty or witness leave due to a client's health and safety requirements.

You may retain any mileage allowance or other fee paid by the court for jury services.

Leave Crisis Program

Toward Maximum Independence has a leave crisis program that is meant to help employees who are suffering from a crisis event that has resulted in a need for additional time off in excess of their available sick or other paid time. The program allows eligible employees to receive Company-donated paid sick time in accordance with the policy.

The Company will donate a maximum of 200 hours per year for all employees collectively which can be increased at the discretion of the Executive Director. Any unused Company-donated paid sick time does not roll over year-to-year. The policy does not guarantee any employee the right to any such leave.

In order to be eligible for this program the employee must:

- Be employed by Toward Maximum Independence for one year;
- Have depleted all your accrued vacation hours and sick hours;

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- Only request to be given up to 40 hours; and
- Only make one request per calendar year.

Employees who would like to receive Company-donated paid sick time, must have a crisis event as determined by the Human Resource Director, the Associate Executive Director and/or the Executive Director.

A crisis event includes circumstances such as the following:

- A catastrophic injury or illness of an employee or immediate family member.
- Death of an immediate family member.
- A crisis of a severe nature that directly impacts the employee, such as a catastrophic casualty loss due to a natural disaster.

Company-donated paid sick time can only be used for time off related to the approved crisis event. Recipient employees must use their own available paid leave time prior to using any donated time.

Any Company-donated sick time that is in excess of the time used by the recipient for the approved crisis event will be returned to the Company. There is no "cash" value to the recipient of the donated sick time.

If you want to receive Company-donated paid sick time, you must make a written request to the Human Resource Director who will confirm eligibility. The request must then be approved by the Associate Executive Director and/or the Executive Director.

Military Leave

Employees who wish to serve in the military and take military leave must contact AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) for information about their rights before and after such leave. Also, employees should inform their supervisor(s). You are entitled to reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law.

Military Spouse Leave

Employees who work more than 20 hours per week and have a spouse or registered domestic partner in the Armed Forces, National Guard or Reserves who have been deployed during a period of military conflict are eligible for up to 10 unpaid days off when their spouse is on leave from (not returning from) military deployment. You must request this leave by contacting AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) within two business days of receiving official notice that your spouse will be on leave. You must provide the leave request written documentation certifying that your spouse will be on leave from deployment. Also, you must inform your supervisor(s) within two business days of receiving official notice that your spouse will be on leave.

Organ and Bone Marrow Donor Leave

Employees who are donors for organ or bone marrow may take time off as follows:

- Employees must be employed for at least a 90-day period immediately before the beginning of leave.

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- Employees may take up to 30 business days of paid leave, and up to an additional 30 business days of unpaid leave in any one-year period for the purpose of donating an organ to another person. The one-year period is calculated from the date the employee begins their leave.
- Employees may take up to 5 business days of leave in any one-year period for the purpose of donating bone marrow to another person. The one-year period is calculated from the date the employee's leave begins.

During the leave for organ/bone marrow donors, Toward Maximum Independence will continue to provide and pay for any group health plan benefits the employee was enrolled in prior to the leave of absence.

Leave taken for the purpose of organ or bone marrow donation does not run concurrently with FMLA or CFRA.

Employees who wish to take a leave of absence to donate bone marrow or an organ will be required to contact AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) and provide them any information and/or documentation required. Also, employees may need to provide written verification of the need for leave, including confirmation that the employee is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

Personal Leave

A personal leave of absence without pay may be granted at the discretion of the Program/Department Director, the HR Department, and the Executive Director or the Associate Executive Director. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than six weeks. Approved personal absences of shorter duration are not normally treated as leaves, but rather as excused absences without pay.

Pregnancy Disability Leave (California employees only)

If you are pregnant, have a related medical condition, or are recovering from childbirth, please review this policy. Any employee planning to take pregnancy disability leave (PDL) must advise their supervisor(s) and AbsencePro as early as possible. Please make an appointment with the human resources department by emailing HR@tmi-inc.org to discuss the following conditions:

- The length of pregnancy disability leave will be determined by the advice of your physician, but employees disabled by pregnancy may take up to four months of leave per pregnancy (the working days you normally would work in one-third of a year or 17.3334 weeks).
- Your healthcare provider determines whether you are disabled by pregnancy and how much time you need for your disability; Toward Maximum Independence will also reasonably accommodate medical needs related to pregnancy, childbirth, or related conditions or temporarily transfer you to a less strenuous or hazardous position (where one is available) or duties if medically needed because of your pregnancy.

If you need to take PDL, you must inform your supervisor(s) and contact AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) regarding when a leave is expected to begin and how long it will likely last. If the need for a leave, reasonable accommodation, or transfer is foreseeable (such as the expected birth of a child or a planned medical treatment for yourself), you must provide at least 30 days advance notice before the PDL or transfer is to begin. Consult with your supervisor(s) regarding the scheduling of any planned medical treatment or

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supervision in order to minimize disruption to the operations of the Company. Any such scheduling is subject to the approval of your healthcare provider.

For emergencies or events that are unforeseeable, we need you to notify your supervisor(s), at least verbally, as soon as practical after you learn of the need for the leave.

Failure to comply with these notice requirements may result in delay of PDL, reasonable accommodation, or transfer.

Pregnancy leave usually begins when ordered by your healthcare provider. You must provide AbsencePro with a written certification from a health care provider for need of PDL, reasonable accommodation or transfer. The certification must be returned no later than 15 calendar days after it is requested by the Company. Failure to do so may, in some circumstances, delay PDL, reasonable accommodation or transfer. Please provide AbsencePro with the email fax number of your healthcare provider so that they can send the form to your healthcare provider directly. This is the preferred and most efficient way. Otherwise, you can give the form to your healthcare provider.

You are allowed to use accrued sick time or vacation (if otherwise eligible to take the time) during PDL. Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed. Leave may be taken in increments of thirty (30) minutes.

If intermittent leave or leave on a reduced work schedule is medically advisable you may, in some instances, be required to transfer temporarily to an available alternative position that meets your needs. The alternative position does not need to have equivalent job duties but must have the equivalent rate of pay and benefits, and you must be qualified for the position.

When your healthcare provider releases you to return to work, from PDL, you will be reinstated to your same position held at the time the leave began or, in certain instances, to a comparable position, if available. There are limited exceptions to this policy. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

If you are on PDL, you will be allowed to continue to participate in group health insurance coverage for up to a maximum of four months of disability leave (if such insurance was provided before the leave was taken) at the level and under the conditions that coverage would have been provided if you had continued in employment continuously for the duration of the leave. In some instances, the Company can recover premiums paid to maintain your health coverage if you fail to return from PDL. PDL may impact other benefits or a seniority date. Please email the human resources department at HR@tmi-inc.org for more information.

School & Child Care Activities Leave (California employees only)

Employees may take up to 40 hours of unpaid time off to participate in the school or childcare activities of their child(ren), including disciplinary conferences or school closures. Employees must contact AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) to request California School Visitation Leave.

Time off under this policy can only be used by parents, guardians, grandparents, stepparents, foster parents or a person who stands in *loco parentis* to one or more children of the age to attend kindergarten through grade 12 or who are with a licensed childcare provider. You may use vacation time to be paid for this time off. If you are the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, you should alert your supervisor(s) as soon as possible before

leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes time off for this purpose.

Sick Leave – CA Part-Time Employees

California provides for mandatory paid sick leave under the Healthy Workplaces, Healthy Families Act (the "Act"). This paid sick leave policy is intended to comply with the requirements of the Act. Employees cannot be discriminated or retaliated against for requesting or using accrued paid sick time.

This policy applies to part-time employees working outside San Diego County but within California. Full-time employees accrue sick hours at a certain rate - see the "Sick Leave--Full-Time Employees" policy. If you have any questions about paid sick leave, please contact your supervisor, or email the human resources department at HR@tmi-inc.org.

Eligible employees will receive sick leave as follows: Toward Maximum Independence will provide eligible employees with 24 hours of paid sick time on their first day of employment and employees must meet the waiting time requirement of 60 days after their hire date before taking any leave.

Unused paid sick time will not carry over from year to year. However, Toward Maximum Independence will place 24 hours of paid sick time into their leave bank each year on their work anniversary date. The Company does not pay out employees for unused paid sick time at the end of employment or at any other time.

Qualifying Reasons for CA Paid Sick Leave

Paid sick time can be used for the following reasons:

- Diagnosis, care, or treatment of an existing health condition for an employee or covered family member, as defined below.
- Preventive care for an employee or an employee's covered family member. Preventive care may include self-quarantine as a result of potential exposure to COVID-19 if quarantine is recommended by civil authorities, or other situations, such as where there has been exposure to COVID-19 or where an employee has traveled to a high-risk area.
- For certain, specified purposes when the employee is a victim of crime or abuse.

For purposes of paid sick leave, a covered "family member" includes: child, spouse, parent, sibling, grandparent, grandchild, domestic partner, or one designated person. This person must be named by the employee when they request leave, and the employee is limited to one designated person per 12-month period.

Use of CA Paid Sick Leave

If the need for paid sick leave is foreseeable, you must provide 7 days of advance oral or written notification to your supervisor(s). If the need for paid sick leave is not foreseeable, provide notice to your supervisor(s) as soon as practical.

Paid sick leave is intended to be used only when actually required for the reasons described above and is not to be used for other "personal" absences. Employees are not required, as a condition of using paid sick leave, to search for or find a replacement worker to cover the hours during which the employee is using paid sick leave.

Use of paid sick time may run concurrently with other leaves under local, state or federal law.

Sick Leave – San Diego Part-Time Employees

San Diego city law provides for mandatory paid sick leave (the "Ordinance"). California state law also provides for mandatory paid sick leave (the "State Law"). This policy is intended to comply with the requirements of both the Ordinance and the State Law by providing a single paid sick leave benefit ("San Diego Sick Leave," or "SDSL"). Employees eligible for SDSL are not eligible for sick leave under any other Company policy.

Employees cannot be discriminated against or retaliated against for requesting or using accrued SDSL.

This policy applies to part-time employees working within San Diego County. Full-time employees accrue sick hours at a certain rate - see the "Sick Leave - Full-Time Employees" policy.

If you have any questions about SDSL, please contact your supervisor or email the human resources department at HR@tmi-inc.org.

Part-time employees who perform at least two hours of work in a calendar week in San Diego County for Toward Maximum Independence will receive SDSL.

Sick Pay Amount

Toward Maximum Independence will provide eligible employees with 40 hours of paid sick time on their first day of employment and employees must meet the waiting time requirement of 60 days after their hire date before taking any leave.

Unused paid sick time will not carry over from year to year. However, Toward Maximum Independence will place 40 hours of paid sick time into their leave bank each year on their work anniversary date.

The Company does not pay out employees for unused SDSL at the end of employment or at any other time.

Qualifying Reasons for San Diego Sick Leave

San Diego Sick Leave can be used for the following reasons:

- For medical care, treatment, diagnosis, or preventive care, or for any other medical reason related to your own illness, injury, or medical condition.
- To aid or care for a covered family member, as defined below, who is receiving medical care, treatment, diagnosis, or preventive care, or for any other medical reason related to a covered family member's illness, injury, or medical condition.
- For certain, specified purposes when you or a covered family member is a victim of crime or abuse.
- Your place of business is closed by order of a public official due to a public health emergency.
- An employee is providing care or assistance to a child, whose school or childcare provider is closed by order of a public official due to a public health emergency.

Use Related to COVID-19

San Diego Sick Leave can also be used if you take time off work because:

- Public health officials or healthcare providers require or recommend you isolate or quarantine to prevent the spread of disease;

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- You are 65 or older or have a serious chronic medical condition as described by the Centers for Disease Control (CDC); or
- You need to provide care for a family member, by blood or affinity, who public health officials or healthcare providers have required or recommended isolate or quarantine.

For purposes of SDSL, a covered family member includes: child, parent, sibling, grandparent, grandchild, spouse or domestic partner.

Use of San Diego Sick Leave

If the need to use SDSL is foreseeable, employees shall provide 7 days reasonable advance oral or written notification to the each of the employee's supervisors. If the need to use SDSL is not foreseeable, employees shall provide notice of the need for the leave to the each of the employee's supervisors as soon as possible.

San Diego Sick Leave is intended to be used only when actually required for the reasons described above and is not to be used for other "personal" absences. Employees are not required, as a condition of using SDSL, to search for or find a replacement worker to cover the hours during which the employee is using SDSL. An employee's use of SDSL may run concurrently with other leaves under local, state, or federal law.

Sick Leave – Full-Time Employees

Eligible Employees

All full-time employees who are benefit-eligible and not on a leave of absence including a personal leave of absence will be entitled to accrue paid sick time.

Sick Pay Amount

Eligible employees will accrue four (4) hours of paid sick leave for every pay period worked beginning 60 days after their hire date. Employees must meet the waiting time requirement of 60 days after their hire date before taking any leave.

The maximum accrual cap of sick time is 200 hours. When an employee reaches the cap, the accrual stops until sufficient hours are used to restart the accrual process.

Unused paid sick time will carry over from year to year. The Company does not pay out employees for unused paid sick time at the end of employment or at any other time.

Qualifying Reasons for Using Paid Sick Leave

Paid sick time can be used for the following reasons:

- Diagnosis, care, or treatment of an existing health condition for an employee or covered family member, as defined below.
- Preventive care for an employee or an employee's covered family member. Preventive care may include self-quarantine as a result of potential exposure to COVID-19 if quarantine is recommended by civil authorities, or other situations, such as where there has been exposure to COVID-19 or where an employee has traveled to a high-risk area.
- For certain, specified purposes when the employee is a victim of domestic violence, sexual abuse or stalking, such as to:
 - Seek relief to help ensure the health, safety or welfare of the victim or the victim's child;
 - Seek medical attention for injuries;

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- Obtain services from a shelter, program or rape crisis center;
- Obtain psychological counseling; or
- Participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault or stalking, including temporary or permanent relocation.

For purposes of paid sick leave, a covered "family member" includes: child, spouse, parent, sibling, grandparent, grandchild, domestic partner, or one designated person. This person must be named by the employee when they request leave, and the employee is limited to one designated person per 12-month period.

Please contact Human Resources if you have any questions about whether or when you may use paid sick leave.

Use of Paid Sick Leave

If the need for paid sick leave is foreseeable, you must provide 7 days advance oral or written notification to your supervisor(s). If the need for paid sick leave is not foreseeable, provide notice to your supervisor(s) as soon as practical.

Use of paid sick time may run concurrently with other leaves under local, state, or federal law.

Time Off for Voting

If you do not have sufficient time outside of working hours to vote in an official state wide election, you may take off enough working time to vote, including up to two hours off without loss of pay. This time should be taken at the beginning or the end of the regular working shift. You must give your supervisor(s) at least two working days' notice if you require such time off.

Vacation

Toward Maximum Independence provides paid vacation time off to full-time employees for relaxation and personal use. Regular full-time employees will accrue paid vacations based on years of service in accordance with the following table. However, full-time employees who don't work at all during the duration of a pay period will not accrue any vacation hours. Part-time employees do not accrue paid vacation time.

Months of Service	Hours Accrued Per Anniversary Year	Maximum Bank
0-24	80	120
25-36	92	138
37-48	104	156
49-60	116	174
61-72	128	192
73-84	140	210
85-96	152	228
97-108	164	246
109+	176	264

Regular full-time employees do not start to accrue vacation time until 60 days after their date of hire.

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When moving from part-time to full-time status, accrual begins immediately assuming the employment length is at least 60 days. No vacation time may be taken until the time is accrued.

The Company encourages you to take your vacation annually. Earned vacation time accrues to a maximum known as a cap for each year of service as reflected in the information above. When the cap is reached, no additional vacation will be earned until accrued vacation time is used.

Vacation schedules must be coordinated with and approved by each of the employee's supervisors in advance. Complete a request for vacation well in advance of the dates involved. Employees wishing to take five (5) or more consecutive working days off as vacation, must submit their request at least two weeks in advance. Employees may not take vacation for more than four weeks at a time. At the time a vacation request is made, the employee must have at least that number of vacation hours accrued.

Vacations are scheduled to provide adequate coverage of job responsibilities and staffing requirements.

When your employment relationship with the Company ends or when your status changes from full-time to part-time, you will be paid for accrued unused vacation days.

Volunteer Civil Service Personnel

No employee shall be disciplined for taking time off to perform emergency duty as a volunteer firefighter, reserve peace officer, or emergency rescue personnel. Such employees may also take up to a total of fourteen days unpaid leave time per calendar year to engage in required fire, law enforcement or emergency rescue training.

Please alert your supervisor that you may have to take time off for emergency duty or emergency duty training. When taking time off for emergency duty, you must alert your supervisor and AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) before doing so when possible.

Benefits

Benefits Overview

Toward Maximum Independence is committed to providing the following benefits for eligible employees. To be eligible for these benefits employees must (1) have regular, full-time employment status, (2) be continuously employed for at least 60 days and some benefits require continuous employment for longer periods of time such as: (a) one year regarding the 401(k) plan and (b) the first day of the month following the first two full months of employment regarding medical, dental, life insurance, accidental death and dismemberment and long-term disability. Part-time employees also receive some of these benefits but at all - see the "Part-Time Employees" policy. Benefit eligibility requirements may also be imposed by the plans themselves.

Upon becoming eligible for certain employee benefit plans, you will receive Summary Plan Descriptions which describe the benefits in greater detail. For information regarding employee benefits and to answer any questions you may have, email the human resources department at HR@tmi-inc.org.

At present, below are some of the benefits the Company offers to full-time employees:

- Medical Insurance
- Dental Insurance
- Life Insurance
- Accidental Death and Dismemberment
- Long-Term Disability
- Employee Assistance Program [(800) 316-2796, www.mutualofomaha.com/eap]
- Generous 401(k) Match (after one year of employment)
- Paid Sick Hours
- Years of Service Recognition Including Cash Awards
- Possible Discretionary Bonus Approved by the Company's Board of Directors (Not Guaranteed)
- Recruitment Bonus Program
- Training and Educational Opportunities
- Wellness Program
- Paid Holidays
- Designated Days Off

The Company reserves the right to modify, amend or terminate benefits and to modify or amend benefit eligibility requirements at any time and for any reason, subject to any legal restrictions.

Designated Days Off

TMI offers full-time administrative staff two additional paid days during any given year which are an employee's birthday and work anniversary known as Designated Days Off.

Each Designated Day Off must be taken anytime within the recognized TMI pay period that the birthday or work anniversary falls within -- either the 1st through the 15th or the 16th through the end of the month. If not taken within the defined time frame the Designated Day Off is forfeited.

External Employee Education

Some employees may need to attend training programs, seminars, conferences, lectures, meetings, or other outside activities for the benefit of Toward Maximum Independence or the individual employees. Attendance at such activities, whether required by the Company or requested by individual employees, requires the written approval of the supervisor, the appropriate department director, and the Executive Director/Associate Executive Director. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance.

Attendance at any such event is subject to the following policies on reimbursement and compensation. For attendance at events required or authorized by the Company, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, transportation, and parking.

Reimbursement policies regarding these expenses should be discussed with the employee's supervisor and appropriate director in advance. Also, the Company pays a per diem regarding meals.

Employee attendance at authorized outside activities will be considered hours worked for non-exempt employees and will be compensated in accordance with normal payroll practices.

This policy does not apply to an employee's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While Toward Maximum Independence generally encourages all employees to improve their knowledge, job skills, and promotional qualifications, such activities do not qualify for reimbursement or compensation under this policy unless prior written approval is obtained as described previously.

Holidays

Toward Maximum Independence observes the following paid holidays:

Administrative Staff Holidays	Direct Staff/DSP Holidays
New Year's Day	New Year's Day
Martin Luther King, Jr. Day	Memorial Day
Presidents' Day	Juneteenth
Memorial Day	Independence Day
Juneteenth	Labor Day
Independence Day	Thanksgiving Day
Labor Day	Christmas Day
Thanksgiving Day	
Friday after Thanksgiving Day	
Christmas Eve	
Christmas Day	

TMI offers paid holiday leave to its employees who are benefit-eligible (work 30 or more hours per week which is full-time). Part-time employees are not eligible for paid holiday leave and are not compensated holiday pay unless they work on the actual holiday -- more details below.

Upon hire there is no waiting period when it comes to observance of holidays.

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TMI acknowledges different holiday schedules for the following groups: (1) the direct staff/DSP (i.e., employees working directly with clients) and (2) the administrative staff.

Direct staff/DSP receive paid holiday leave on the holidays mentioned above under “Direct Staff/DSP Holidays.” Administrative staff receive paid holiday leave on all the holidays mentioned above under “Administrative Staff Holidays.” TMI does not compensate employees for any other holiday that is not included in the lists above.

Eligible employees receive a paid holiday only if the observed holiday falls on a day they are normally scheduled to work.

Holiday pay is calculated at the employee’s regular; straight-time pay rate. Holidays that are paid but not worked do not count for overtime purposes.

Exempt employees paid a weekly salary will receive no more than their normal weekly salary for any week in which a holiday falls irrespective of whether they perform work on the holiday.

TMI does not compensate employees for any holiday leave while an employee is on a leave of absence of any kind. Likewise, when an employee is not on a leave of absence and has not worked any hours in any given pay period and they have not used any paid time off such as sick leave, vacation, bereavement, designated days, etc., then TMI will not compensate employees for any holiday leave.

This holiday schedule is subject to change without advance notice. Holiday observance will be announced in advance.

If you have questions, please ask your supervisor. If your supervisor cannot help you, then either you or the supervisor can contact the director of your department or program. If you don't know who the director is, please ask your supervisor.

Internal Employee Training

The training and development are provided to enhance and improve the professional competence of the individual employee. The types of mandated training for each employee may change to provide clients with the best services possible. Current certification in First Aid & CPR/AED is a qualification of employment for all employees. CPR and First Aid training is provided to new employees as part of the agency’s orientation training.

Core Curriculum Trainings selected by the Training Committee, approved by the Executive Director, and provided through Relias Learning.

Sexual harassment and abusive conduct prevention training is provided every two years for all employees. Newly hired employees and new managers follow a different schedule.

Any TMI employee who has not completed all the required Relias training by the deadline (normally in June and November) will be issued a Written Warning. TMI employees will be given 7 calendar days after the deadline to complete any outstanding or incomplete Relias training. Any TMI employee who continues to have outstanding or incomplete Relias training on after the 15-day grace period, will be suspended without pay effective immediately. Suspension will be lifted when the employee completes all training courses. If after five (5) days of suspension the employee fails to complete all training courses, immediate termination may occur.

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Employees hired in June which is the deadline for the spring courses are required to only complete the Relias training courses assigned during orientation. Employees hired in November which is the deadline for the fall courses are required to complete the Relias training courses assigned during orientation as well as the fall courses. However, the deadline to complete the fall courses is extended to the end of June.

While on a leave of absence any outstanding Relias training must be completed within three (3) days of the employee's return to work. If the employee works directly with clients, any outstanding Relias courses/training, must be completed before the employee resumes working with clients; but in no case should this exceed the allotted three (3) days upon their return to work.

Opportunities to attend workshops, seminars, and conferences pertinent to goals of TMI are made available to all employees as schedules and finances allow.

Lactation Accommodation

Toward Maximum Independence accommodates lactating employees by providing a reasonable amount of break time and a suitable lactation location to any employee who desires to express breast milk for their infant child.

If possible, the break time should run concurrently with your normally scheduled break time. Any break time to express breast milk that does not run concurrently with your normally scheduled break time is unpaid.

The lactation location will be private (shielded from view and free from intrusion from co-workers and the public) and located close to your work area. The location will be safe, clean and free of toxic or hazardous materials; have a surface to place a breast pump and other personal items; have a place to sit; and have access to electricity or alternative devices (including, but not limited to extension cords or charging stations) needed to operate an electric or battery-powered breast pump. Toward Maximum Independence will also provide access to a sink with running water and a refrigerator suitable for storing milk in close proximity to your workspace. If a refrigerator cannot be provided, Toward Maximum Independence will provide another cooling device suitable for storing milk, such as an employer-provided cooler. The lactation location will not be a bathroom or restroom. The room or location may include an employee's private office if it otherwise meets the requirements of the lactation space. Multi-purpose rooms may be used as lactation space if they satisfy the requirements for space; however, use of the room for lactation takes priority over other uses for the time it is in use for lactation purposes.

Employees who desire lactation accommodations should contact the Human Resources Director to request accommodations. An employee's request may be provided orally, by email, or in writing, and need not be submitted on a specific form. We will engage in an interactive process with you to determine when and where lactation breaks will occur. If we cannot provide break time or a location that complies with this policy, we will provide a written response to your request.

Toward Maximum Independence will not tolerate discrimination or retaliation against employees who exercise their rights to lactation accommodation, including those who request time to express milk at work and/or who lodge a complaint related to the right to lactation accommodation. If you believe you have been denied reasonable break time or adequate space to express milk or have been otherwise denied your rights related to lactation accommodation, you have the right to file a complaint with

the Labor Commissioner.

California Paid Family Leave & Short-Term Disability

The California State Disability Insurance (SDI) program provides short-term Disability Insurance (DI) and Paid Family Leave (PFL) wage replacement benefits to eligible workers who need time off work. These wage replacement benefits are funded through payroll deductions and coordinated through the Employment Development Department (EDD). You may be eligible for DI if you are unable to work due to non-work-related illness or injury, pregnancy, or childbirth.

You may be eligible for PFL when you need to take leave from work to:

- To care for a parent, parent-in-law, child, spouse, registered domestic partner, grandparent, grandchild, or sibling who is seriously ill;
- To bond with your newborn, foster child or newly adopted child; or
- For a qualifying exigency related to the covered active duty or call to covered active duty of your spouse, registered domestic partner, parent, or child in the Armed Forces of the United States.

PFL provides partial pay for up to eight weeks.

To file for benefits, read messages from the EDD, submit online forms, or manage your profile, please access or create your SDI Online account at <https://edd.ca.gov/en/disability>

Note: It may be necessary to send some documents to EDD via U.S. mail.

The PFL and DI programs do not provide employees with a right to a leave of absence; they are limited to a state-mandated wage replacement benefit.

Other States may have similar programs. Please contact Human Resources to see if your State provides similar benefits.

Workers' Compensation

Toward Maximum Independence, in accordance with state law, provides insurance coverage for employees in case of work-related injury. To ensure that you receive any workers' compensation benefits to which you may be entitled, you need to:

- Immediately report any work-related injury to your supervisor;
- Call Medcor (injury triage and telemedicine service) at (844) 842-2540 to get medical advice;
- Seek further medical treatment and/or follow-up care if required;
- Submit an incident report to the human resources department by emailing it to HR@tmi-inc.org. If you don't know where to find this report, please ask your supervisor. This report must be submitted as soon as possible but no later than 3 days after the injury occurred.
- If you want to file a workers' compensation claim, then complete a written Employee's Claim for Workers' Compensation Benefits (DWC Form 1) and return it to the human resources department in-person or by email at HR@tmi-inc.org; and
- Provide AbsencePro (877-365-2666, Website: AbsencePro.absencemgmt.com, TDD: 800-697-0353, Fax: 877-309-0218) with a certification from your healthcare provider regarding the need for workers' compensation disability leave, if applicable, and provide the Company with a medical certification as to your eventual ability to return to work from the leave.

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Upon submission of a medical certification that an employee is able to return to work after a workers' compensation leave, the employee under most circumstances will be reinstated to their same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave.

An employee's return depends on their qualifications for any existing openings. If, after returning from a workers' compensation disability leave, an employee is unable to perform the essential functions of their job because of a physical or mental disability, the Company's obligations to the employee may include reasonable accommodation.

The law requires Toward Maximum Independence to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

COVID-19 may be a work-related injury. If you test positive for COVID-19, please notify the Company immediately so we may notify our workers' compensation carrier as required by law.

Toward Maximum Independence provides medical treatment for work-related injuries through a medical provider network which the Company has chosen to provide medical care to injured employees because of their experience in treating work-related injuries.

Employees who are ill or injured as a result of a work-related incident, and who are eligible for family and medical leave under state and/or federal law, will be placed on such leave during the time they are disabled and not released to return to work. The leave under these laws will generally run concurrently.

Paid sick leave is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by workers' compensation insurance. However, workers' compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment.

Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy or other prescribed appointments will not be paid as time worked. If you have accrued and unused sick leave, you may choose to substitute paid sick leave for any time that would otherwise be unpaid.

If you do not have accrued, paid sick leave, or if you have used all of your sick leave, you may choose to substitute vacation/paid time off for further absences from worked, related to your illness or injury.

Management

Criminal Offender Record Information (CORI)

This policy has been developed to meet the requirements of the State of California, Department of Justice, Bureau of Criminal Identification and Information, Field Operations and Record Security section for any agency that maintains or receives criminal history information. All TMI employees work with or around children, youth or adults with developmental disabilities. To insure these employees do not have criminal records, they are fingerprinted and then processed through the California Department of Justice for any criminal history. The overall responsibility for the administration of the employee fingerprint and resulting criminal history information rests with the Director of Human Resources.

Records Dissemination

CORI will only be used by TMI as required by regulation or statute and for no other purpose.

Records Reproduction

CORI may only be reproduced for dissemination internally if it is required to meet the mission or objectives of TMI, or regulatory requirements.

Records Storage

Background check results are secured on the CORI site and are not individually printed out for hard copy retention. Monthly logs of CORI passes are kept electronically on the secured server and accessed by Human Resources personnel.

Records Retention And Destruction

CORI s secured website only keeps clearances available on their site for 30 days, after which the record is no longer available to Human Resources. The CORI logs kept by TMI are securely erased each fiscal year. California Law mandates that TMI may hold a CORI record for up to two (2) years of an employee whose fingerprints came back with a flag indicating criminal activity. In this event, TMI maintains an electronic copy of this document in a secure location and is erased after a two-year period.

Records Security Oversight

Any questions regarding the release, security, and privacy of Criminal Offender Record Information (CORI) are to be resolved by the Human Resources Department.

Training

The following TMI employees: Human Resources Director; human resources representatives; Computer Information Systems Director; Associate Executive Director; and Executive Director are required to:

- Read and abide by this policy
- To themselves be fingerprinted and have a clearance check completed

Penalties

Misuse of California Department of Justice Criminal Offender Record Information (CORI) can be either a misdemeanor or a felony. Violation of this policy regarding CORI may result in suspension, dismissal and/or prosecution.

Employee Property

An employee's personal property, including but not limited to lockers, packages, briefcases, purses, messenger bags, and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Toward Maximum Independence property, possession of dangerous weapons or firearms, or abuse of the Company's drug and alcohol policy.

Employment of Relatives

Relatives of employees may be eligible for employment with Toward Maximum Independence only if individuals involved do not work in a direct supervisory relationship, or in job positions in which there is a conflict of interest. The Company defines "relatives" as spouses, registered domestic partners, children, siblings, parents, in-laws, and step-relatives. Present employees who marry or become registered domestic partners will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another or in job positions involving conflict of interest.

Legal Requirements

The policy on legal requirements is designed to ensure that TMI follows all applicable state and federal laws, as well as all state or county statutes, regulations or funding source mandates. TMI's Executive Director, Associate Director and Program Directors will coordinate all compliance issues pertaining to their area of responsibility or jurisdiction with support/assistance from TMI's retained attorney who reviews all policy having legal or liability implications. As a resource, the attorney will consult on and coordinate all legal compliance issues. They will provide information, guidance and recommendations to the Board of Directors, Executive Director, Associate Director, all Program Directors, Finance Director, and Human Resources Director in order to ensure conformance with all applicable legal requirements.

Financial Practices

All financial practices of TMI shall be handled in accordance with applicable federal, state and local laws. All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices and in compliance with the agency's bylaws and policies.

Ongoing Monitoring & Maintenance

Responsibility for oversight of this policy and its implementation falls with the TMI Board of Directors and the Executive Director. Responsibility for timely renewal of licenses and certifications falls with the respective Program Director. Copies of all licenses and certifications shall be kept on file at the administrative offices.

Compliance

It is the responsibility of the Executive Director, Associate Executive Director, Director of Human Resources, and the Program Directors, with support from TMI's attorney, to remain current on changes in statute, regulation or judicial decisions impacting TMI. TMI's attorney will provide information and recommendations to assure TMI's conformance with current law. The laws and regulations relevant to TMI and its support services include, but are not limited to, The Americans With Disabilities Act (ADA), The Rehabilitation Act of 1973 and the 1992 Amendments, Workforce Investment Act (WIA), the Civil Rights Act of 1964, California Welfare & Institutions Code (Lanterman Act, California Health & Safety codes, California Hughes Act, Department of Developmental Services, Fair Labor Standards Act, Fair Employment and Housing Act, California Administrative codes -- Title 9, Title 17 and Title 22. TMI is also subject to mandatory reporting laws relative to child and adult abuse, as well as regulations, and

the quality assurance standards of the regional center.

TMI is committed to training and support of personnel to assure appropriate responses to any/all legal actions such as subpoenas, search warrants, investigations, wage garnishments, etc.

Mandatory Reporting

TMI employees are mandatory reporters of any suspected allegations of infringements on the rights of clients which include, but are not limited to:

- suspected abuse (physical, neglect, self-neglect, mental suffering, financial, sexual, abandonment, isolation);
- exploitation;
- job and housing discrimination access denial;
- rights of clients;
- interference in the development of a client's personal support plans (PSP); and
- prevention of a client's participation in the choice of adult service provider(s) that best meets their individual needs and/or preferences.

Mental and/or Physical Abuse, Humiliation, & Negligence

California law mandates that all social service providers, such as TMI, must report any allegation or suspicion of abuse to the appropriate regulatory agency within 24 hours or the next workday.

Legal Requirements as a Mandated Reporter

Any suspected abuse, neglect, and/or exploitation of clients are to be reported to either Adult Protective Services (APS) or Child Welfare Services (CWS) as appropriate, within 24 hours of becoming aware of the incident(s). Then, a written report regarding the case(s) will follow within two (2) working days, and incident reports will be completed and submitted to the client's Regional Center Service Coordinator and reviewed by the TMI Ethics Committee and Board of Directors on a quarterly basis.

Reporting Procedures

All incidences of abuse or suspected abuse must be reported to the employee's immediate supervisor or program director for further reporting requirements and guidance. As a reminder, TMI practices a non-retaliation policy which remains in place.

Exploitation

Employees working directly with clients may not act as their conservator or representative payee nor may they establish sole or unmonitored access to their finances. Employees who do not work directly with clients may act in such a capacity if disclosed in the Conflict of Interest policy, approved by the Executive Director, and disclosed to the Ethics Committee. In the management of a client's personal funds, TMI will provide a system of accountability and clearly outlined procedures to ensure there is no co-mingling of funds and that all monies are used for designated or intended purposes.

Allegations Directed at TMI Employees

Due to the potential seriousness of the allegation, the following actions will be taken immediately if there is an allegation of abuse or negligence of a client by a TMI employee.

- Immediate suspension will be invoked pending the outcome of an internal investigation.
- All persons involved will be interviewed.
- Every reasonable effort will be made to keep the investigation confidential.

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- The supervisor will work closely with the Program Director, the Director of Human Resources, and the Executive Director.
- The employee will receive the appropriate disciplinary action based on the findings of the investigation.
- If the investigation finds that the allegation of abuse or negligence is unfounded, the employee will be reinstated with retroactive pay based upon the schedule-on-record for the day(s) in which the suspension occurred. The client, employee, and/or immediate supervisor will be given the choice to continue working with the client, or if it is reasonable, to transition the case to another TMI employee.
- TMI may exercise the same disciplinary action in response to other forms of unprofessional conduct by an employee.

Names and Addresses Policy

Toward Maximum Independence is required by law to keep current up-to-date personnel records on every employee. If an employee has a change regarding any of the items listed below, the employee can update the information themselves in TMI's human resources/payroll system (known as UKG), with the exception of a change to an employee's legal name and right to work status. With regard to a change to an employee's legal name or right to work status, employees must notify HR immediately in writing by sending an email to HR@tmi-inc.org.

- Legal name
- Home address
- Home/cell telephone numbers
- Personal email address
- Direct deposit (bank) information
- Emergency contacts
- Dependent changes/information
- Right to work status/paperwork

Performance Evaluations

Each employee will receive periodic performance reviews conducted by their supervisor. Additionally, some employees may have supervisory meetings. The frequency of performance evaluations and supervisory meetings may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems. Favorable performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of Toward Maximum Independence and depend upon many factors in addition to performance.

Reporting Unethical Conduct and Practices

Toward Maximum Independence is committed to ethical practices and conduct in every pursuit. This includes a safe and respectful environment for everyone who works or visits here. TMI maintains strict policies on subject matter considered unethical which encompasses our belief in Zero Tolerance and No Retaliation for reporting incidents.

Policies covering the work environment and misconduct are:

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- Harassment, Discrimination and Retaliation
- Drug-Free Environment
- Workplace Violence
- Reporting Waste, Fraud And Abuse of Corporate Resources
- Records and Confidential/Private Information

If it occurs that any document, action or failure to act arouses the suspicion of a violation of our Code of Ethical Conduct, a violation of law, contract or regulation, or a violation of commonly accepted ethical standards of behavior in the workplace, the community or within a nonprofit organization, then that suspicion of an ethical breach shall be reported to an appropriate supervisor immediately.

Enforcement

Employees found by TMI to have engaged in conduct and/or behavior that is in violation of these policies are subject to disciplinary action, up to and including immediate termination of employment.

Appropriate corrective action will also be taken if TMI finds that clients or vendor personnel have engaged in conduct prohibited by this policy.

Reporting

All employees have an affirmative duty and responsibility to report perceived misconduct, including actual or potential violations of the law and/or regulations, workplace violence, harassment, unethical behavior, or any infringement of TMI policies and procedures and/or the TMI Code of Ethical Conduct.

If you, or any person involved with TMI, believes to have seen any form of unethical or inappropriate conduct covered by this policy and/or its referenced policies, you should immediately report the situation/incident in accordance with our reporting protocols.

Please do not allow a suspected unethical situation to continue by not reporting it.

Procedure

- You can leave a voicemail message by calling the TMI Hotline at (858) 467-0468. All voicemails are checked by TMI's Director of Human Resources.
- You can report to your manager, any other TMI manager, any TMI Director or the Executive Director.
- If one's immediate supervisor is the object of the concern, then the concern should be brought to a supervisor at a higher level.
- If a Director is the object of concern, then the issue should be brought to the Executive Director.
- If the Executive Director is the object of the concern, then the issue should be brought to the attention of a member of the Board of Directors.

What TMI Will Do With Your Report

TMI will conduct a prompt investigation of your report. Typically, the Executive Director will:

- Contact you to get the details of your ethical concern;
- Keep you informed of the status of the investigation;
- Provide you with (at least) the preliminary findings of the investigation within 10 business days of your report; and
- Advise you of the investigation outcome.

Zero Tolerance for Retaliation

TMI will not tolerate retaliation against any employee for reporting suspected unethical behavior, participating in an investigation, or otherwise opposing unethical conduct. If you feel someone is retaliating against you, or another person, you should immediately report the situation using one of the avenues described in this policy so that the matter may be promptly investigated and remedied. Upon an investigation, if an employee is found to have retaliated against another employee, the employee who engaged in the retaliation is subject to immediate termination.

Please help make our working environment free from unethical behavior by reporting incidents immediately.

Reporting Waste, Fraud, and Abuse of Corporate Resources

TMI is committed to the timely identification and resolution of issues adversely affecting employees, clients, or services. TMI has established communication channels to report problems and concerns. Employees are urged to first utilize the internal processes, including the grievance procedure, to address issues within the scope of that process. TMI has established a telephone hotline that may be utilized by employees, and other interested parties, to report problems and concerns either anonymously or in confidence. Employees who report problems and concerns in good faith via the hotline will be protected from any form of retribution or retaliation. The hotline phone number is: (858) 467-0468.

Reporting

Employees have a duty and responsibility to report perceived misconduct, including actual or potential violations of the law, regulations, workplace violence, harassment, unethical behavior, or any infringement of TMI policies, procedures, or Code of Ethical Conduct. All levels of management are to encourage employees to report problems and concerns. Reporting procedures and details are explained in separate policies covering subject matter.

Hotline for Reporting

TMI has established a hotline that may be utilized by employees, and other interested parties, to report problems and concerns either anonymously or in confidence. Employees reporting problems and concerns in good faith via the voicemail hotline will be protected from any form of retribution or retaliation. All information received via the hotline will be acted upon in a timely, reasonable, and proper manner. The hotline phone number is: (858) 467-0468.

No Retaliation

If an employee wishes to remain anonymous, or is concerned about retaliation, they are encouraged to use the confidential voicemail. Any form of retaliation against an employee who reports a perceived problem or concern in good faith is strictly prohibited. However, employees cannot exempt themselves from the consequences of their own misconduct by reporting an issue. Any member of management who commits or condones any form of retaliation will be subject to disciplinary action up to, and including, termination.

Regulatory Compliance Policy and Plan

The Plan contains principles articulating the policy of TMI to ensure regulatory compliance. All employees are responsible to ensure that their behavior and activity is consistent with regulatory requirements.

Non-Retaliation Policy and "Good Faith" Reporting

No retaliatory action will be taken against an employee for reporting in good faith any regulatory compliance concerns or any unlawful conduct. Good faith requires that the employee report information, as they understand it to be true, without fabrication. Employees who record their own behavior as non-compliant are not exempt from disciplinary actions if called for by regulation, law, or policy. However, self-reporting of violations is seen as positive and may result in a lessening of consequences for the employee.

TMI is committed to protecting employees from retaliation regarding the reporting of suspected violations of the Plan and the law. If an employee feels that they have suffered retaliation, they should report this to the Executive Director or the Human Resources Department.

Response to Fraudulent Reporting

TMI is dedicated to protecting employees from fraudulent or intentionally inaccurate reporting. Deliberately making false or misleading reports or accusations against other employees is a serious offense and may lead to disciplinary action up to and including termination of employment.

Investigations and Response

The RCO investigates all reports of suspected or actual regulatory violations. All information is kept confidential and shared only on a need-to-know basis. Results of investigations are documented in a report shared with the Executive Director and Board of Directors. Recommendations are included in this report and are based on best practices, agency policy, related standards or law, and suggestions by the Executive Director.

Every reasonable measure will be taken to maintain the confidentiality of the reporter and those involved in the investigation. However, TMI cannot control whether or not the reporter or those involved in the investigation break their own confidentiality. Therefore, as part of the investigation, employees are asked not to discuss issues under investigation and to not participate in speculation regarding the investigation.

Disciplinary Enforcement of Regulatory Infractions

When an employee violates standards, laws or regulations, measures are taken to correct the situation and discourage further occurrences. All employees will be treated in a fair manner and will receive progress of disciplinary action when appropriate. The degree of discipline depends on the severity of the offense and circumstances under which it occurred.

All violations of TMI regulatory policies and procedures will be investigated thoroughly before any discipline is imposed. If an employee has any questions about disciplinary action, the Executive Director should be contacted for clarification. If not satisfied, the employee may appeal such action through the agency's grievance procedures.

Required Regulatory-Related Training

All employees are required to take:

- A brief overview of regulatory compliance as part of the TMI orientation
- Topic training related to the employee's specific position, i.e., mandated reporting, health & safety, self-care, best practices, HIPPA, documentation, etc.

Employees complete required regulatory trainings which can be verified by paper and/or electronic records. In doing so, they agree to follow such procedures presented in the trainings and abide by

corporate compliance requirements.

Telecommuting

Working remotely, also referred to as "telecommuting," provides employees with an opportunity to work from an alternative work environment rather than the physical location of the Company. Working remotely must be pre-approved by your supervisor and cannot be initiated without a signed *Telecommuting Agreement*.

Toward Maximum Independence retains the right in its sole discretion to designate positions that are appropriate for remote work and approve employees for working remotely. Working remotely must be approved by your supervisor. Working remotely does not change the conditions of employment or required compliance with all Company policies and procedures. **The Company reserves the right to change or terminate the *Telecommuting Agreement* at any time, without cause or advance notice. Your ability to work under a telecommuting agreement rest in the sole discretion of the Company.** Working remotely is a privilege and may not be appropriate for all employees. If you wish to request to work remotely, please contact your supervisor and ask for a *Telecommuting Request* form.

Work Schedule

Unless otherwise agreed in the *Telecommuting Agreement*, your hours and days of work will not change. Employees must apply themselves during work hours and remain available for remote team meetings or conferences as needed. Nonexempt employees must not work outside of scheduled hours without advance approval – this includes such activities as checking and responding to emails. Any work outside of a scheduled shift must be reported to a supervisor. Generally speaking, working remotely is not intended as a substitute for childcare or to care for another adult. If you need to make special arrangements or changes to your work schedule due to the need to care for a child or another adult, please contact your supervisor.

Work Standards and Performance

As a telecommuting employee, you must:

- Remain accessible during your telecommute schedule;
- Regularly communicate with your supervisor/manager to stay current on assigned/relevant tasks, projects and any other work-related issues;
- Be available for and attend any video/teleconferences, scheduled on an as-needed basis;
- Be available to physically attend scheduled work meetings as requested or required by the Company;
- If you are nonexempt (hourly), properly record all hours worked each day in compliance with the Company policies and practices;
- If you are nonexempt (hourly), obtain supervisor approval in advance of working any overtime hours;
- Take rest and meal breaks in full compliance with all applicable policies of the Company; and
- Request supervisor approval to use vacation, sick or other leave in the same manner as when working at a physical work location.

It is critical that telecommuting employees comply with all Company rules, policies, practices and instructions that would apply if they were working at the Company's physical work location(s), including but not limited to, policies governing telecommuting/remote work, use of technology, confidentiality, harassment and discrimination, and workplace safety.

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Your Telecommuting Agreement will be evaluated on an ongoing basis to ensure that your work quality, efficiency, and productivity are not compromised by the telecommuting arrangements.

Equipment and Information Security

Your *Telecommuting Agreement* will specify the equipment provided to you for purposes of telecommuting. As a telecommuting employee, you will be subject to the following requirements:

- Your equipment must not be used by anyone other than yourself, and only for business-related work.
- You are responsible for immediately reporting any problems with Company equipment.
- You must protect Company-owned equipment, records, and materials from unauthorized or accidental access, use, modification, destruction, disclosure or theft. You must follow all policies, practices and instructions regarding the safety and security of any confidential and/or proprietary information.
- You must report to your supervisor any incidents of loss, damage, or unauthorized access at your earliest reasonable opportunity.
- All equipment, records and materials provided by the Company will remain property of the Company.
- At the termination of the Telecommuting Agreement, or upon the Company's request, you agree to immediately return any and/or all Company equipment.

The Company may, at its sole discretion, change any of the conditions under which the employee is permitted to telecommute under the *Telecommuting Agreement* at any time, and may require the employee to report to the employee's physical workplace at any time and for any reason.

Expense Reimbursement

The Company will cover all reasonable and necessary expenditures related to telecommuting, which will be specified in the *Telecommuting Agreement*. Employees should submit any expense reimbursement requests in accordance with the Company's policy and practice.

Workplace Privacy - Audio/Video Recordings

Due to concerns regarding the potential for invasion of privacy, sexual or other harassment, and protection of proprietary or confidential information and communications, employees may not use any audio or video recording devices while on working time or in confidential or secure working areas, unless you are engaged in protected concerted activity for mutual aid and protection related to improving the terms and conditions of your employment, such as documenting health and safety issues and you are not doing so in violation of any Company policy (such as the policies against sexual harassment or protection of Confidential Information). The Company uses or may use video surveillance in public areas (not in restrooms, lockerrooms or changing areas). The video surveillance will not include sound recording.

Company Property

Bulletin Boards

Toward Maximum Independence maintains bulletin boards located at each office location. There is some variation amongst office locations. Generally, it's located near the break room or copy machine room. Bulletin boards are used to provide information to employees concerning TMI-related content, including our Wellness Program, events, etc. Employees may not post items on Company bulletin boards unless the following conditions are met:

- Postings may be made by Company employees only;
- The information to be posted must first be approved by Human Resources;
- Postings are limited to 8.5" x 11" in size;
- Bulletin boards will be updated as needed; and
- Posted items will be dated and will be removed after one month.

Electronic Communication and Devices

TMI's Department of Computer Information Systems provides responsible oversight of its e-communications architecture. This policy provides guidelines for employees conducting TMI business and communicates the expected use, handling, and protocol of electronic devices. Electronic Communication describes communication methods such as phone calls, teleconferencing, videoconferencing, facsimile, instant/text messaging, electronic mail, social media channels, and internet. These methods are delivered through electronic devices such as, desktop phones, video relay phones, cell phones, computers, tablets, printers, scanners, and faxes and the corresponding charging cables, if any.

TMI-Issued Electronic Devices

Administrative employees may be issued a laptop/desktop and/or a cell phone. Direct staff/DSP may be issued a tablet/iPad. Electronic devices that are the property of TMI should be treated as such. While using TMI devices, employees agree to:

- Safeguard, protect, and use electronic devices responsibly.
- Conduct themselves professionally and appropriately at all times.
- Not access Internet websites that are obscene, unethical, salacious, or improper, such as, but not limited to, pornography, violence, gambling, racism, harassment, the buying and/or selling of merchandise or services that are unrelated to the mission and business activities of TMI, or any other illegal or derogatory activity or any activity that violates any policy in this handbook.
- Abide by all HIPAA (Health Insurance Portability & Accountability Act) laws including ensuring the confidentiality and security of protected health information (PHI) when it is transferred, received, handled, or shared.
- Abide by the copyrights, software licensing rules, property rights, and privacy of others.
- Immediately inform the Computer Information Systems department and their primary supervisor (see below for contact information) regarding incidents or events that may jeopardize the integrity or security of all TMI electronic devices.
- Not use personal Apple IDs unless authorized to do so.
- Not hold TMI accountable for lost personal information on a TMI device which may include, but is not limited to, music, photos, and applications. TMI employees may require me to remove

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- personal content on a device in order for it to run efficiently.
- Not use TMI devices for personal profit or gain, or to solicit personal/private business support.
- Not cause harm, threaten, offend, or embarrass employees, clients, or stakeholders regardless of intent. TMI's policy against harassment and discrimination applies to all electronic devices and related e-communication.
- Return the tablet/iPad and charger to their supervisor before taking a leave of absence that is longer than one month or once the leave of absence becomes more than one month in length.

While TMI recognizes and permits limited personal use of these devices, personal use must not interfere with TMI operations, the employee's job performance, or create substantial additional cost for TMI. Use of TMI electronic devices is a privilege and is to be used primarily for business purposes to research and obtain relevant and useful business information, enhance work performance efficiencies, conduct, and expedite business communication, and access TMI data.

Damage or Loss of TMI Devices

Where permitted by applicable law, if an employee carelessly, deliberately, negligently, or maliciously causes damage to a device or causes it to be lost, stolen, or misplaced, the employee may be subject to discipline, up to and including termination, and/or lose privileges to use said device.

If a device(s) is damaged, lost, or stolen, employees are required to complete an Electronic Device Incident Report and submit it within 48 hours to their supervisor and/or director. This form can be found in the employee portal of the TMI website and submitted electronically. Additionally, an investigation may occur for repeated incidents which could lead to disciplinary action and possibly termination.

An employee's supervisor along with the department/program director will decide the proper disciplinary action up to and including termination, if necessary.

TMI Work Environments & Breaches

TMI's network infrastructure secures data and delivers it to authorized users via a user privilege hierarchy allowing access by name and password authentication. This data is confidential. A breach of confidential information is a violation of HIPPA and state privacy and confidentiality laws. A breach of confidential username and/or password must be immediately reported to the staff supervisor and the Computer Information Systems Department. Non-reporting may result in employee discipline including termination, as well as possible civil and criminal penalties.

Employees may only temporarily save TMI documentation to their electronic devices. All data and work must be accessed and stored in TMI's managed Cloud Server. Employees agree to:

- Never access any computer using another employee's username and password.
- Never give their assigned username or password to another person allowing them access to secured and/or confidential data information.

Software Access, Downloading, and Internet Access

TMI equips its electronic devices with standard software which are utilized for work efficiency. Standardized access restrictions are in place for all managed devices. Employees are allowed to use text/video instant messaging/chat and conferencing applications on some devices.

- Employees are prohibited from knowingly downloading or distributing pirated software or data, including entertainment software, games, movies, or music.
- Employees must contact the Department of Computer Information Systems (CIS) to request

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additional software or services that may be needed for business purposes.

E-mail Communication

All employees are issued a TMI email address and may transmit electronic mail to and from individuals, both inside and outside of the TMI computer network. E-mail is the main way that TMI communicates with its employees. Thus, ***employees are responsible for regularly reading and responding to emails sent to their TMI email account during their working hours.***

Employees who take a leave of absence longer than one month may have their email account suspended. This allows the employee, among other things, to concentrate on attending to the matters at hand during their leave of absence.

TMI retains the right to access and review any information sent, received or stored under an employee's username and password. Electronic data may be used in court proceedings (to include civil and criminal investigations) with or without the employee or client's permission. TMI may be legally required to release specific electronic data, which the employee may think is private and/or confidential or may believe has been deleted.

Proper Use and Ethical Conduct

TMI email should not be used to intentionally harass, cause harm, threaten, offend, slander or embarrass TMI or others. This may include, but is not limited to, jokes, chain letters, and/or items relating to sex, politics, religion, ethnicity, national origin, or sexual orientation, even when sent under the social or group mail listing of email applications.

- Employees are not permitted to use profanity or vulgarity when sending emails via internet or posting to public newsgroups.
- Employees are prohibited from sending an email under another person's email account.
- Employees are prohibited from entering into any contracts or agreements on behalf of TMI through electronic mail without prior approval. Such contracts or agreements must be executed through normal channels and must be expressly authorized, approved, and executed by appropriate management personnel.

Social Media

Employees are discouraged from engaging with personal social media sites (i.e., Facebook, Instagram, Twitter/X, etc.) during working hours. The following are exceptions: lunch, breaks, or engaging with TMI advocacy or related posts.

Working While Abroad

TMI uses a Cloud VPN which changes or masks our IP address (the unique number that identifies TMI and its geographical physical location in the world). Using a VPN protects TMI from a plethora of security breaches.

While VPNs are a great way to protect our information when browsing online, not every country allows their usage. Some nations have gone so far as to block VPNs while you are within their globally recognized borders. The punishment for using a VPN in these countries can be severe, ranging from small fines to loss of internet access, or even prison time. TMI is not responsible for any fines or punishment of any kind. Therefore, employees are solely responsible for such use and do so at their own risk.

The CIS Department is incapable of monitoring the internet usage policies of countries around the world who intermittently block, are in the process of blocking, or have completely blocked the use of VPNs.

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The CIS Department, therefore, does not endorse nor support the use of the TMI VPN while outside of the Continental United States.

Disciplinary Action Regarding E-Communications

Employees will be held accountable for any breaches of security, confidentiality, or propriety. One or more violations of this policy could subject the employee-user to immediate revocation of some or all system privileges and may result in disciplinary action, up to and including termination. TMI will take actions that are reasonable and commensurate with each violation and the related circumstances.

Employer Property

All Toward Maximum Independence property must be maintained according to Company rules and regulations. They must be kept clean and are to be used only for work-related purposes. Toward Maximum Independence reserves the right to inspect all Company property including computer or phone data or messages to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence. Prior authorization must be obtained before any Company property may be removed from the premises.

Company voicemail and/or electronic mail (e-mail) including texting, pagers and mobile email are to be used for business purposes. Toward Maximum Independence reserves the right to monitor voice mail messages, and e-mail messages, and texts to ensure compliance with this rule, without notice to the employee and at any time, not necessarily in the employee's presence.

Toward Maximum Independence may periodically need to assign and/or change "passwords" and personal codes for all electronic devices, account access and building access.

These communication technologies and related storage media and databases are to be used only for Company business and they remain the property of Toward Maximum Independence.

Toward Maximum Independence reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system. Messages on the Company voicemail and email systems are subject to the same Company policies against discrimination and harassment as are any workplace communications. Offensive, harassing or discriminatory content in such messages will not be tolerated.

No personal locks may be used on Company-provided lockers unless the employee furnishes a copy of the key or the combination to the lock.

For security reasons, employees should not leave personal belongings of value in the workplace. Terminated employees should remove any personal items at the time they leave Toward Maximum Independence. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee's termination.

Guests and Visitors

Visits from friends and family should be kept to a minimum, in order to preserve an appropriate work environment. If you wish to bring a visitor to work, request from your supervisor and complete the *Guest and Visitors Request* form, which will be reviewed by Executive Administrative Assistant. You should also use the *Guest and Visitors Request* form if you wish to bring your pet to work.

The Company reserves its right in its sole discretion to deny such a request for reasons including but not limited to, the requested guest or visitor has been disruptive in the past, there is a special event scheduled on the date(s) requested, or the work environment is not appropriate for the visitor or guest due to safety or other reasons.

Personal Use of Company Cell Phone

Cell phones (including handheld devices and smart phones such as iPhones) may be provided to some employees to assist them in performing their job. These cell phones are Company property. Data (including web browsing), messages (including voice mail, mobile email, and text messaging), and other stored electronic information is subject to monitoring and employees do not have an expectation of privacy in the use of this Company property.

Company cell phones must not be used in any manner that violates any other Company policy, including safety policies, confidentiality policies, electronic and social media policies, and policies against discrimination and harassment.

Employees who are provided a Company cell phone may use it to send and receive occasional and limited personal communications. Any personal usage of a Company-issued cell phone is NOT subject to any expectation of privacy, is subject to review and monitoring by the Company, must not interfere with your work performance, take away from work time, or violate any Company policy, including policies against harassment, discrimination, and disclosure of confidential or trade secret information. Employees are responsible for paying for additional time or data usage in excess of any rate plan maintained by the Company and unrelated to performance of job duties or following Company directions.

Smoking

Smoking is prohibited at this workplace. The smoking prohibition applies to all use of tobacco and/or smoking devices, including, but not limited to, the use of chewing tobacco as well as the use of electronic smoking devices, such as electronic cigarettes, pipes, hookahs, and vaping devices.

Solicitation and Distribution of Literature

No employee shall solicit or promote support for any cause or organization during their working time or during the working time of the employee or employees at whom such activity is directed. No employee shall distribute or circulate any written or printed material in work areas at any time, or during their working time or during the working time of the employee or employees at whom such activity is directed.

Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on Company property.

Employee Conduct

Confidential Information

Each employee is responsible for safeguarding the confidential information obtained during employment. In the course of your work, you may have access to trade secrets or similarly protected proprietary or confidential information regarding Toward Maximum Independence's business (such as financial data, research and development, marketing, business plans or strategies, suppliers, business partners or customers). You have a responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties or as required by law.

“Confidential information” includes, but is not limited to: (a) the identities, contact information, financial information, attorney-client privileged information, or other personal or HIPAA information of any of TMI’s clients; (b) TMI’s advertising and marketing strategies, methods, research and related data; (c) the names of any of TMI’s vendors or suppliers; (d) the cost, type and quantity of materials and/or supplies ordered by TMI; (e) the prices at which TMI obtains or has obtained or sells or has sold its services; (f) TMI’s costs, methods and objectives (including those methods licensed from other entities); (g) any technical information owned or created by TMI or licensed from another entity; (h) any inventions, techniques or proprietary methods; (i) any pending or issued patents; (j) financial or tax records; (k) personal information belonging to TMI’s current or former employees, owners and/or customers unrelated to terms or conditions of employment (including, but not limited to, Social Security numbers, birthdates, home addresses and telephone numbers, banking or credit card information, and medical information) (l) any “trade secrets” as such term is defined in the Uniform Trade Secrets Act and applicable common law or any other confidential information of, about, or concerning the business of TMI; and/or (m) such other confidential information or data of any kind, nature, or description as may be designated as “Confidential” from time to time by TMI.

The definition of “Confidential Information” does not include a statutory employee’s terms and conditions of employment. Moreover, this policy is not intended to restrict any rights that statutory employees may have under the National Labor Relations Act (NLRA) or other similar laws to discuss their wages and/or terms and conditions of employment.

All Confidential Information, no matter where or when obtained, must be kept confidential at all times and may only be disclosed to those employees of TMI who are authorized to receive such information and who also have a demonstrated need for such information.

Unless specifically consented to in writing by Human Resources, each employee agrees that they will not, in any manner use, divulge, disclose, or communicate to any person or entity, in any manner whatsoever, either directly or indirectly, any confidential information of any kind, nature or description concerning any matters affecting or relating to TMI or its business. If you are in doubt as to whether information should be disclosed, you should err in favor of non-disclosure and discuss the situation with your supervisor. In addition, you should not access any confidential information that you have not been authorized to receive.

In addition to non-disclosure, you may not use confidential information for personal profit or gain, or for any purpose outside your employment by TMI. TMI, in turn, respects other companies’ proprietary and confidential information and requires employees to treat such information with the same level of care and degree of privacy as they would TMI’s own confidential and proprietary information.

Violation of this policy will result in discipline, up to and including termination of employment.

This policy does not prohibit employees from confidentially disclosing trade secret, proprietary or confidential information to federal, state, and local government officials, or to an attorney, when done to report or investigate a suspected violation of the law. Employees may also disclose the information in certain court proceedings if specific procedures to protect the information are followed. Nothing in this policy is intended to conflict with 18 U.S.C. sec. 1833(b) or create liability for disclosures of trade secrets that are expressly allowed by 18 U.S.C. sec. 1833(b).

Nothing in this policy prevents you from discussing or disclosing information about unlawful acts in the workplace, such as harassment or discrimination or any other conduct that you have reason to believe is unlawful.

Conflict of Interest

All employees must avoid situations involving actual or perceived conflict of interest. For example, personal or romantic involvement with a competitor, supplier, or subordinate employee of Toward Maximum Independence, which impairs an employee's ability to exercise good judgment on behalf of the Company, can create an actual conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

No employee, volunteer, board member, or officer may:

- accept employment, act as a board member for, or have other business relations with organizations whose services are in philosophical conflict with TMI, or with current or potential competitors, clients, vendors, or funders of the agency without prior written permission from the Executive Director;
- privately offer services or support to clients that are currently offered through a TMI vendored program;
- engage in activity which lessens the impartiality, judgment, effectiveness, or productivity expected from them in the course of performing their duties and responsibilities;
- receive inappropriate financial gain or undue influence resulting from any association with TMI.

All business transactions between TMI and any board member, officer, employee, or volunteer, must be conducted in an open and transparent manner and only after the material terms of the transaction, including any financial gain involved is approved by the board with any involved board member abstaining from voting to approve or disapprove the transaction. Board members and officers will disclose any and all potential conflicts of interest and refrain from participation in decision-making when such conflicts arise.

Relatives, significant others, and romantic relationships among employees may present a conflict of interest, if they work in the same department, elsewhere in the agency, or for each other. Management will determine as each case arises if such a conflict is present, and how to best resolve the conflict. TMI does not engage in practices of favoritism in hiring of family members of employees or board members or any practice, which might violate state and federal employment laws. Though TMI does not prohibit the employment of relatives, it does not allow such related persons, cohabitants, or employees who are romantically involved to work in a supervisory relationship with one another.

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Finances

TMI implements rules for employees who assist clients with managing their finances. These rules are provided in order to protect clients from fraud, abuse, exploitation, or theft, and to protect employees from such allegations. The rules, which are subject to change by TMI include the following:

- Never ask for or accept money (cash, check, money order, etc.) from a TMI client. If an employee is presented with a gift from a client, please review the section below titled Gifts.
- Never hold (physically, in any of your bank accounts, or in any safe place that the client does not have access to or is not aware of) cash, checks, or a credit/ATM card for a TMI client.
- Never ask for or accept a loan from TMI client.
- Never lend money to a client. Employees are not allowed to be paid back for something purchased for a client.
- Never conduct financial transactions for a TMI client without the client being physically present. This includes, but is not limited to, going to an ATM, bank, or credit union.
- Never record or keep the client's ATM card PIN number.
- Do not solicit or recruit clients for fundraisers or any kind of second job, or any kind of business venture (Avon, Amway, etc.).
- Never involve a client in any activity that produces direct or indirect financial gain for a TMI employee, or their friends, relatives, etc.
- Never sell anything to or buy anything from a TMI client without prior permission from a Program Director.
- Report any situations in which any reasonable person might have suspicions of theft or fiduciary abuse to a direct supervisor immediately.
- Never be in a position or carry out an activity that creates, or could create, the appearance of impropriety.
- Never ask for, allow, or accept any representative or beneficial interest in the estate or property of a TMI client.

Gifts

Employees will accept no gifts, gratuities, or tips from supported individuals, their families, vendors, or other business associates of the agency, for any value in excess of \$25.00 per year. Exceptions to the \$25.00 per year limit must be approved by the Executive Director or the Associate Executive Director. In no case are gifts allowed that interfere with an employee's ability to make sound business or programmatic decisions. Non-monetary gifts to the agency may only be accepted by the Executive Director in consultation with the Director of Finance and according to TMI's Corporate Gift Acceptance policy. Employees, volunteers, or board members may not receive or accept any fee, gift, or gratuity for negotiating contracts with any business entity or as an inducement to do business or provide services, unless approved by the Board in advance as provided above in this policy.

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to their immediate supervisor, or any other appropriate supervisor, for a determination about whether an actual conflict exists. If an actual conflict is determined, Toward Maximum Independence may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action up to and including termination.

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Instructions: Having read the Conflict of Interest policy above, you must select one box in each of the following sections. Otherwise, you will be redirected back to this section until you do so.

- No, I don't have any conflicts of interest.
- Yes, I do have an actual and/or *potential* conflict of interest which I've described below.

If yes, you *must* describe the conflict or potential conflict below:

- No, I don't have any relatives (by blood, marriage or otherwise), significant other, or a romantic relationship with a current TMI employee.
- Yes, I do have a relative (by blood, marriage or otherwise), significant other or a romantic relationship with a current TMI employee.

If yes, you *must* include the name(s) of the current TMI employee(s) and relationship below:

Customer Relations

Employees are expected to be polite, courteous, prompt, professional and attentive to every customer or stakeholder (including but not limited to clients, client's family members, visitors, vendors). When an employee encounters an uncomfortable situation that they do not feel capable of handling, the Executive Administrative Assistant or the Site Coordinator should be called immediately if the situation takes place at a TMI office. If such a situation occurs outside of a TMI office such as in the community or worksite, then the supervisor should be called immediately.

Employees working at a TMI office must adhere to the following:

- Customers are to be treated courteously and given proper attention at all times. Never regard a customer's question or concern as an interruption or an annoyance. You must respond to inquiries from customers, whether in person or by telephone, promptly and professionally.
- Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received.
- Through your conduct, show your desire to assist the customer in obtaining the help they need. If you are unable to help a customer, find someone who can.
- All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.
- Never argue with a customer. If a problem develops or if a customer remains dissatisfied, ask your supervisor, the Executive Administrative Assistant, or the Site Coordinator to intervene.

Dress Codes and Other Personal Standards

Employees are expected to wear clothing appropriate for the nature of our business and the type of work performed. Avoid clothing that can create a safety hazard. Because each employee is a representative of Toward Maximum Independence in the eyes of the public, each employee must report to work clean, properly groomed and wearing appropriate clothing. Employees are expected to dress neatly and, in a manner, consistent with the nature of the work performed.

Certain employees may be required to wear safety equipment or clothing. Any deviations from these guidelines must be approved by your supervisor. TMI's dress code requires maintenance of a professional image and include the following guidelines:

- Neat grooming and hygiene standards.
- Clean, pressed clothing.
- Closed toed shoes in all circumstances when providing support to clients unless preapproved for special events.
- Tattoos are to be covered when deemed offensive or inappropriate. Direct staff/DSP must conform to job site dress code requirements.

The following are NOT allowed while working at any office location or providing direct support to clients:

- Any facial or tongue piercings. Ear piercings are permitted.
- Excessive jewelry – long necklaces and dangling items are potential hazards when working with clients.
- Extreme hair colors or styles (including but not limited to bright red, neon, purple, blue, pink, orange, mohawks, spikes, etc.).
- Hats/baseball caps – unless appropriate for the activity.
- Flip flops.
- Clothing that sags or is skin-tight (i.e., waistband is well below hips, inseam is near knees).
- Strap width less than less two inches for tops/dresses.
- Low cut, midriff exposing, or revealing clothing.
- Sweat pants (except at fitness centers).
- Clothing having or referencing vulgarity, racism, sexism, or profanity of any kind.
- Shorts are not appropriate for worksites. Shorts can be worn when engaging in fitness or recreation activities. Length of shorts two inches above the knee are appropriate for some activities and given appropriate weather, however, TMI supervisor approval is needed.
- Skirts or dresses that are shorter than two inches above the knee.
- Ripped jeans/denim pants.

TMI is not responsible for damage to personal belongs (jewelry, watches, clothing, etc.) TMI staff are to consult with their supervisor if clarification of guidelines is needed. Due to structure of Community Living Services, some exceptions may be allowed under specific circumstances. Due to structure of Employment Solutions, the dress code may be required by the employer guidelines. Administrative staff must wear professional attire daily with the exception of designated casual days or special events. These standards are to be observed at all time while at work. TMI reserves the right to send an employee home without pay for violation of this policy. Repeated violations could result in termination.

Employees who need a reasonable accommodation because of medical reasons, religious beliefs,

observances or practices should contact a Company representative with day-to-day personnel responsibility and discuss the need for accommodation.

Drug and Alcohol Abuse

Toward Maximum Independence is concerned about the use of alcohol, marijuana, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from an employee's work performance, efficiency, safety, and health, and seriously impair Company operations. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage, or injury to other persons.

The following rules and standards of conduct apply to all employees while on Company property, at work, or working on Company business. The following are strictly prohibited by Company policy:

- Being under the influence of, or impaired by, alcohol, marijuana or any illegal or controlled substance while working or otherwise engaging in Company activities.
- Using or possessing alcohol, marijuana or any illegal or controlled substances while working or otherwise engaging in Company activities. (Including the illegal use of prescription drugs and possessing drug paraphernalia.)
- Distributing, selling, or purchasing of alcohol, marijuana or any an illegal or controlled substance while working or otherwise engaging in Company activities.

For purposes of this policy, "illegal drugs" means and includes (a) any drugs which are illegal under federal, state, or local law or (b) legally prescribed drugs not prescribed to the user or (c) even where prescribed to the user, abuse or use of said drugs in a manner inconsistent with the prescription or purpose for which the drugs were prescribed. For avoidance of doubt, illegal drugs include marijuana even if you reside in a State which has de-criminalized the use of marijuana. Furthermore, the possession, sale, or use of illegal drugs or controlled substances without a prescription at any time is prohibited.

Upon reasonable suspicion, employees may be requested at any time without notice and as a condition of employment to submit to a test to determine whether they are under the influence of alcohol or illegal drugs. In order to enforce this policy, Toward Maximum Independence reserves the right to conduct searches of Company property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy. Refusal to submit to a property search or an alcohol/drug test or drug test procedure is considered a violation of this policy and insubordination and may result in discipline, including termination.

Employees are also required, as a condition of employment, to notify their supervisor within 5 calendar days of any workplace-related criminal drug convictions in which they were involved. A conviction means a finding of guilt, including a plea of nolo contendere, or imposition of a sentence or both by any judicial body charged with the responsibility to determine violations of the federal or state drug statutes. If an employee's position requires that they operate a motor vehicle in connection with their job duties, the employee must notify TMI of any DUI/DWI, alcohol-related conviction, or driver's license restriction.

If you are taking any legal drug, whether over the counter or prescribed by a physician, that may your ability to safely perform your job duties without risk of harm to yourself or others, this must be reported to Human Resources to determine whether reasonable accommodations can be made which will allow you to work safely.

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A disabled applicant or employee who may require a reasonable accommodation related to this policy must make a written request for accommodation to Human Resources BEFORE the employee is found to be in violation of this policy. Please note that even if accommodations may be made, employees are never permitted to be under the influence of alcohol or illegal drugs while working or while on TMI premises.

Employees who violate any part of this policy are subject to immediate termination of employment.

News Media Contacts

Employees may be approached for interviews or comments by the news media on behalf of the Company. Only contact people designated by the Executive Director may comment to news reporters on TMI policy or events relevant to Toward Maximum Independence. This policy does not limit your right to discuss the terms and conditions of your employment, or to try and improve these conditions.

Off-Duty Conduct

While Toward Maximum Independence does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the Company's legitimate business interests. Off-duty conduct by an employee that directly conflicts with the Company's essential business interests and disrupts business operations will not be tolerated.

Political Activity

Many employees participate in political activities on their own time. Company time, facilities, property, or equipment (including all computers, networks, and electronic equipment) must not be used for your outside political activities. Toward Maximum Independence will not reimburse any employee for political contributions, and you should not attempt to receive or facilitate such reimbursements. Absent a formal statement by Toward Maximum Independence announcing any political endorsements, you must not, through your own actions, speech, contributions, or written communication, mislead others to believe that Toward Maximum Independence officially endorses or opposes any candidates for political office that Toward Maximum Independence itself has not publicly announced. Company employees are entitled to their own personal position. The Company will not discriminate against employees based on their lawful political activity engaged in outside of work.

Professionalism

Professionalism is comprised of several components. It involves, not is not limited to, meeting the expectations of one's position, managing time and resources effectively, being responsible and reliable in delivering the highest standard of support, being dependable, timely, and organized while representing TMI. Professionalism includes being an active and positive representative of TMI, reflecting its values, and being a role model to clients. It involves having a clear understanding of the essential elements, which help define each employee's role, and how TMI's values determine how those roles are carried out. TMI's Board of Directors and leadership team expect that each employee will conduct themselves professionally, proactively, and responsibly in the fulfillment of their position.

Employee Expectations

Employees will proactively address the expectations outlined in their job description, and those set by

their immediate supervisor.

Time Management

Employees are expected to manage their time efficiently through adequate organization of paperwork, tasks, and timeframes, following the agreed upon schedule of clients, attending all mandatory meetings and trainings, and maintaining reliable communication with TMI, their immediate supervisor, and other appropriate stakeholders. All time sheets must be timely submitted according to the deadlines and time-keeping entries must be done in real-time or no later than by the end of the shift. Working overtime requires pre-approval by immediate supervisor.

Responsibility

Employees are expected to be an active team member who contributes to the common goals set by the team. They are responsible for a level of organization and efficiency, allowing for the most positive and effective outcomes with clients and job tasks, such as paperwork, documentation, or communication.

Employees will provide support by exercising the ability to control their responses and interactions with clients, client's support circles, professionals, employers, co-workers, and family members. Employees recognize the need to be responsible for clients and acknowledge the need to exercise good judgment and common sense in promoting and protecting their health and safety.

Essential Roles of TMI Employees

TMI's values drive employee input in discussions around a client's rightful place in community life. TMI employees are equally committed to the beliefs that:

- Anyone can live in the community in their own home if appropriate and adequately supported.
- Anyone can work at a real job for a real wage; and
- Children belong in families where they are loved and nurtured

Employees understand that the essential elements of their role include (but are not limited to):

- **Advocacy:** Protecting the rights of people with disabilities, both those that are afforded under the Constitution as citizens and those they are afforded by the California State Legislature under Welfare & Institution Code, Sections 4502 and 4503.
- **Safety:** Minimizing risks of endangerment to the health, safety, and well-being of clients.
- **Confidentiality:** Maintaining confidentiality regarding identity of clients, specifics related to services, supports, records, and communications, as outlined in W&I Code 4514.
- **Documentation:** Maintaining current paperwork related to client services and supports, and personnel records such as time sheets, requests for updated personnel information, etc.
- **Professional Appearance:** Professionally representing TMI and acting as a role model to persons served through appropriate attire, hygiene, and personal appearance.

If an employee violates any aspect of this policy they are subject to disciplinary action up to and including termination.

Prohibited Conduct

Employees are expected to conduct themselves in a manner to further the Company's objectives. The following conduct is prohibited and will not be tolerated by Toward Maximum Independence. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Company operations also may be prohibited and will result in disciplinary action up to and including termination.

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- Falsifying Company records including time sheets, employment information, or other Company records;
- Theft, removal, unauthorized use/misuse, borrowing or deliberate or careless damage or destruction of any Company property, or the property of any employee or customer;
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management;
- Failing to observe working schedules, including rest and meal periods;
- Sleeping or malingering on the job;
 - The exception to this would be allowable sleep time for employees who have the personal attendant job title.
- Working overtime without authorization or refusing to work assigned overtime;
- Violation of personal grooming standards;
- Violation of any safety, health, security or any other Company policy, rule or procedure;
- Violation of the Company's drug and alcohol policy;
- Committing a fraudulent act or a breach of trust under any circumstances;
- Violating the Company's anti-harassment or equal employment opportunity policies; and
- Failing to promptly report any work-related injury or illness.

This statement of prohibited conduct does not alter the Company's policy of at-will employment. Either you or Toward Maximum Independence remain free to terminate the employment relationship at any time, with or without reason or advance notice. None of the foregoing prohibitions are intended to infringe on any rights granted to statutory employees by the National Labor Relations Act.

Prohibited Use of Company Cell Phone While Driving

In the interest of the safety of our employees and other drivers and pedestrians on the road, Toward Maximum Independence employees are prohibited from using cell phones (including all smart phones) or other wireless communication devices (including laptops and tablets) while driving on Company business and/or Company time. This prohibition includes any use of the cell phone or other wireless communication devices, such as answering or placing calls, engaging in conversations, texting, Web browsing or using any smart phone application while driving.

If your job requires that you keep your cell phone or other wireless communication device turned on while you are driving, you must use a hands-free, voice-operated device at all times. Under no circumstances should employees place phone calls while operating a motor vehicle while driving on Company business and/or Company time. Violating this policy is a violation of law and a violation of Company rules.

Punctuality and Attendance

As an employee of Toward Maximum Independence, you are expected to be punctual and regular in attendance. Tardiness or absences can cause problems for your co-workers and your supervisor. When you are absent, your assigned work must be performed by others.

You are expected to report to work as scheduled, on time, and prepared to start work. Employees are also expected to remain at work for their entire work schedule, except for rest and meal periods or when required to leave on authorized Company business. Late arrivals, early departures or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

If you are unable to report for work on any particular day, you must provide reasonable advance notice to your supervisor before the time you are scheduled to begin working for that day. You must inform your supervisor of the expected duration of any absence. If you fail to provide reasonable advance notice before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day. If the circumstances for your tardiness or absence were unforeseen, inform your supervisor as soon as practicable of the reason for the tardiness or absence.

Excessive absenteeism or tardiness, providing false information or abuse of leave laws will not be tolerated. Generally, if you fail to report for work without any notification to your supervisor and your absence continues for a period of three consecutive days, Toward Maximum Independence will consider that you have voluntarily abandoned or quit your employment.

Absences protected by local, state, and federal law do not count as a violation of the punctuality and attendance policy. Paid sick time protected under applicable law does not count as a violation of this policy. For clarity, once paid sick time has been depleted, further unpaid time off (unless protected by law) will subject the employee to discipline.

Social Media & Public Relations

TMI strives to maintain open communication with employees, volunteers, board members, clients, and clients' families while promoting community awareness, stimulating interest, and supporting TMI's mission. This policy complements TMI's Electronic Communication and Devices policy and provides strict guidelines regarding Company representation and commentary in all forms of publication and commentary media.

Company Representation

TMI's Executive Director, along with the Director of Corporate Communications, are charged with ensuring that information pertaining to TMI is presented factually and ethically in all forms of publication and commentary media – and that it's reflective of TMI's policies, practices, and philosophy.

Media Coverage and Publication on Behalf of TMI

Employees must never present TMI's information to the public without prior authorization from the Executive Director/Associate Executive Director. News/press releases must first be reviewed for correct journalistic style by the Director of Corporate Communications. Calls from journalists or reporters for a statement from TMI must always be referred to the Executive Director or the Associate Executive Director. Any emergency should be reported to the immediate supervisor who will then report the issue directly to the Executive Director and/or the Associate Executive Director. The immediate supervisor will follow up with any reports required by law, licensing, regulation, or contract agreement. Employees desiring media coverage for TMI events or individual accomplishments should first consult with the Executive Director (in conjunction with the Director of Corporate Communications) to develop a plan of action to ensure and deliver the optimal intended outcome.

Social Media

Social media is defined as any platform for online publication and commentary, including (and without limitation) blogs, websites, social networking sites such as Facebook, LinkedIn, Twitter/X, Instagram, Snapchat, and YouTube. While TMI encourages employees to engage with TMI's social media, they are in no way speaking on behalf of TMI. TMI employees are free to share or comment on TMI-authorized material via social media in accordance with this policy.

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However, TMI employees are prohibited from: publishing photos or videos of clients on social media; and commenting or discussing clients in any context on social media. All uses of social media must follow the same ethical standards that TMI employees must otherwise follow. Employees should be aware that statements posted electronically that defame TMI or defame any individual as it relates to TMI may be subject to discipline, up to and including termination of employment.

“Social networking,” for purposes of this policy, means posting or uploading information, photos, videos, links, opinions, images, memes, GIFs, or anything else on a personal or public website, social networking or affinity website, bulletin board, or chat room. To reduce the risk of legal liability for employees or TMI, TMI asks that employees observe the following guidelines:

- NEVER engage in social networking using any TMI resources during working time, including TMI’s computer systems or smartphones, unless doing so is part of your job duties and you are doing so on behalf of, and with explicit authorization from TMI;
- NEVER disclose any confidential information or trade secrets, as defined in this handbook or as defined in any separate non-disclosure agreement you may have with TMI;
- Conform social networking to comply with all of the policies in this handbook, including (but not limited to) TMI’s policies against harassment, discrimination and workplace violence;
- If the social networking includes any information related to TMI, please:
 - Ensure it is clear to your readers that the views expressed are yours alone and that they do not reflect the views of TMI.
 - Do not maliciously defame or otherwise discredit the products or services of TMI, its partners, affiliates, customers, or vendors.
 - Do not maliciously defame any employees of TMI.
 - Do not unlawfully use a trademark, or other proprietary and protected logos, graphics or photographs of the premises or materials of TMI, its partners, affiliates, customers, or vendors.

Notwithstanding, the foregoing is not intended to restrict statutory employee rights under the National Labor Relations Act to discuss terms and conditions of employment. If you need clarification of any aspect of this policy, contact your supervisor.

Failure to comply with this policy may lead to discipline up to and including termination and if appropriate, TMI will pursue all available legal remedies.

Wages

Deductions for Exempt Employees

Employees paid on a "salary basis" regularly receive a predetermined amount of compensation each pay period. Subject to the exceptions listed below, exempt employees will receive full salary for any workweek in which they perform any work, regardless of the number of days or hours worked. Exempt employees may not be paid for any workweek in which they perform no work, subject to Toward Maximum Independence benefits programs and policies.

No deductions from salary may be made for time when work is not available, provided the exempt employee is ready, willing, and able to work. Deductions from pay are permissible when an exempt employee:

- Is absent from work for one or more full days for personal reasons other than sickness or disability;
- Is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing full compensation for salary loss due to illness and the employee has exhausted their leave under this policy;
- Is absent for jury duty or military duty for a full week and performs no work during the week; or
- Works less than a full week during the initial or final week of employment;

It is Company policy to comply with these salary basis requirements. Therefore, Toward Maximum Independence prohibits all Company managers from making any improper deductions from the salaries of exempt employees.

If you believe that an improper deduction from your salary has been made, you should immediately report this information to your direct supervisor, or to the payroll specialist.

Reports of improper deductions will be investigated promptly. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

Expense Reimbursements & Stipend

Toward Maximum Independence reimburses employees for certain business expenses such as mileage, annual vehicle inspection and parking on the same schedule that paychecks are issued. This means business expenses incurred on the:

- 1st through the 15th of the month will be paid on the paycheck issued on the 25th of that month; and
- 16th through the end of the month will be paid on the paycheck issued on the 10th of the following month.

However, in order to be paid on this schedule, employees must timely and correctly enter these business expenses into the electronic system by the appropriate deadlines. Any questions about such deadlines should be directed to an employee's supervisor. If the 10th or 25th of the month falls on a weekend or holiday employees will be reimbursed the prior business day.

When entering these business expenses into the electronic system, employees must enter the actual

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date they incurred the expense - not the last day of the month. For example, if an employee had their vehicle inspected on June 23, 2022, they would use June 23, 2022, as the expense date, rather than June 30, 2022.

This reimbursement schedule does not apply to the cell phone and internet stipend. Employees automatically receive the stipend on the 25th paycheck. The stipend is processed automatically, employees are not to enter a request for it into the electronic system. The stipend is paid to employees because they are required to use their personal cell phone for TMI's purposes and/or they are required to have access to the internet on either their personal cell phone or at their residence.

Personal and/or vacation travel may be combined with business travel provided there is no additional cost to Toward Maximum Independence, and it meets with the approval of the Executive Director.

Toward Maximum Independence credit cards are not to be used for personal expenses.

If employees have any questions about the Company's Expense Reimbursements & Stipend policy, please contact the Payroll Specialist in the Finance Department.

Meal and Rest Periods

Rest Periods

There may be exceptions to the following information for employees with the job title of personal attendant. These employees should speak to their supervisor if they have questions. All nonexempt employees are entitled to uninterrupted rest period periods during their workday. If you are a nonexempt employee, you will be paid for all such rest periods.

Number of Rest Periods

You will be authorized and permitted one (1) 10-minute net rest period for every four (4) hours you work (or major fraction thereof, which is defined as any amount of time over two [2] hours). A rest period need not be authorized for employees whose total daily work time is less than three and one half (3.5) hours.

You will be relieved of all duty during your rest periods. You are free to come and go as you please and are free to leave the premises. You are expected to return to work promptly at the end of any rest period.

If you work a shift from three and one-half (3.5) to six (6) hours in length you will be entitled to one (1) ten-minute rest period. If you work more than six (6) hours and up to 10 hours, you will be entitled to two (2) ten-minute rest periods. If you work more than 10 hours and up to 14 hours, you will be entitled to three (3) ten-minute rest periods.

For shifts in excess of 14 hours, you will continue to be entitled to additional paid 10-minute rest periods for every four (4) hours you work, or major fraction thereof.

Timing of Rest Periods

You are authorized and permitted to take a rest period in the middle of each four-hour work period. There may be practical considerations that make this general timing infeasible and that require Toward Maximum Independence to deviate from this general rule. You will be informed if there are practical considerations that make this timing infeasible. You are responsible for the scheduling of your rest periods.

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If for any reason you are not provided a rest period in accordance with our policy, or if you are in any way discouraged or impeded due to work from taking your rest period or from taking the full amount of time allotted to you, please immediately notify the Human Resources Director. Anytime you miss a rest period that was provided to you (or you work any portion of a provided rest period), you will be required to report that to your immediate supervisor and document the reason for the missed rest period or time worked on your time sheet.

Meal Period

There may be exceptions to the following information for employees with the job title of personal attendant. These employees should speak to their supervisor if they have questions. All nonexempt employees will be provided an uninterrupted unpaid meal period of at least 30 minutes if you work more than five (5) hours in a workday. If you work more than 10 hours in a day, you will be provided a second, unpaid meal period of at least 30 minutes no later than your 10th hour of work. You must record your meal period on your time sheet. You will be relieved of all duty. During your meal period, you are free to come and go as you please and are free to leave the premises. You are expected to return to work promptly at the end of any meal period and clock back in before you resume working. Depending on the circumstances, you may be able to waive your second meal period if you took the first meal period and if your total hours worked for the day is no more than twelve hours. This cannot be done without the mutual consent of you and your supervisor and must be signed and in writing.

Some employees, due to the nature of their job duties, are not able to be relieved of all duty. In this case, the employee will be asked to sign an On Duty Paid Meal Period Agreement and will receive a paid meal period of at least 30 minutes. By signing this agreement, the employee understands and voluntarily agrees to a 30-minute on duty paid meal period and that it is counted as time worked. The employee can revoke this agreement, in writing, at any time by signing in the appropriate place on the agreement and giving the agreement to their supervisor at least one business day in advance.

If your total work period for the day is more than five hours per day but no more than six hours, you may waive the meal period. This cannot be done without the mutual consent of you and your supervisor. You must discuss any such waiver with your supervisor in advance. The waiver must be signed and in writing.

Timing of Meal Period

Your meal period will be provided no later than the end of your fifth hour of work. For example, if you begin work at 8:00 AM, you must start your meal period by 12:59 PM (which is before the end of your fifth hour of work). You are responsible for the scheduling of your meal period.

If for any reason you are not provided a meal period in accordance with our policy, or if you are in any way discouraged or impeded from taking your meal period or from taking the full amount of time allotted to you, please immediately notify the Human Resources Director. Anytime you miss a meal period that was provided to you (or you work any portion of a provided meal period), you will be required to report that to your immediate supervisor and document the reason for the missed meal period or time worked on your time sheet.

Supervisors are responsible for administering their department's meal and rest periods in accordance with this policy. Supervisors who fail to do so will be subject to discipline, up to and including termination from employment.

Overtime for Nonexempt Employees

Employees may be required to work overtime as necessary. Only actual hours worked in a given

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workday or workweek can apply in calculating overtime. Toward Maximum Independence will attempt to distribute overtime evenly and accommodate individual schedules. All overtime work must be previously authorized by a supervisor. Toward Maximum Independence provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime.
- A workday begins at 12:01 AM and ends at midnight 24 hours later. Workweeks begin each Sunday at 12:01 AM and end 7 consecutive days later;
- Compensation for hours in excess of 40 for the workweek, or in excess of eight and not more than 12 for the workday, and for the first eight hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one and one-half times the employee's regular rate of pay;
- Compensation for hours in excess of 12 in one workday and in excess of eight on the seventh consecutive workday in a workweek shall be paid at double the regular rate of pay; and
- Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

Pay for Mandatory Meetings/Training

Toward Maximum Independence will pay non-exempt employees for their attendance at meetings, lectures, and training programs under the following conditions:

- Attendance is mandatory;
- The meeting, course, or lecture is directly related to the employee's job;
- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by TMI;
- Employees will be compensated at their regular rate of pay for the actual time spent in attendance at meetings, lectures or training programs; and
- Any hours in excess of eight in a day or 40 in a week will be paid at the appropriate overtime rate, at the hourly rate in effect at the time the overtime work is being performed.

Payment of Wages

Paychecks are normally available at the San Diego Corporate Office (Front Desk). If you observe an error on your check, please report it immediately to your supervisor.

Paydays are scheduled on the 10th and 25th of the month, or the last workday before the 10th, and 25th for work performed during the semi-monthly pay periods ending on the last day of the previous month and the 15th, respectively. If a regular payday falls on a weekend or holiday, you will be paid on the preceding business day.

Toward Maximum Independence offers automatic payroll deposit. You may begin and stop automatic payroll deposit at any time.

Toward Maximum Independence does not permit advances against paychecks or against unaccrued sick and vacation hours.

Recruitment Bonus

Toward Maximum Independence wants to recruit quality applicants and in order to do so encourages employees to refer qualified candidates to the Company. If a referral is employed by Toward Maximum Independence, a recruiting bonus will be paid to employees under the following terms and schedule:

- The referring employee must make a request for payment of the recruitment bonus in the proper manner no later than 30 days from the date of hire of the newly hired employee.
- After the newly hired employee has completed three months of service during which time they remained in good standing, the referring employee will be paid the recruitment bonus if all other requirements are met.
- A newly hired employee who receives a written warning is not considered to be in good standing. Also, there may be other situations not mentioned here where an employee is not considered to be in good standing.
- If the newly hired employee is referred by more than one employee, the referral bonus will be split equally among the referring employees and paid on the same terms as above.
- The manager conducting the hiring is not eligible for the recruitment bonus.

Please note that the amount of the recruitment bonus can change without notice.

Reporting-Time Pay

There may be exceptions to the following information for employees with the job title of personal attendant. These employees should speak to their supervisor if they have questions. Toward Maximum Independence will pay half the scheduled day's work (no less than 2 hours) to employees who are scheduled to report to work and who actually do report to work, but who are not put to work or who are furnished with less than half of their usual or scheduled day's work.

Toward Maximum Independence will not pay employees reporting time pay under the following circumstances:

- Interruption of work because of the failure of any or all public utilities;
- Operations can't begin due to threats to employees or the Company's property, or when recommended by civil authorities; or
- Interruption of work because of natural causes or other circumstances beyond the Company's power to control.

Reporting time pay does not apply to employees on paid standby status, who are called to work at times other than their usual shift.

Timekeeping Requirements

All nonexempt employees are required to use an electronic (software-based) time sheet to record time worked for payroll purposes. All time worked must be accurately reported on your time sheet in real time.

You must record your own time at the start and at the end of each work period in real time. You must record the start and end of the meal and rest period in real time. Please also refer to TMI's Meal and

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Rest Period policy for more information.

You are not allowed to work "off the clock." Working off the clock violates Company policy and will subject to discipline, even though you will be paid for all such time worked. Any work performed before or after a regularly scheduled shift must be approved in advance by your supervisor. If you perform any off-the-clock work such as preparing client case notes/progress notes or taking calls from clients, you must report the work to your supervisor so that you can be paid. To promote well-being, we require employees to disengage from work before or after a regularly scheduled shift.

If you are an administrative staff working at a TMI office, you also must record your time whenever you leave the office for any reason other than Toward Maximum Independence business.

You will be required to certify that your time sheet is accurate.

Time sheets must be approved by a supervisor including any changes made to it. Recording time worked on another employee's time sheet, allowing another employee to record time worked on your timecard, altering a time sheet, or falsifying a time sheet is not permissible and is subject to disciplinary action up to and including termination.

Any errors on your time sheet should be reported immediately to your supervisor.

If you become aware that any supervisor or manager is requesting, encouraging, or requiring that non-exempt employees work "off the clock," that supervisor's or manager's conduct should be reported to Human Resources. Such reports will be kept confidential to the extent possible. Retaliation against any employee who reports a violation of this policy in good faith will not be tolerated. Any supervisor or manager who requests or requires that non-exempt employees work "off the clock" or who retaliates against any employee(s) who reports in good faith their belief that a supervisor or manager is requesting or requiring that non-exempt employees work "off the clock" will be subject to discipline, up to and including termination of employment.

Work Schedules

Toward Maximum Independence is normally open for business between the hours of 8:30 AM to 4:30 PM (normal office hours), Monday - Friday (office), everyday regarding services. Your supervisor will assign your individual work schedule. All employees are expected to be at their desks or workstations at the start of their scheduled shifts, ready to work.

Exchanging work schedules with other employees is discouraged. However, if you need to exchange schedules, notify your supervisor, who may authorize an exchange if possible. Work schedule exchanges will not be approved for the mere convenience of an employee or if the exchange interferes with normal operations or results in excessive overtime.

The workweek begins at 12:01 AM Sunday and ends at midnight on Saturday.

Safety and Health

Accident and Injury Incidents - Clients & Employees

Clients: Accident or Injury

In the event of an accident or injury to a TMI client during scheduled verifiable hours of work/support, TMI employees must seek appropriate medical or emergency treatment in a timely manner.

Employees who are certified and/or trained to do so should administer first aid until professional help arrives and will remain with the client until the client is treated or admitted to a hospital.

Employees must notify their supervisor and/or the director immediately. If the accident or injury occurs outside TMI office hours of 8:30 AM to 4:30 PM, Monday through Friday, employees must immediately notify their supervisor and/or director by calling their cell phone number.

Within 24 Hours of Incident: Employees are expected to submit an incident report to their immediate supervisor. If employees don't know where to get the incident report, they are to ask their supervisor. Employees are also required to notify the appropriate San Diego Regional Center Service Coordinator.

All Adult Protective Services (APS) and Child Protective Services (CPS) reports and attached incident reports will be reviewed on a monthly basis by TMI's Community Living Services, Employment Solutions, or Family Support Services managerial staff to identify reasons, prevention, and follow-up.

All APS/CPS reports and attached incident reports will be reviewed by the TMI Ethics Committee and the Board of Directors on a quarterly basis.

Clients: Death

Whether by accident or illness, employees must immediately notify their supervisor, the director and the Regional Center Service Coordinator.

A report must be filed and forwarded to Regional Center as soon as possible. In addition, members of TMI's management staff and Ethics Committee, as well as Regional Center personnel and/or any other agencies/organizations having legal authority or responsibility will conduct a Responsibility Review.

Employees: Accident or Injury

In the event of an accident or injury to a TMI employee during scheduled work time (also known as "while on the clock") employees must follow the protocol outlined in the "Workers' Compensation" policy within this handbook.

AIDS and AIDS-Related Conditions

TMI establishes this policy for responding to Acquired Immune Deficiency Syndrome (AIDS) related issues (such as HIV positive diagnosis and AIDS-Related Condition (ARC)) to provide a safe and healthy environment for staff and clients. TMI will not discriminate against any applicant for employment, employee or current client who has AIDS or an AIDS-related condition in any way.

Employees and clients of TMI will respect the confidentiality of persons with AIDS and will not intrude on the individual's right to cope with their personal crisis as they see fit. In turn, TMI will support and

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encourage these individuals to behave responsibly and manage their own condition to the best of their ability.

TMI will make every effort to continue employment and/or services to persons with AIDS as long as it is feasible for them to work or receive such services. Reasonable accommodations will be available, such as modified work schedules, change in work duties or assignments.

In keeping with the above stated philosophy, TMI will make every effort to take the following steps in dealing with AIDS and AIDS-related issues:

- Respect the confidentiality of the person with AIDS by not releasing any information regarding their condition unless requested in writing by the person or as required by law;
- Provide ongoing education to all staff and clients on AIDS and AIDS-related issues to combat fears and myths associated with the disease; (Refer to Infection Control policy.)
- Provide a harassment-free employment and service environment for an employee or a client with AIDS;
- Help persons with AIDS by responding to requests for information on psychological and medical care available in the community, and working to attain the mutual satisfaction of the agency and the individual regarding the continuation of work and/or services; and
- If any employee, because of the illness, is having difficulty performing their work, the agency will be flexible in granting sick leave, other time off, and any other reasonable accommodations, as long as the operations of the agency are not put in undue jeopardy and the best medical evidence indicates that the continued employment does not present a safety or health threat to the person or to others.

Recognizing that continued participation in TMI's services can be beneficial to a client who has AIDS or an ARC. TMI will continue to provide such services to meet their changing needs for as long as the benefits to the individual are evident. TMI will:

- Maintain client confidentiality about the condition and will not intrude on client management of the condition unless given written permission by the individual to do otherwise or required by law.
- Assist client in finding medical help and counseling, when requested, and continue to provide necessary support to the individual as appropriate.
- Make every effort to assist client in responsibly managing their condition and undertake serious discussions with the individual about their behavior should it become apparent that they are not behaving responsibly.

Communicable Diseases

Communicable diseases like the flu and coronavirus (aka COVID-19) can bring a busy workforce to a standstill. All employees must do their part to prevent the spread of infectious diseases by following the procedures in this policy as well as any other updated protocols or procedures as they are announced.

TMI will continuously check official guidelines for updates as they happen. Thus, these procedures or protocol may change on short notice which means TMI may announce updates to this policy (1) via email, (2) in the employee portal of its website (which is tmi-inc.org), (3) via the Company-wide text messaging system or (4) some other method such as the Company's HRIS (human resources information system (or software)). For this reason, employees will be held responsible for reading such

updates and following the updated protocols/procedures.

There are certain situations when employees should not work in-person with clients, contractors, or other employees. Working in-person includes coming into any TMI office. Some of these situations are mentioned below. In addition to the situations mentioned below, an employee should not work in-person with clients, contractors, or other employees if the employee:

- Has influenza (aka the flu) symptoms; or
- Has coronavirus symptoms.

Employees are to report their illness to their supervisor.

Please note that protocol and procedures may differ for Personal Attendants who reside in a home where services are provided. Also, telecommuting may be an option for some positions pending approval from the department director. Some work duties may need to be adjusted.

Health and Safety

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be always safety-conscious. Employees must report all work-related injuries or illnesses immediately to their supervisor. Then, employees -- with or without their supervisor -- must call Medcor (injury triage and telemedicine service) at (844) 842-2540 to get medical advice. Employees are to seek further medical treatment and/or follow-up care if required. See the "Workers' Compensation" policy for more information.

In compliance with California law, and to promote the concept of a safe workplace, Toward Maximum Independence maintains an Injury and Illness Prevention Program (IIPP). The IIPP is available for review by employees and/or employee representatives as follows:

- San Diego office: front desk; and
- All other offices: ask the site coordinator.
- Toward Maximum Independence also maintains a written COVID-19 Prevention Program in compliance with California law, which is available for review by employees and/or authorized representatives in the same manner mentioned above.

In compliance with Proposition 65, Toward Maximum Independence will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

Each County in California has an alerting program that employees will be signed up for to receive alerts if an emergency situation were to arise in their county. All employees will be signed up for this service using their personal cellular phone number or a TMI-issued cellular phone number. The alerting program is found at <http://calalerts.org/signup.html>

Inclement Weather/Natural Disasters

In the event of severe weather or a natural disaster that prevents employees from safely traveling to and from work, the following leave policies will apply. Conditions that excuse absence from work include road closures, heavy rain that poses significant danger, sleet, and heavy snow. If weather conditions prevent you from safely traveling to work, you must notify your immediate supervisor by phone, if telephone service is functional, or by any other available means. Employees may be paid for up to two day(s) per year when weather conditions prevent them from reaching the worksite. Absences in excess

of two day(s) will be unpaid or will be deducted from accumulated vacation time. In the event of a natural disaster, the office will be closed if the building is damaged or highways leading to the office are damaged. For instructions on reporting to another location, employees must contact their supervisor immediately, if possible.

Infection Control

TMI requires each employee to attend a training on infection control as part of the onboarding process. This training discusses Hepatitis B and HIV/AIDS among other topics such as areas where exposure can occur, safety precautions, and required protective equipment. TMI re-train all employees on infection control each year as part of required employee safety training.

All employees are issued a first aid kit with supplies and disposable gloves. Employees are to carry these kits in their automobiles or with them at all times. Disposable gloves are to be worn when administering first aid to protect the employee from exposure to blood borne pathogens. Gloves are also to be worn by employees in the Community Living Services Department when assisting clients with personal assistance needs such as toileting.

Mandatory Renewables

TMI requires specific documentation from employees before or upon hire and throughout their employment. Among these documents are a number that eventually expire and are no longer valid. TMI refers to these documents as mandatory renewables -- ones which must be renewed by the employee.

This policy addresses each mandatory renewable including the specific document(s) required, deadlines regarding submitting documentation and the consequences when an employee fails to timely submit the required documentation.

- Proof of valid, unexpired Cardiopulmonary Resuscitation (CPR) and First Aid (FA) Certifications must be on file at all times.
- Proof of valid, unexpired Driver License (Class C and/or Class B) must be on file at all times. Employees must have a driver license issued by the state in which they are driving for TMI purposes.
- Proof of valid, unexpired vehicle insurance must be on file at all times.
- Proof of a valid, passing annual vehicle inspection must be on file at all times (this applies to employees who drive clients).
- Proof of a valid, unexpired vehicle registration must be on file at all times, if applicable (this applies to employees who drive clients).

Employees will be notified when a mandatory renewable is soon to expire. Failure to submit a copy of the valid/updated mandatory renewable to the human resources department prior to its expiration date may result in immediate suspension from work without pay. This means employees may not use sick or vacation hours while they are suspended.

If after five (5) calendar days of suspension the employee either (1) fails to submit a copy of the valid/updated mandatory renewable or (2) fails to provide documentation such as an itemized receipt/invoice showing that any needed repairs to their vehicle were performed, the employee is subject to immediate termination.

If an employee is required to drive as part of their job, Toward Maximum Independence retains the right to transfer to an alternative position, suspend, or terminate an employee (1) whose license is suspended or revoked, or (2) who fails to maintain personal automobile insurance coverage or who is uninsurable under the Company's policy.

Safe and Secure Workplace

TMI's believes that people are the organization's most valuable asset and that their safety requires top priority and support. TMI has a responsibility, and therefore so do its employees, of maintaining a safe and secure workplace. Employees who behave unsafely, jeopardize the safety of themselves or others through action or inaction, or who fail to follow the guidelines of this policy, will be subject to disciplinary action, which may include suspension or termination.

Prevention and control of occupational injuries, illnesses, and hazards, and their associated causes, is a primary responsibility of all employees. Everyone is responsible for safety and is held accountable for compliance with safety procedures, regulations, and practices.

Safety Rules

The following is not an exhaustive list of TMI's safety rules.

- TMI is subject to all non-smoking ordinances. Smoking is to be done outside at least 25 feet from all entrances to the building. Disposal of trash in the appropriate receptacle is the responsibility of the employee or guest.
- Well-organized and clean work areas are essential to maintaining a safe and hazard-free work environment. Employees are responsible for maintaining TMI s premises in a neat, orderly, and clean fashion.
- Repairs to equipment and electrical lines are to be done by trained, qualified personnel only.
- Observe proper lifting techniques whenever moving boxes, furniture, equipment, supplies or other material.
- Each department will take necessary measures to maintain safe working conditions, as free from recognizable hazards as is reasonably possible, and will comply with all applicable federal, state, and local safety codes and laws. Additionally, TMI provides ongoing workplace safety training.
- TMI's Disaster and Emergency Action Plan (DEAP) manual will govern the procedures and protocols related to emergencies and disasters.

Safety Reporting

All accidents, near misses, and incidents, where someone was or could have been injured due to a workplace safety hazard, are to be immediately reported to the employee's supervisor. Employees are expected to submit an Incident Report or the Automobile Accident Report whichever is applicable to the HR department within 24 hours of incident. If a supervisor is not available, report to the nearest supervisor or the human resources department. Both the Incident Report and the Automobile Accident Report are available via TMI's website by entering the employee portal (password is butterfly). All accidents to visitors must be reported to the human resources department.

Securing the Workplace

Every employee is expected to follow established security measures including maintaining a locked and protected facility in order to secure TMI property, information, and other resources. All visitors

brought to TMI premises are to be escorted by an employee. Visitors are subject to rules and guidelines. Visiting children must be accompanied at all times by an adult while on agency premises. Employees may be issued a building access card, keys and an alarm code giving them access to the building and offices within upon approval of management. It is the employee's responsibility to keep these items confidential and secure. When entering the building, notify management if you notice any unusual conditions, such as unlocked doors, missing equipment or materials, or other unusual conditions.

Security

Toward Maximum Independence has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to security personnel. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing. The Company's workplace security program is described in detail in the Company's Illness and Injury Prevention Program (IIPP).

Workplace Violence

Toward Maximum Independence has adopted the following workplace violence policy to ensure a safe working environment for all employees.

The Company has zero tolerance for acts of violence and threats of violence in the workplace, as defined below. Without exception, acts and threats of violence in the workplace are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including termination.

The "workplace" includes actual worksites, any setting in which work-related business is being conducted (whether during or after normal business hours), online and electronic interactions with TMI employees and third parties involved in our operations, TMI-sponsored events, or TMI owned/controlled property.

Violence includes, but is not limited to, threatening and intimidating behaviors, verbal comments, physical abuse, use or threatened use of weapons of any kind, including but not limited to guns, knives, mace, pepper spray, bringing any type of weapon onto TMI property, vandalism, arson, sabotage, or any other act that is deemed by management to be inappropriate in this regard. A threat includes, but is not limited to, any indication of intent to harm a person or damage Company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, you are expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent.

You may report an incident to any supervisor or manager. Also, you can call the TMI Hotline at (858) 467-0468 and report this information as a voicemail/voice message.

Confirmation of Receipt

I have received my copy of the Company's employee handbook. I understand and agree that it's my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand and agree that nothing in the employee handbook creates or is intended to create a promise or representation of continued employment and that employment at Toward Maximum Independence is employment at-will; employment may be terminated at the will of either the Company or myself. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between Toward Maximum Independence and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with Toward Maximum Independence.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by the Company. Toward Maximum Independence reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the president of Toward Maximum Independence, no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the president has the authority to make any such agreement and then only in writing, signed by the president.

Employee's/Conservator's Signature: _____

Employee's/Conservator's Printed Name: _____

Date: _____

Confirmation of Harassment Discrimination and Retaliation Prevention Policy

I have received my copy of the Company's Harassment, Discrimination and Retaliation Prevention policy. I understand and agree that it is my responsibility to read and comply with this policy. If I have any questions, I will contact Human Resources.

Employee's/Conservator's Signature: _____

Employee's/Conservator's Printed Name: _____

Date: _____