



Employee Handbook

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W elcome

The MISSION of The Bridge is to provide treatment opportunities that inspire hope and promote positive, lasting change.

For employees who are beginning your employment with The Bridge, let me extend a warm and sincere welcome. We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us

Founded in 1974, The Bridge provides substance use treatment and behavioral rehabilitation programs at several sites in Alabama. Our programs are staffed with caring and qualified professionals using proven evidence-based practices. Our commitment to quality and excellence is evident throughout the organization as we continue to seek ways to enhance and broaden our services. Our goal is to be the provider of choice for substance treatment and rehabilitative services. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further The Bridge's goals. With your active involvement, creativity, and support, The Bridge will continue to achieve its goals. We sincerely hope you will take pride in being an important part of The Bridge's success.

For employees who have been with us, thanks for your past and continued service.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your supervisor or contact the Human Resources (HR) department.

Tim Naugher
EXECUTIVE DIRECTOR

Employment at Will and Probationary Period

Employment at Will

Employment at The Bridge is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the president of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to and do not create an employment contract for any specific period of time.

Probationary Period for New Employees

The Bridge has designated the three months after a new employee's date of hire as the probationary period to observe and evaluate the employee's work performance and ability to meet the essential functions of the position for which they were selected. This probationary period is an extension of the selection process and provides the supervisor with an opportunity to assess the employee's work performance. During this probationary period, the company will provide orientation, guidance, and training (to include on-the-job training) to the new employee. The newly hired employee may request additional training on any aspect of the job during and after the probationary period. Any such request shall be made in writing to the employee's supervisor.

During the probationary period, the employee's performance will be assessed and periodically discussed with him/her. At any time during this period, his/her employment may be terminated if the supervisor believes it to be in the best interest of The Bridge. Termination during the probationary period is not subject to appeal.

Equal Employment Opportunity and Commitment to Diversity

Equal Opportunity

The Bridge provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin, citizenship, sex (including pregnancy, gender, sexual orientation), parental status, political affiliation, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

The Bridge expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is also tolerated.

The Bridge will endeavor to make reasonable accommodation of an otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law unless doing so would impose an undue hardship upon The Bridge's business operations.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR manager. The company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. Employees who feel they have been subjected to any such retaliation should bring it to the attention of the HR manager.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- (1) Shunning and avoiding an individual who reports harassment, discrimination, or retaliation;
- (2) Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, retaliation; *or*
- (3) Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Americans with Disabilities Act (ADA) and Reasonable Accommodations

The Bridge is committed to the fair and equal employment of individuals with disabilities under the ADA. It is The Bridge's policy to provide reasonable accommodation to qualified individuals with disabilities unless the accommodation would impose an undue hardship on the company. The Bridge prohibits any harassment of, or discriminatory treatment of, employees based on a disability or because an employee has requested a reasonable accommodation.

In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy equal benefits and privileges of employment. An employee with a disability may request accommodation from the HR department and engage in an informal process to clarify what the employee needs and to identify possible accommodations. If requested, the employee is responsible for providing medical documentation regarding the disability and possible accommodations. All information obtained concerning the medical

condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

It is the policy of The Bridge to prohibit harassment or discrimination based on disability or because an employee has requested a reasonable accommodation. The Bridge prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws. Employees should use the procedures described in the Harassment and Complaint Procedure to report any harassment, discrimination, or retaliation they have experienced or witnessed.

Commitment to Diversity

The Bridge is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at **The Bridge** and is an important principle of sound business management.

Non-Harassment Policy

Sexual and other unlawful harassment is a violation of the Title VII of the Civil Rights Act of 1964. To that end, harassment of employees by management, supervisors, coworkers, or non-employees who are in the workplace is prohibited. "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or individual's membership in a protected class such as race, religion, sex, national origin, gender identity, ancestry, color, disability, medical condition, marital status, age, sexual preference, veteran status, or other characteristic protected by state or federal law. This Policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, disciplinary action, layoff, recall, transfer, leave of absence, compensation, and training.

An employee who feels that he or she has been harassed, retaliated, or discriminated against should make their concerns known. first to their immediate supervisor, unless the immediate supervisor is the person allegedly harassing or discriminating against the employee, in which case the employee should make their concern known to the next higher person in the chain of command. Regardless of whom the harassment or discrimination is reported to, the supervisor who receives the complaint will notify the supervising director and Human Resources immediately.

If the investigation confirms conduct contrary to this policy has occurred, The Bridge will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

Conflicts of Interest and Confidentiality

Conflicts of Interest

The Bridge's image and integrity are dependent upon the actions of our employees; therefore, employees must maintain high ethical standards of conduct. The Bridge recognizes and respects the right of its employees to participate in outside financial, business, or personal activities unless such actions present a conflict of interest with the company.

Actions that interfere with the employee's ability to perform their duties, misuse The Bridge's influence, facilities, or other resources, or otherwise compete with or compromise the company's interests should be avoided. By observing these guidelines, you will protect yourself and the company from possible legal action that can result from conflicts of interest.

Conflicts of interest may also exist where a person's actions or activities, on behalf of The Bridge or otherwise, result in improper personal gain or advantage. No employee should use his or her position at The Bridge for personal gain. Family or close personal relationships, which may influence or appear to influence an employee's judgment on behalf of The Bridge, should also be avoided.

If a situation arises in which there is a potential conflict of interest, the employee should discuss this with a supervisor or H.R. manager for advice and guidance on how to proceed. While it is not possible to describe all situations or conditions, which may involve a conflict of interest, the following are areas where conflicts may arise.

Confidential Information / HIPPA

Under no circumstances will any employee, intern, or volunteer of The Bridge disclose any protected health information (PHI) to include: the identity of a person requesting services, discuss the person's medical or financial records to anyone outside the business as well as those staff members not having the "need to know. All staff will maintain a strict level of security and confidentiality regarding client information in their care. Failure to abide by the confidentiality of information may result in disciplinary action up to and including termination.

Upon termination or separation of employment, an employee will keep no copies or records of such information. Employees are expected to adhere to Bridge policies and procedures governing the confidentiality and disclosure of client-protected health information as outlined in the Bridge HIPAA policy statements, program handbooks, and operations policies.

Employment Relationship

Employment Classification

For purposes of salary administration and eligibility for overtime payments and employee benefits, The Bridge classifies its employees as shown below and may review or change employee classifications at any time.

Exempt. Exempt employees are **typically** paid on a *salaried basis* and are not eligible to receive overtime pay.

Note: *If a full 8 hours is NOT required on the first and/or last day of their employment, exempt employees may be paid only for actual hours worked.*

Nonexempt. Nonexempt employees are paid on an *hourly basis* and are eligible to receive overtime pay for overtime hours worked.

Regular, Full-Time. Employees who are not in temporary status and work a minimum of 40 hours weekly and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefits program.

Regular, Part-Time. Employees who are not in temporary status and who are regularly scheduled to work fewer than 40 hours weekly, but at least **20** hours weekly, and who maintain continuous employment status. Part-time employees are eligible for some of the benefits offered by the company and are subject to the terms, conditions, and limitations of each benefits program.

PRN. Employees who are not on a regular schedule, but are on call as needed to work and generally work fewer than 30 hours per week are not eligible for benefits.

Temporary Employees engaged to work full or part-time on The Bridge's payroll with the understanding that their employment will be terminated at the completion of a specific assignment. (A temporary employee may be offered and may accept new temporary assignments with The Bridge and still retain temporary status.) Such employees may be "exempt" or "nonexempt" as defined below. (Note- employees retained through a temporary agency for specific assignments are employees of the respective agency and not of The Bridge.)

During the hiring process, employees will be informed of their employment classification and status. Your employment classification and/or status may change during your employment as a result of promotion, transfer, etc. Should you have additional questions concerning classification or exemption, please contact your program manager, coordinator, or supervising director.

Hours of Work and Overtime

Hours of work are determined by department or program and vary depending on position/department requirements. You will be advised during orientation what shift/hours you are expected to work. The hours of work may be changed at any time by your supervisor.

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked over 40 in a single workweek (Tuesday through Monday). Nonexempt employees will be paid overtime compensation at the rate of one and one-half their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holidays, PTO, and jury duty does not apply toward work time. All overtime work must be approved in advance by a supervisor or manager.

If you are unable to report to work, you must notify your supervisor by telephone. Notification to your supervisor should be as soon as possible, but no later than required by the Program's Staff Orientation & Training Operations Manual. The Bridge reserves the right to require a doctor's written statement or any other proof of absence.

It is the responsibility of the employee, manager, and coordinator to ensure that exempt employees properly report time away from work. Reports of Time Off should be sent to the coordinator or supervising director as soon as possible following the date of absence, and forwarded by the manager, coordinator, or supervising director to Payroll no later than Monday of the week following the absence.

Time Clock Calculation/Overtime

All non-exempt employees are required to utilize The Bridge's Time & Attendance tracking software to ensure they are paid for hours worked. The self-service portal makes it easy for employees to clock in and out, view their worked time, and see the total time worked in the pay period. The free mobile app provides all the same functionality as the web portal in a convenient smartphone app. Employees can punch in and out, review their punch history, and view their time cards.

It is the **employee's responsibility** to ensure the clocking entries are correct and the supervisor's responsibility to approve and submit accurate data to payroll showing all time worked. These records are required by governmental regulations and are used to calculate regular and overtime pay.

Failure of non-exempt (hourly) employees to clock in/out each time you leave the campus or designated worksite, unless on an approved Bridge event or who has repeated discrepancies (i.e. missed punches, etc.), may be required to undergo additional training and/or be subjected to disciplinary actions

Payroll

The Bridge standard workweek is Tuesday through Monday. The third shift workweek ends on Tuesday, 6:00 a.m.

Employees are paid biweekly through mandatory direct deposit on Fridays. Funds are deposited to the employee's account on file and available to the employee on each pay date, subject to the policies of the employee's financial institution.

Questions regarding your time worked should be directed to your program or department manager. Paid Time Off accrual questions should be directed to the Payroll Department.

Meal Breaks

Meals - While the Fair Labor Standards Act does not require employers to provide meals or rest breaks, The Bridge, Inc. provides 30 minutes of paid mealtime for all staff who remain on campus during shifts of eight hours or more. Those employees providing direct care services and client supervision may be required to supervise clients during their meal periods

Salary Changes Due to Position Change

Employees who are transferred to a lower pay grade position and have worked a minimum of one year (for non-performance related reasons) will receive the pay that corresponds with the new position, plus one percent per year for each year of Bridge service not to exceed current pay OR total of Cost of Living Allowances (COLA) received, whichever is greatest. Employees demoted for performance-related problems and/or disciplinary action shall be placed at the base pay of the position to which s/he is demoted plus any COLAs received. Pay changes will be effective at the beginning of the following pay period.

Reinstatement Eligibility

Former employees of The Bridge who are eligible for rehire may be reinstated provided the individual:

- Had a minimum of twelve (12) continuous months of employment with The Bridge and was recommended for rehire before termination
- Was displaced through a layoff or voluntary termination of employment (employees involuntarily terminated are not eligible for reinstatement),
- Have a satisfactory work history with The Bridge,
- Application for reinstatement must be made for a current vacant position, and the position must be the same or similar to the position which was previously held

- If reinstated position is the same, the employee will receive the same or similar pay, but not less than before resignation/layoff
- Applicant meets all other employment conditions including, but not limited to, background checks

Nepotism / Hiring Relatives and Domestic Partners

Employment of relatives or domestic partners in the same department of The Bridge may cause serious conflicts and problems with favoritism, safety, security, and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into the workplace.

The Bridge prohibits the following practices that involve hiring, promotion, and transfer of close relatives, partners, those in a dating relationship, or members of the same household:

- 1) Not permitted to be in positions that have a reporting responsibility to each other.
- 2) Cannot work in the same program/department/shift

For this practice, a “close relative” includes your spouse, parents, children, brothers, sisters, in-laws, stepparents, stepsiblings, stepchildren, and grandparents.

Employees and supervisors are responsible for reporting any relationship changes immediately to the HR Department. Should one occur, The Bridge would attempt to find a suitable position within the company to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employee will be permitted to determine which of them will resign. If a decision cannot be made among the affected employees, reassignment or termination will be made upon direction of the supervising director.

Keeping Employment Records Up-To-Date

All employment records must be kept current. Employees should notify Human Resources, through their program coordinator or supervising director, in writing of any changes in the following: name, address, telephone number, emergency contact, marital status, number of dependents, insurance beneficiaries, military status, and scholastic or professional achievements.

All employees are required to use the name shown on their Social Security card as their legal name for all Bridge purposes. Name changes are allowed only after verification of name change through the Social Security Administration. Please adhere to this policy in all time-off, staff status change reporting, scheduling, and any other communication.

Employees who have legally changed their name should submit verification of the change from the Social Security Administration to Human Resources.

Personnel File

Employee files are maintained by the HR department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Employees may inspect their own personnel files and may copy them but may not remove documents from their file. Inspections by employees must be requested in writing to the HR department and will be scheduled at a mutually convenient time or as required under state law. Personnel files are to be reviewed in the HR department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

Absenteeism and Attendance

All employees are expected to arrive on time, ready to work, every day/shift they are scheduled to work.

If unable to arrive at work on time, or if an employee will be absent for an entire day/shift, the employee must contact the supervisor as soon as possible. Excessive absenteeism or tardiness will result in

discipline up to and including termination. Failure to show up, call in for a scheduled shift, or abandon a shift without prior approval may result in termination, especially if the employee's absence could impact client safety and supervision (i.e. residential recovery aides).

If any employee fails to report to work or call in to the supervisor for 3 or more consecutive days, the employee will be considered to have voluntarily resigned employment.

If an employee is absent from work for 3 or more consecutive days/shifts due to an accident, illness or injury, a doctor's release will be required in order to return to work. This release must address the employee's ability to perform the essential functions of his/her current position. Upon return to work, the employee must present the release to his/her supervisor, or their return to work may be delayed.

If you have questions or need further clarification, please contact your supervisor.

Separation of Employment & Final Pay

Voluntary - In all cases of voluntary resignation (one initiated by the employee), employees are asked to work with their supervisor to complete projects prior to the date of expected separation. The Bridge requests you submit a two-week written notice in advance of your last day of work. Holidays and time off (PTO) should not be counted toward the notice. The company may, at its option, however, elect to waive any notice period given, rather than require that the days be worked.

Involuntary - Just as you are free to leave the company for any reason, The Bridge reserves the right to end its relationship with you at any time.

Employees planning to retire are asked to provide The Bridge with two (2) months' notice. This will allow enough time for the appropriate processing of retirement benefits, if applicable.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

Final Pay - During the last week of employment, the exempt employee may only be paid for actual hours worked. Your final paycheck will be issued on the payday following the last date worked and will include any earned, but unused, PTO. Only expenses that are less than 30 days old will be reimbursed by the company at the time of termination. Any money that is owed to the company will be deducted from the final paycheck.

Employees who leave the service of The Bridge for any reason shall receive all pay, which may be due them, with the following qualifications:

- 1) Full-time employees will be paid up to a maximum of 30 days of accrued PTO
- 2) Clinical Staff must have all client files current and complete and approved by the supervising administrative authority.
- 3) Separation date for all employees is the last day of actual work or approved leave. Final pay received by an employee will not be construed to extend to his or her employment with The Bridge beyond the separation date.
- 4) No previously accrued Paid Time Off can be utilized during a notice period unless approved by the supervising director. It is vitally important that employees be at work to complete or resolve any issues.

Workplace Safety

Drug-Free and Alcohol-Free Workplace

It is the policy of The Bridge to maintain a drug-free and alcohol-free work environment that is safe and productive for employees and others having business with the company. The unlawful use, possession, purchase, sale, or distribution of or being under the influence of any illegal drug or controlled substance (including medical marijuana) while on company or client premises or while performing services for the company is strictly prohibited. The Bridge also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, The Bridge prohibits off-premises abuse of alcohol and controlled substances (including medical marijuana), as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the company's reputation in the community.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

- **Pre-employment:** prospective employees who receive a conditional offer of employment
- **For cause:** upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or have adversely affected the employee's job performance
- **Random:** as authorized or required by federal or state law
- **Post-accident:** requiring more than simple first aid treatment, damage to company property, or contributes to a loss-time accident/injury
- **Sanctions:** An employee who voluntarily admits to a drug or alcohol problem prior to being requested to submit to a substance use test may not be terminated for requesting help. The employee has three days to contest or explain a confirmed positive test after written notification of such result from the employer. Any employee testing positive shall be terminated. Any employee who refused to submit to testing or who refuses to cooperate shall be terminated. A resource file of assistance programs and other persons, entities, or organizations designed to assist employees with personal or behavioral problems is maintained at the Human Resources Department of The Bridge.

Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

Smoke-Free and Tobacco-Free Workplace

The Bridge maintains tobacco-free facilities. Use of tobacco products (including chewing tobacco), e-cigarettes, and electronic smoking devices, on any campus or facility, at any Bridge-sponsored off-site activity/event during work hours, or in any Bridge vehicle is prohibited. Employees in a residential program are not allowed to leave facilities for the purpose of tobacco or e-cigarette use.

Keys and Security Codes

Every employee has a responsibility to keep keys and security codes confidential and in the possession of the person intended to have them. If you are issued keys to filing cabinets, doors, or other facilities within the company, they are to be kept in your possession. No unauthorized person should be allowed to borrow or make duplicate keys. If you are issued security codes for computers, security systems, phone

systems, etc. those should be kept confidential and should be changed periodically. Loss, theft, or misuse of any of these must be reported immediately.

Cell Phone Safety and Driving Company Vehicles

Safe driving is the first priority when operating a vehicle while driving on The Bridge business. Your first responsibility is to pay attention to your driving. Never allow a cell phone or other mobile device to distract you from concentrating on driving.

Under no circumstances should you feel that you need to place yourself or others at risk while driving to fulfill business needs. You should follow these procedures to avoid distracted driving:

- Follow all applicable state and local laws that address the use of cell phones and other mobile devices while driving.
- Avoid using your cell phone while driving, and do not use it as a hand-held device. Find a safe place to pull over to make or receive phone calls, send or receive text messages, or manipulate navigation apps.
- Program your destination into navigation apps or GPS devices before you start driving.
- Do not read or respond to text messages, e-mail, or browse social media or the Internet while driving.
- Be aware of distractions from in-car “infotainment” systems. Just because they are built into the vehicle does not mean they do not create a hazardous distraction.

Employees who fail to follow safety guidelines are subject to discipline.

Care should be taken, as with any other company property, when using company vehicles. Authorized drivers and passengers should obey all traffic laws including, but not limited to speed limits, seat-belt laws, etc. Employees must refrain from using their phones while driving. A valid driver's license must be in your possession while operating a vehicle. In the event of a suspended license, it must be reported to the H.R. Department. Accidents and traffic citations must be reported to the HR Manager as soon as possible. Post-accident drug screenings are required.

Workplace Violence Prevention

The Bridge is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All **Bridge** employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor or HR department. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the extent of the law. All acts will be investigated, and appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

The company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, The Bridge may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time all company property and other items that are in violation of company rules and policies.

Emergency Closings

The Bridge will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but employees may choose to leave the office if they feel uncomfortable.

If the office is officially closed during the course of the day to permit employees to leave early, nonexempt employees who are working on-site as of the time of the closing will be paid for a full day. If you leave earlier than the official closing time, you will be paid only for actual hours worked, or you can take PTO time. Exempt employees will be paid for a normal full day but are expected to complete their work at another time.

Workplace Guidelines & Communications

Employment References

It is the policy of The Bridge, Inc. to provide limited Employment References for former employees. As a part of the Exit Interview, you will have the opportunity to authorize the release of comprehensive information regarding your employment with The Bridge. You may revoke the comprehensive release of information by submitting the change in writing to Human Resources.

All requests for information regarding current and former employees should be forwarded to Human Resources. No information should be given by any employee of The Bridge regarding a current or former employee's employment status, dates of employment, history, performance, or reason for termination, except for information provided to the requestor by Human Resources. This includes requests for information received by telephone, email, or mail.

Personal Appearance/Dress Code

The Bridge provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our clients, visitors, coworkers, and vendors. All employees are expected to dress in a manner consistent with good hygiene. Safety should be observed, hair should be neat and clean, and fragrances should not be excessive. Excessively long hair, fingernails, untrimmed facial hair on males, non-traditional piercings, excessive makeup, short dresses or skirts, tank tops, shorts, and shower thong-type footwear are not permitted.

Additional dress codes for direct-care and support staff will be determined by program coordinators or supervising directors. All employees are expected to adhere to the dress code for their department.

Employees who work primarily within our administrative offices are expected to dress in business casual attire on a daily basis.

Supervisors may ask employees reporting to work improperly dressed or groomed to return home to change clothes or take other corrective action. This time away from work will be unpaid. Repeated violations of Personal Appearance/Dress Code guidelines will result in further disciplinary action.

Any questions or complaints regarding the appropriateness of attire should be directed to the HR Department. Decisions regarding attire will be made by the HR Department and not by individual departments or managers.

Company Property

The Bridge is committed to providing the facilities, supplies, and equipment you need to perform your job on a daily basis. Each employee is responsible for caring for all company property. Equipment is costly and is designed for a specific purpose. It should be used only for the purpose intended. Supplies should be used conservatively, keeping waste to a minimum. All requests for supplies should be submitted to your location's designated person for approval. Employees should care for buildings, including walls and other fixtures, as much as possible. Theft, damage, waste of, or misuse of company property or services will not be tolerated and may be grounds for termination. The use of all company property and supplies is for business purposes only and is not to be used for personal use. Any employee who utilizes equipment or services for personal reasons including, but not limited to, all calls local and long-distance, faxes, copier, and computer use (see E-mail-Internet policy) will be subject to disciplinary action.

Solicitation and Distribution

In the interest of maintaining a proper work environment free from the disruption of solicitations and distributions, The Bridge has established the following guidelines:

- Solicitation and distribution of literature by non-employees on company property are strictly prohibited.

- Solicitation by employees on company property is prohibited when the person soliciting or the person being solicited is on company time.
- Distribution or posting of literature that is not company related, by employees on company property in non-working areas (i.e., the break room) **during working time** is prohibited.
- Distribution or posting of literature by employees **in working areas** at any time is prohibited. Working time does not include non-paid meal periods or other non-paid time
- Bulletin Boards are located in all facilities. All bulletin boards are for the posting of official notices only. If you wish to post any other item, it should be submitted to management for approval.

Identification Badges

Employees are encouraged to wear company-issued Identification Badges at all times when on duty. A new Identification Badge will be issued if an employee changes position and/or program. If employee loses or damages their badge they must notify their supervisor or Payroll within the next business day.

Telephone

The Bridge is committed to providing our clients with the best possible service. In order to achieve that goal, the employees must constantly be aware of the image presented to visitors and internal /external contacts on the telephone. Personal telephone calls should be kept to a minimum and should occur primarily during an employee's break or lunch period. All company telephones are for company business.

Program managers and supervisors should notify their respective staff and ensure compliance with the following practice governing personal cell phone use while on duty:

Personal cell phones are not permitted to be used by program staff during periods of client supervision. Personal cell phones are not permitted in client residential areas and should be secured in the staff vehicle or the Recovery Aide station. Employees should use the program phone number for emergency calls. Occasional cell phone use is permitted with prior authorization from the program manager, and will only be granted on an individual basis and for emergency use only. Violation of this policy may result in disciplinary action, up to and including termination.

No photographs may be taken of clients, other employees, or Bridge facilities, including those photographs taken with the camera feature of a cellular phone. Employees found to be taking photographs or in possession of such photographs are in violation of the Code of Conduct, Code of Ethics, and Protected Health Information policies, and are subject to disciplinary action, up to and including termination.

Media Relations

Due to the sensitive nature of the information we work with on a daily basis, all contacts with the media must be referred to the Executive Director. All papers, articles, speeches, or presentations concerning company-related information to non-company persons must be approved by the Executive Director of The Bridge prior to the publication or presentation.

Open Door

All Bridge supervisors, managers, coordinators, and directors have an "Open Door". It is very important that any suggestion, concern, or complaint be addressed first to your immediate supervisor. If you do not feel that your concern has been addressed, you may continue to the next level of management. If your concern is in relation to discrimination or harassment by your supervisor, an employee should go to the next higher level of management.

Electronic Communications

The Bridge is committed to providing an environment that encourages the use of computers and electronic information as essential tools to support The Bridge's business. **The company retains the right to all hardware and software including e-mail correspondence, and Internet records.** It is the responsibility of each employee to ensure that our company does not compromise our values, or any confidential, proprietary, or sensitive information through the use of this technology. The following are guidelines to follow when using the company's connection to the Internet and e-mail systems. As with all policies, this is subject to changes, additions, and deletions, should the need arise, and should not be considered all-inclusive.

- The Bridge's Internet system is to be used only for Bridge-related purposes.
- Any communication, whether Internet or e-mail based, that is or appears to be offensive, demeaning, or disruptive is strictly prohibited. This includes, but is not limited to, messages or Internet use inconsistent with The Bridge's policies concerning Equal Employment or which constitute any form of harassment.
- In addition to the above, the company e-mail and Internet system may not be used for:
 - Engaging in computer hacking or other related activities
 - Connecting to, posting, or downloading pornographic material of any kind
 - Commercial activity other than for the company
 - Solicitations of any kind other than for the company
 - Divulging any company information to unauthorized persons
 - Political activity
 - Activities not directly related to the business of the company
 - Transmitting any copyrighted materials
 - Downloading or installing from a disk or from the Internet any files or software without authorization
 - Violating any software licensing software agreements
 - Downloading authorized files without checking for viruses
- All hardware and software including e-mail correspondence and Internet records are the property of The Bridge. Internet or e-mail use should not be considered private despite any such designation either by the sender or recipient. The Bridge, in certain situations, may be compelled to access and disclose any information sent or received over its e-mail or Internet system. The existence of passwords, message delete, or Internet history delete functions does not limit The Bridge's ability or right to access this information.
- Subscriptions to news groups and mailing lists are permitted when the information is for a work-related purpose. Any other subscriptions are prohibited.
- E-mail history should be maintained no longer than (30) days. Any e-mail that needs to be saved longer than 30 days should be saved to a disk.
- E-mail users are responsible for keeping their passwords secure.
- E-mail may be used for incidental personal use that does not violate these policies and does not hamper or conflict with the transaction of The Bridge's business. The Bridge reserves the right to view and monitor all e-mail records created, sent, forwarded, received, or saved on the system.
- All e-mail must clearly identify the sender, both in the heading and the body of the message. Identification must include the sender's name, e-mail address, and company name.
- Only e-mail systems installed by the company are authorized. It is not permitted to install, or use any other e-mail system through the Internet on The Bridge's system without authorization.
- Email communications containing Bridge clients' or prospective clients' identity or protected health information must be conducted pursuant to The Bridge IT department guidance, but shall under no circumstances be transmitted via personal email accounts or to unauthorized recipients of client information. Bridge Staff must use a secure email (i.e., Bridgeinc.org) application when emailing any protected health information either within the organization or to outside agencies/individuals. Presently, Skype may also be used for chat, video calls or file transfer of protected health information within/between Bridge programs.
- Viruses detected by a user or any e-mail warnings concerning viruses should be reported to IT staff. No employee should e-mail a warning to our employees except IT staff.

- Use of Facebook and other personal sites are not authorized during work hours unless approved by the Executive Director to manage social media and marketing.
- Due to the nature of the services provided by The Bridge, and the non-secure nature of internet personal networking sites including Facebook, dating sites or other locations where interactions could lead to a breach of client confidentiality, communications with former clients using such internet resources is unauthorized. Employees are also restricted from identifying active or former client names and/or photos on their personal internet networking sites.
- Client information may not be copied to personal jump drives or any other storage device unless approved in writing by The Bridge HIPAA Privacy or Security Officers and supervising director.

Personal Web Sites and Blogs

Personal web sites and blogs have become prevalent methods of self-expression in our culture. The Bridge respects the right of employees to use these media during their personal time. However, if an employee chooses to identify himself or herself as a Bridge employee on a web site or blog, s/he must adhere to the following guidelines:

1. Make it clear to the readers that the views expressed are the employee's alone and that they do not necessarily reflect the views of The Bridge.
2. Do not disclose any information that is confidential or proprietary to The Bridge or to any third party that has disclosed information to The Bridge. Consult The Bridge confidentiality policy for guidance about what constitutes confidential information (See Policy HR-6060 and Bridge HIPAA policies).
3. Uphold The Bridge's value of respect for the individual and avoid making defamatory statements about The Bridge employees, clients, partners, affiliates and others associated with The Bridge, including its competitors.
4. Be careful not to let blogging interfere with the employee's job or client commitments.

If blogging activity is seen as compromising The Bridge, your supervisor may request a cessation of such commentary and the employee may be subject to disciplinary action. For any questions about these guidelines or any matter related to personal web sites or blogs, contact Human Resources.

Time Off and Leaves of Absence

Paid Time Off

The Bridge recognizes the importance of providing employees an opportunity for rest, recreation, and personal activities. The PTO program combines vacation, sick, and personal leave, and must serve all these purposes. Paid Time Off (PTO) accruals begin after six (6) months of active employment for all actively working full-time employees, and do not accrue during periods of non-paid absences.

Paid Time Off (PTO) will be accrued at the following rates:

<u>Years of Service</u>	<u>Bi-Weekly Accrual</u>	<u>Hours Accrued Per Year</u>
Less than 3 years	3.12 hours	81.12 hours
3 years or more, but less than 5 years	3.70 hours	96.20 hours
5 years or more, but less than 10 years	4.39 hours	114.14 hours
10 years or more, but less than 15 years	4.96 hours	128.96 hours
15 years	5.54 hours	144.04 hours

PTO may be carried from one year to the next; however, only a maximum of 30 days will be paid at the time of termination. While a reasonable amount of paid time off should be taken annually by each employee, the time and duration of successive days of paid time off are subject to satisfactory arrangements having been made for work to be continued in the employee's absence. Not more than five (5) consecutive days may be taken without approval from the Program Manager.

PTO should be scheduled in advance, where possible, giving at least a two-week notice in writing to your supervisor. PTO request forms can be obtained from your supervisor or Human Resources. It may be necessary in some departments to schedule PTO during certain weeks, and in some cases, there may be time periods when no PTO may be scheduled. PTO is granted based on scheduling needs and may be restricted if necessary.

It is the responsibility of the employee, manager, and coordinator to ensure that ALL employees properly report time away from work. Reports of Time Off should be sent to the coordinator or supervising director as soon as possible following the date of absence, and forwarded by the coordinator or supervising director to Payroll no later than Monday of the week following the absence.

Employees who have accrued PTO may not take time off without pay except as approved by the supervising director

Leave Sell-Back

PTO leave earned in excess of 40 hours may be "sold back" to The Bridge on a quarterly basis at the employee's current rate of pay, not to exceed 80 hours of pay at each instance and at a minimum of eight (8) hour increments. Employees are required to have a bank of at least 40 hours of PTO to be eligible to sell leave back to The Bridge.

Open season for selling leave back shall occur on the following schedule: The first full pay period in March, June, September, and December. Sell Back Request forms will be included with each paystub on the first payroll of the eligible month and must be returned to Payroll by the deadline of Tuesday at 10 a.m. before the second payroll is issued.

Holidays

The Bridge observes the following holidays:

New Year's Day	January 1
Martin Luther King	3 rd Monday in January
Memorial Day	last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	1 st Monday in September
Veteran's Day	November 11
Thanksgiving and the day after	4 th Thursday & Friday in November)
Christmas Day	December 25

If a holiday falls on Saturday, the holiday will be observed on the previous Friday. If the holiday falls on Sunday, the holiday will be observed on Monday. Only full-time employees are eligible for paid holidays. Employees may be required to work on a holiday based on the needs of the program.

All holidays will be paid in the pay period in which the holiday falls in addition to the actual time worked in the pay period. No accrual of holidays will be permitted. For non-exempt (hourly) employees only the actual hours worked will count in the calculation of overtime pay. The additional paid holiday hours will not count toward the calculation of overtime hours. Exempt employees working on a holiday are responsible for notifying the Payroll Department no later than 10 a.m. the day following any holiday worked.

Jury Duty

The company supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence.

Nonexempt employees will be paid for up to 2 weeks of jury duty service at their regular rate of pay minus any compensation received from the court for the period of service. Exempt employees are subject to the same 2-week limitation except that they will also receive pay for any days they serve as a juror or witness in a workweek in which they actually perform work. All employees may use any accrued time off if required to serve more than 2 weeks on a jury.

If an employee is released from jury duty after 4 hours or less of service, the employee must report to work for the remainder of that workday.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, personal days or vacation days will be used for this purpose.

Family and Medical Leave ACT (FMLA)

The Bridge complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Human Resources department to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools), to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

Basic Leave Entitlement. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or childbirth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military Family Leave Entitlements. Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to seven days of leave); (2) attending certain military events and related activity; (3) arranging childcare and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to five days of leave); (7) attending post-deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties and for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status, or is on the temporary disability retired list.

Benefits and Protections During FMLA Leave. During FMLA leave, the company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leaves, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the Bridge's operations. A "key" employee is an eligible salaried employee who is among the highest-paid ten percent of The Bridge's employees within 75 miles of the worksite. Employees will be notified of their status as key employee, when applicable after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Employee Eligibility. The FMLA defines eligible employees as employees who: (1) have worked for The Bridge for at least 12 months; (2) have worked for The Bridge for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite which has 50 or more employees or is within 75 miles of The Bridge worksites that taken together have a total of 50 or more employees.

Definition of Serious Health Condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider

or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Substitution of Paid Leaves for Unpaid Leave. The Bridge requires the use of accrued paid leave (PTO) while taking FMLA leave.

Employee Responsibilities. Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Company's normal call-in procedures. The Company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The Company also may require a second, and if necessary, a third opinion (at the Company's expense) and, when the leave is a result of the employee's own serious health condition, fitness for duty report to return to work. The Company also may delay or deny approval of leave for lack of proper medical certification.

Company Responsibilities. The Company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility.

The Company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

Other Provisions. Under an exception to the Fair Labor Standards Act (FLSA) in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly-skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employee's exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the Company has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

Unlawful Acts by Employers. The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA; or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Enforcement. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

Military Leave

The Bridge supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the Human Resources department and his or her supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length of service promotions, and length of service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

Contact Human Resources immediately if you meet the above qualifications for eligibility and have been out for more than three (3) consecutive days or if you have any questions about your eligibility. See the Employee Rights and Responsibilities under the Family and Medical Leave Act posted at your facility for more details.

Personal Leave of Absence (non-FMLA)

Employees (full-time and part-time) may request an unpaid leave of absence for up to one year inclusive of any applicable FMLA. A personal leave of absence is an unpaid leave request. Any accrued PTO must be exhausted prior to the personal leave of absence. Holiday and PTO accrual is suspended while the employee is on unpaid personal leave of absence. Leave requests must be submitted in writing 30 days prior to need for leave to the appropriate program manager/supervisor and must state the reason for the leave and expected dates of the beginning and end of the requested leave. Granting of personal leave of absence for duration exceeding two (2) weeks is at the sole discretion of the executive director, and will be available on a case-by-case basis depending on the business needs of the organization, and the requesting employee's overall work record, position, and reason for the requested leave. Personal leave of absence less than two weeks in duration may be granted by the program manager/supervisor consistent with the application of this policy.

If an employee is enrolled in voluntary benefits, The Bridge will continue to pay the employer's portion of the premium for the remainder of the month in which leave is taken. Thereafter, the employee's benefits may be canceled and COBRA offered to the employee. Upon reinstatement, the employee will receive an adjusted hire date if out more than 30 days and benefits will resume accruing at the same rate as when personal leave of absence began.

Upon expiration of an approved non-FMLA leave, employees will be returned to their previous jobs whenever possible; otherwise, they will be assigned to similar work as available. However, a request for reinstatement and availability for work is not a guarantee that work will be available, or that the pay or position will be comparable. Any refusal by the employee to accept the position offered upon a return from such leave will be treated as a refusal to work and resignation by the employee.

Employee Benefits

Overview & Disclaimer

The Bridge has established a variety of employee benefits programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness, disability, and death, and to help you plan for retirement, deal with job-related or personal problems and enhance your job-related skills.

This section of the handbook highlights some features of our benefits program. Our group health, dental, flexible spending and health reimbursement accounts, life insurance, short-term disability, long-term disability, and retirement-related programs are described more fully in summary plan description (SPD) booklets and brochures, with which you are provided once you are eligible to participate in these programs. If you are eligible to participate in benefits and fail to return your Enrollment Form by the issued deadline, it will be assumed that you elected not to participate in the benefits and you will have to wait until the next enrollment period or until you experience a Qualifying Event before you can participate.

To the extent the information provided here conflicts with the SPD or full plan document, the full plan document will control.

The Bridge reserves the right to amend or terminate any of these programs or to require or increase employee premium contributions toward any benefits with or without advance notice at its discretion. This reserved right may be exercised in the absence of financial necessity. The respective plan administrator will notify plan participants of all approved amendments or plan terminations. For more complete information regarding any of our benefits programs, please contact Human Resources.

Health & Dental Benefits Eligibility

Full-time employees working 30 hours or more per week are eligible for health and dental insurance on the first of the month following 2 months of active service. To keep coverage in force, every insured employee must work a minimum of 30 hours per week.

Other Benefits Eligibility

To be eligible for other benefits an employee must regularly work full-time at least 40 hours per week and be designated as such and have completed six (6) months of active service.

The Bridge provides group-term life and long-term disability and is fully paid for by the company. All other benefits, including but not limited to, are voluntary life, flexible spending accounts, short disability, vision, accident, and critical illness

If initially employed through a temporary agency, after becoming a full-time Bridge employee, the employee will also become eligible for Other Benefits after having completed a total of 1,040 regular hours of work from the start date through the agency with The Bridge.

To keep coverage in force, every insured employee must work a minimum of 40 hours per week.

For more complete information regarding any of our benefit programs, please contact Human Resources.

403(b) Retirement Plan

The Bridge recognizes the importance of saving for retirement and offers a 403(b) plan to eligible employees upon hire who are working 20 hours or more per week. The employee may elect a pre-tax contribution to a maximum of 15% of annual salary. After six months of employment, The Bridge will

match the employee's contribution, up to 5% of annual salary. Catch-up contributions are permitted after the participant reaches age 50. The employee controls how his/her funds are invested. No guarantee is made concerning the performance of the Plan.

Employees become vested in the 403(b) plan as follows:

Less than 1 year of service	0% Vested
Less than 2 years of service	20% Vested
Less than 3 years of service	40% Vested
Less than 4 years of service	60% Vested
Less than 5 years of service	80% Vested
5 or more years of service.....	100% Vested

Worker's Compensation Insurance

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.

The Bridge pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.

The company abides by all applicable state workers' compensation laws and regulations. If an employee sustains a job-related injury or illness, it is important to notify the supervisor and HR immediately. HR will complete an injury report with input from the employee and determine if the employee should be seen by a Bridge-designated work comp medical provider. In cases of true medical emergencies, report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law. In addition, employees will not be paid vacation or sick leave for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employee's salary as allowed by state law.

Light Duty Orders for Non-Work Injuries or Illnesses

If an employee takes time off for more than three days for a serious health condition or a non-job related illness or injury, please notify Human Resources Department. The health care provider will determine what, if any, restrictions the employee has when released to return to work. If the employee is released to "light duty" under the requirements of the job description, Human Resources will determine if the employee will be allowed to work with their restrictions. No overtime will be allowed until the employee is released to full duty with no restrictions. Employees will not be allowed to return to work with restrictions that reduce the employee's ability to perform all essential functions of his/her position.

Tuition Assistance

Many of our employees are enrolled in a college or university to improve their effectiveness or to prepare for future career opportunities at The Bridge. To encourage and assist with this worthwhile endeavor, The Bridge will reimburse eligible employees 50% of their tuition costs up to a maximum of \$1,000 per fiscal year. The reimbursement amount and the specific requirements may change according to budget restraints. Contact the H.R. Manager for more information on this policy.

Employee Referral

Employees who refer or recommend an individual who becomes a full or part-time employee may qualify for an Employee Referral Incentive.

When an individual applies for a position with The Bridge, the individual must list only one current employee that referred them to The Bridge in order for an employee to be eligible for the Incentive. If the candidate is hired and works six (6) months in a regularly scheduled part or full-time capacity, the

employee who referred the candidate will receive \$100 to \$250, depending on the position. The referrer must be a current employee of The Bridge in order to receive the referral incentive, which will be paid through the referring employee's paycheck.

Standards of Conduct and Corrective Action

The Bridge has certain values that are imperative to the success of our company. In establishing any rules of conduct, the company has no intention of restricting the personal rights of any individual. Instead, we wish to define the guidelines that protect the rights of all employees and ensure maximum understanding and cooperation. The following are some of the important standards that The Bridge must uphold. Of course, this section must not be considered all-inclusive and is subject to changes, additions, deletions, etc. as the need arises. If you have any questions about this policy, please contact your program manager, coordinator, or supervising director.

Code of Ethics

All employees of The Bridge, Inc. are expected to conduct their behavior in a manner consistent with our Mission Statement. Clients will not be subjected to discrimination on the basis of race, religion, national origin, sex, disability, political views, or any protected class. Employees are made aware of the Clients Rights and Code of Ethics and are expected to abide by them.

Code of Conduct and Corrective Action

The Bridge Code of Conduct is the mechanism utilized to implement corrective actions for certain offenses, identified as Category I, II, and III. It is the responsibility of the supervisor to treat all employees consistently and with fairness and to determine when and if a personnel action is considered to be a Category I, II, and III Offense. Informal attempts to correct problems are encouraged through coaching and training; however, in order to maintain consistency across all programs and campuses, all informal disciplinary matters, i.e., coaching notes, should be communicated by either memo or email to the Human Resources Supervisor for follow-up. Memos and emails are not required to be acknowledged by the employee. Oral and written warnings are to be acknowledged by the employee, and a copy of the Disciplinary Notice forwarded to the Human Resources Supervisor. In the case of a proposed Suspension or Dismissal, the Human Resources Supervisor should be notified at the earliest possible time for consultation prior to the personnel action.

Category I Offenses

A Category I Offense is considered an immediate termination offense upon the first occurrence. These offenses create significant risk of physical harm or endangerment to clients and/or staff, and potential risk of significant financial loss to the organization. It is the responsibility of the supervisor to monitor staff for violations and promptly consult with the HR Supervisor regarding the appropriate disciplinary action as indicated.

I. Category I Offenses

Corrective Action for Category I Offenses:

First Offense – Discharge

- A. Being under the influence of intoxicants or non-prescribed controlled substance while on company property, or property under the control of the company
- B. Possessing, distributing, or selling of non-prescribed controlled substance either on or off company property
- C. Violating standards of client discipline, including but not limited to striking or pushing a client, inappropriate use of restraint, or sexual harassment/abuse/assault of a client
- D. Deliberately falsifying reports of time and attendance, whether written or electronic in form
- E. Willful damage, destruction, or theft of the company's, another employee's, or a client's property
- F. Engaging in immoral conduct on company property or property under the control of the company.
- G. All forms of sexual or other unlawful harassment
- H. Possession of a weapon on company property or property under control of the company.

- I. Failure to report knowledge of any internal or external theft, vandalism, or illegal use of company property
- J. Sleeping on duty
- K. Distributing or selling to clients any form of tobacco, e-cigarette or any nicotine device, and/or permitting client use of these products
- L. Deliberately falsifying clinical documents, reports, correspondence, or other clinical / programmatic documentation whether written or electronic in form
- M. Engaging in or provoking a fight on company property or property under the control of the company
- N. Abandonment of scheduled shift
- O. Serious insubordination such as refusing a direct work order

II. Category II Offenses

Corrective Action for Category II Offenses:

First Offense - Oral Admonishment

Second Offense - Written Reprimand

Third Offense - One full day Suspension without Pay

Fourth Offense - Discharge

- A. Failure to document clinical services provided
- B. Failure to document clinical services in the client record within the prescribed time limits
- C. Failure to complete all elements of the clinical interview, individual, group, family counseling notes
- D. Failure to complete treatment plan and progress notes within the prescribed time requirements
- E. Failure to complete pertinent intake / confidentiality / privacy / consent documentation
- F. Failure to communicate and/or document pertinent clinical, medical, operational or other treatment information within the prescribed time limits
- G. Failure to close client file for archive purposes within the prescribed time limits
- H. Violating standards of conduct as prescribed in The Bridge, Inc. Code of Ethics and/or professional organization code of ethics associated with individual licensure and/or certification.
- I. Failure to provide clinical services as instructed by supervisor or program schedule
- J. Failure to meet service level expectations

III. Category III Offenses

Corrective Action for Category III Offenses:

First Offense - Oral Admonishment

Second Offense - Written Reprimand

Third Offense - One full day Suspension without Pay

Fourth Offense - Discharge

- A. Loafing or wasting time
- B. Engaging in hazardous horseplay
- C. Failing to comply with instructions or established operating standards
- D. Failing to report an injury or accident that occurs while at work
- E. Creating or contributing to disorderly or unsanitary conditions
- F. Interfering with or disrupting the work of others
- G. Using company equipment without proper authorization
- H. Failing to maintain neatness and personal appearance
- I. Financial irresponsibility to a degree that the employee's performance is impaired or brings embarrassment to the company and its employees
- J. Displaying personality characteristics generally considered to be a poor attitude, which generated ill will from clients, or adversely affects efficient and harmonious relations with coworkers
- K. Failure to meet performance standards as determined by one's supervisor
- L. Smoking on campuses or in facilities
- M. Solicitation, lobbying, or distribution of products, materials, or literature not related to employment while at work
- N. Gambling

- O Failure to report knowledge of a violation by another employee
- P Any financial loss to the company resulting from employee financial irresponsibility
- Q Divulging confidential information to unauthorized or unapproved persons or discussing confidential information outside of job duties
- R Committing acts on or off company property that can damage the reputation of the company or its employees
- S Failure to notify company management promptly if absent within the same workday
- T Failure to communicate pertinent information in a timely manner to supervisor
- U Willfully disobeying instructions or refusing to carry out instructions given in the line of duty
- V Falsifying company accounts, documents, reports, memos whether written or electronic in form
- W Violating a written, or accepted unwritten, work practice, either willfully or negligently, which could or does result in serious injury to the employee, coworkers, or clients, or financial loss to company
- X Violating a workplace safety practices and/or failure to report to the supervisor workplace safety violations
- Y Violating standards of conduct as prescribed in The Bridge, Inc. Code of Ethics
- Z No-call no-show for scheduled shift

The Bridge utilizes progressive disciplinary process to redirect and correct inappropriate staff behavior. As warranted, corrective actions are implemented in progression from Oral Admonishment, Written Reprimand, one full day Suspension without Pay, and finally, Discharge. Progressive actions may be skipped depending on the severity of the offense and negative impact on a client, employee, or the Bridge.

The company reserves the right to terminate an employee who commits an offense described within Category II or III, if in the opinion of the company, the offense is serious enough to warrant termination. The designation of offenses as Category I, II, or III, by the company does not, in any way, alter the employment-at-will relationship.

Administrative Leave

It is the practice of The Bridge, Inc. to place employees on Administrative Leave during investigation of allegations of misconduct, whether those investigations are conducted internally or by an external agency(s). In addition to initial distribution of this Policy, employees who are placed on Administrative Leave pending an investigation, will receive a copy of this Policy to sign, noting that he or she is aware of the policy and their requirements while on Administrative Leave.

Upon conclusion of the investigation, if allegations cannot be substantiated or it is determined that the employee acted appropriately, and if the employee follows all requirements as set forth by this Policy, the employee will be reinstated to their position and be paid for the period of time that he or she was on Leave. Payment for this period of time shall be limited to a maximum of two weeks of pay; only for the number of hours for which the employee was regularly scheduled; and will be paid on the next pay date following reinstatement, provided that the employee meets all requirements set forth in this Policy. If reinstated, PTO, holidays and any pay increases otherwise available to employee will be accrued during the Leave period.

Employees remaining on Administrative Leave for more than four weeks shall be terminated with reinstatement eligibility provided the reasons for their Administrative Leave are found unsubstantiated. Reinstatement shall be implemented in accordance with The Bridge Reinstatement Eligibility Policy HR-2195. Employees electing not to return to work after reinstatement eligibility has been established shall forfeit any retroactive pay entitlements. Accrued PTO and holiday pay shall be paid out to the employee in accordance with the Final Pay Policy HR-2160.

It is the employee's responsibility while on leave to contact the human resources supervisor no later than each Thursday at 10:00am to ensure that contact is maintained. Failure to report to the human resources supervisor, either in person or by telephone, but not voice mail, may result in loss of benefits otherwise provided by this Policy. It is also the employee's responsibility to provide a current, active telephone

number and mailing address so that the employee may be contacted by internal or external agencies when necessary, and that the employee responds to requests for interviews or other information in a timely manner.

While every effort is made to conclude any investigation in the most efficient manner, no guarantee is made regarding length of Administrative Leave. Failure to notify The Bridge promptly of any contact information change may delay conclusion of an investigation and may lead to termination if the investigation cannot be concluded with the employee's assistance. The Bridge also requires that the employee be available for and comply with any investigative agency in order to receive pay for the Administrative Leave. Failure to make oneself available or comply with the investigation may result in termination.

In order to continue benefits during any leave, premiums must be submitted for benefits in which the employee is currently enrolled. Information will be mailed to employees placed on Administrative Leave regarding specific benefits, premiums, and payment arrangements. Failure to submit premiums for benefits while on Leave may result in termination of benefits in which the employee is enrolled.

Employee Appeals

Appeals may be made within forty-eight hours of the disciplinary action or termination. Appeals should be made in writing and forwarded to the Appeals Committee through the HR Manager.

The Appeals Committee is comprised of the executive director, human resources manager, and at least one additional staff member selected by the HR manager. The decision of the Appeals Committee will be in writing to the employee and will be final.