

Personnel Manual

The distribution and use of this handbook should not be considered as altering the employment-at-will relationship between Mid-State Health Network and its employees.

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MSHN Employee Policies and Procedures

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Introduction: This MSHN personnel manual is predicated on the agency's operating philosophy as outlined in its Operating Agreement:

"The Entity is dedicated to ensuring that equality in voice and governance exists, and that the benefit to the citizens meets Medicaid standards while being provided in ways that reflect the needs and resources of the communities in which each CMHSP Participant operates. The Entity will foster each CMHSP Participants' integration activities and locally driven work. The organization and operation of the Entity is based on a shared operating structure, using a committee-based system that creates many venues, allowing voices from across the region to be heard. It establishes certain checks and balances to ensure that governance remains balanced and equal and that the operation of the Entity is for service to the CMHSP Participants in achieving high levels of regulatory compliance, quality of service, and fiscal integrity. In these ways, the Entity exists to serve in the best interest of and to the benefit of all CMHSP Participants and their consumers."

MSHN is also responsible for integrating the service needs of the region's citizens in relation to substance abuse prevention and treatment and administering public policy and systems to manage and coordinate these services. Accordingly, MSHN endeavors to include these perspectives in its operations and governance.

And, in accordance with the Entity's stated vision:

"To continually improve community well-being/wellness through the provision of premiere behavioral health care and leadership in the coordination of a network of community partnerships essential to address the multiple needs for quality of life and the reduction of per capita costs, with priority focused on the most vulnerable citizens."

Purpose: The Mid-State Health Network (MSHN) Personnel Manual is designed to acquaint employees with policies and procedures which may affect their employment. The manual addresses issues pertaining to such things as employee benefits, working conditions, and other provisions with which employees should become aware. The manual outlines employee responsibilities and describes the programs developed by MSHN, which will benefit all employees.

This Personnel Manual and the policies within it apply to employees of MSHN exclusively and are not meant for employees from any other company, firm, or entity. Similarly, any other manual developed for another client or division of MSHN will not be understood or interpreted to apply to employees of MSHN. The manual is not intended to cover Board members or compensated individuals appointed to standing councils or committees regardless of the compensation status or method.

This handbook is not meant to encompass every situation, it is every employee's responsibility to understand and follow the items in the manual, to ask questions to management if they do not understand any part of this handbook and to exercise sound judgement when applying the principals of this handbook to various work place situations. No Personnel Manual can predict or anticipate every circumstance for which a policy has been developed. As MSHN continues to evolve, the need may arise to change or alter policies described herein. The interpretation and operation of the policies or benefits noted herein are within the sole discretion of MSHN. Therefore, MSHN reserves the right to revise, supplement, or rescind any policies, benefits or portions of the manual it deems appropriate. A change of any kind is in the sole discretion of MSHN and every effort will be made to notify employees of such changes as they may occur. This manual should not be construed as creating a contract between the MSHN and any of the applicable employees.

It is each employee's responsibility to be aware of any change. In no case and under no circumstances will future changes or practices affect the status of at-will employees of MSHN.

In order to encourage an efficient and professional work environment which serves our stakeholders' needs, MSHN follows the policies and procedures outlined herein.

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Employee Arrangement

MSHN uses a Professional Employer Organization (PEO) to support human resource functions. The PEO administers new employee records compliance, benefits procurement and administration, and provides payroll administration. The PEO supports compliance with state and federal labor relations and wage and hour laws; as such, the PEO may serve as a point of contact for employees seeking assistance as outlined in the manual; and for policy development and administration including but not limited to Legal Assurances, Non-Discrimination, Accommodation, Confidentiality, Recipient Rights, Corporate Compliance, Reporting Illegal and Unethical Activity, Anti-Harassment/Bullying (Sexual Harassment, Other Harassment, Non-Retaliation), Social Security Number Privacy Act, Hatch Act, Whistleblower's Protection Act, and Immigration Law Compliance.

Standard Employment Practices

At-Will Employee: At-Will Employment means that the employee or MSHN may decide to terminate an individual's employment at any time, with or without reason, and with or without notice. Since all MSHN employment relationships are at-will, no contract or promise of continued employment, either verbal or implied, is created now or at any time during employment. As such, no employment contract is or can be created unless or until MSHN and the employee expressly agree to an alternative to an at-will status, and formalize such terms by a written agreement authorized by the MSHN Board and signed by the MSHN authorized designee.

Equal Employment Practices: MSHN is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, sex (including gender identity, sexual orientation and pregnancy), genetic information, national origin, age, disability, veteran status, marital status, or any other characteristic protected by law. MSHN follows Federal Equal Opportunity Laws, including the Americans with Disabilities Act, the Equal Pay Act, Title VII, and the Age Discrimination in Employment Act. MSHN's policy of equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, compensation, training, promotion, discipline, and termination.

MSHN does not discriminate against qualified applicants or employees who, with or without a reasonable accommodation, can perform the essential functions of the job. MSHN will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship. An employee with a disability for which a reasonable accommodation is needed should contact the Deputy Director (as the HR representative) to discuss possible solutions. If the employee is not able to resolve the matter with the Deputy Director, the employee should contact the CEO. MSHN may require documentation to establish the need for an accommodation if an employee has a qualifying physical or mental disability that affects his or her job.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Deputy Director (as the HR representative). If the question or concern relates to alleged discrimination by the Deputy Director (as the HR representative) or if you feel uncomfortable discussing this with the Deputy Director, the concern should be taken to the CEO. Employees can raise legitimate concerns, and make good faith reports, without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including discharge.

Sexual and Other Unlawful Harassment: MSHN will endeavor to maintain a work environment that nourishes respect for the dignity of each individual. This policy is adopted in furtherance of that tradition.

It is against the policies of MSHN for an employee to harass another person because of the person's sex, race, color, religion, national origin, age, disability, sexual orientation, marital status, or other characteristic protected by law. Actions, words, jokes, or comments based on such characteristics will not be tolerated. Consequently, it is against the policies of MSHN for an employee to sexually harass another person.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

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- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or environment.

Unlawful harassment can include, but is not limited to, epithets, slurs, jokes, pranks, comments, offensive or sexual written or graphic materials, obscene gestures, unwanted advances, physical touching, or threatening, hostile or intimidating acts.

All complaints of harassment will be promptly, thoroughly, and confidentially investigated and, where necessary, appropriate corrective action will be taken. Any person found to have unlawfully harassed another employee will be subject to appropriate disciplinary action, up to and including discharge.

Any employee who believes that he or she is being unlawfully harassed should immediately follow the complaint procedure outlined in the handbook.

Workplace Bullying: MSHN defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or during the course of employment. Such behavior violates MSHN’s policies. MSHN is dedicated to providing a safe and non-threatening workplace for its employees, clients and contractors. Bullying is taken very seriously and will not be tolerated. Any act of bullying by or against an employee, customer, supplier, partner or visitor is strictly prohibited. This policy applies to all agency employees, whether on or off agency property. Bullying under this policy is defined as persistent, malicious, unwelcome, severe and pervasive mistreatment intended to intimidate and create risk to the health and safety of the employee, whether verbal, physical or otherwise, in the workplace and/or in the course of employment.

The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives that MSHN will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

Bullying may be intentional or unintentional. Where an allegation of bullying is made, the intention of the alleged bully may be relevant, and may be given consideration when meting out discipline, as will the effect of the behavior upon the individual.

The following types of behavior are examples of bullying:

- Verbal Bullying: harassing, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as a butt of jokes; abusive and offensive remarks.
- Physical Bullying: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person’s work area or property.
- Gesture Bullying: non-verbal threatening gestures, staring which can convey threatening messages.

Any employee who believes that he or she is being bullied should immediately follow the Harassment/Discrimination Complaint Procedure, as provided below.

Harassment/Discrimination Complaint Procedure: Any employee who, in good faith believes he or she has been subject to illegal discrimination or harassment prohibited by law, should immediately report that fact to the immediate supervisor, the Deputy Director or the CEO or, if the alleged perpetrator is the CEO, the complaint should be filed with the PEO. If an employee observes or has knowledge of an incident of harassment involving other employees, they should immediately inform and file a written complaint in the same manner as noted above. If an employee has any questions

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regarding the reporting of such matters, they should contact the Deputy Director or the PEO. Upon notice, MSHN will promptly conduct an impartial investigation of any complaint or report of harassment. To the extent possible, MSHN's investigation will be conducted in a manner calculated to protect the privacy of the individuals involved, and the confidentiality of the complainant. If the investigation reveals that harassment or discrimination has occurred, disciplinary action up to and including discharge will be taken. The nature of the discipline will depend upon the circumstances of each case.

If a report of discrimination or harassment prohibited by law is made in good faith, MSHN will protect the reporting individual from retaliation or any other detrimental impact on his or her employment. Disciplinary action, up to and including discharge, will be taken into against anyone who attempts retaliation towards any individual involved as a witness or complainant. Employees who become aware of complaints or investigations of harassment are expected to refrain from unnecessary and unprofessional discussions with coworkers concerning the individuals involved; as such discussions may themselves be a form of retaliation.

Immigration Law Compliance: MSHN will only hire individuals who are authorized to work in the U.S under the Immigration Reform and Control Act of 1986. As a condition of employment, all new and past employees must complete the US I-9 Eligibility Verification form and present documentation establishing identity and employment eligibility complying with the I-9 rules and regulations.

Evaluation Period: During the first ninety (90) days of employment, employees are in an "evaluation period." During this time, the CEO, through the direct supervisor, will continually evaluate performance and compatibility with MSHN. Should an employee's performance not meet the standards set forth by MSHN, corrective action up to and including termination will be taken. Any significant absence will automatically extend an introductory period by the length of the absence. If MSHN determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period. This evaluation period shall not be deemed to in any way affect nor abrogate an employee's status as an at-will employee.

Standards of Conduct: MSHN expects that all employees conduct themselves in a professional and ethical manner. An employee must not conduct business that is unethical in any way, nor should any employee influence other employees to act unethically. Furthermore, an employee must report any dishonest activities or damaging conduct to the CEO.

Reporting Suspected Fraud or Illegal Activity: MSHN Board and employees shall report any suspected or actual fraud, abuse or waste of any funds, including Medicaid funds, or other suspected illegal activity to the Director of Compliance, Customer Service and Quality.

In the event that an employee becomes aware or believes that another employee's behavior or actions are inappropriate, illegal, problematic, or in any way inhibit or affect the organization's or the employee's performance or the MSHN's work environment, the conduct or behavior should be reported to the CEO.

All reasonable concerns shall be promptly, thoroughly, and confidentially investigated by MSHN and, where necessary, appropriate corrective action will be taken. Employees must not discuss such actions or behavior with others. Discussion about such matters may create an unacceptable work environment for which the involved employee will be held responsible and may be disciplined in accordance with MSHN's disciplinary policy.

All employees are required to read and abide by MSHN policies, procedures and the Corporate Compliance Plan. These documents provide the framework for MSHN employees to comply with applicable laws, regulations and program requirements.

Personnel File: MSHN keeps personnel files for its employees. Medical records are kept separately from personnel records. Employees may view the contents of their personnel file by making a written request to the CEO. No employee may alter or remove any document in his or her personnel file. If an employee believes any records or information in their general personnel file to be inaccurate, they may submit a written request to have the record corrected or, if denied, an employee response may be included in the personnel record in compliance with the *Bullard-Plawecki Employee Right to Know Act, MCL 423.501, et seq.*

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General Policies and Procedures

Background Checks and Disclosing Certain Criminal Information: All employees shall fully disclose to their supervisor any criminal felony or work-related misdemeanor convictions. Any employees that work directly with minors or who will have access to minor's records that are convicted of a felony or misdemeanor, including expressly any law relating to drugs or other controlled substances, or are charged with a felony, or are placed on the CPS Central Registry as a perpetrator, shall notify in writing their supervisor immediately, and in all cases, no later than five (5) days after such conviction, charge, or placement on the CPS Central Registry. An employee must disclose to the Employer any conviction resulting from such pending charges as described in this Section. However, as required by Federal regulation, employees working with minors must disclose any arrests or charges related to child sexual abuse, child abuse, or child neglect and the disposition of such arrest or charges, and may also be required to certify that no case of child abuse or neglect has been substantiated against them. In every case, employees in positions that work directly with minors or who will have access to minor's records, shall undergo the background checks including drug testing, and, if they have not resided or lived in Michigan for each of the previous ten (10) years, they must also sign a waiver attesting to the fact that they have not been convicted of a felony or been identified as a perpetrator. The Employer may, at its cost, conduct a criminal history search periodically on all employees when required to insure compliance with grants, licensing requirements, and performance standards.

Employment Applications: MSHN relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if that person has been hired, termination of employment.

Credentialing and Re-credentialing: In accordance with MSHN policy and the BHDDA Credentialing and Re-credentialing Process, health care professionals, as indicated in the Credentialing and Re-credentialing Process, who make clinical decisions impacting a consumer's care, must be credentialed upon hire and re-credentialed at least every two years. At minimum, this includes Utilization Staff, the Chief Clinical Officer, and the Medical Director(s). MSHN may recognize and accept the credentialing activities conducted by another entity; however, must maintain copies of the credentialing decision and primary source verifications in its administrative records.

Orientation: In accordance with federal law, both new employees and re-hires are required to provide documentation of identity and eligibility to work in the United States. New employees will receive a copy of the Personnel Manual, and will be given the time to read it and ask any clarifying questions of the CEO or the hiring supervisor. The signed copy of the "Acknowledgement & Receipt of Understanding" will be placed in the employee's personnel file. Employee orientation will also include review of MSHN policies and procedures and the new employees' job description.

Reporting Changes: Employees are responsible for promptly notifying the Deputy Director and the PEO of any change in their name, address, telephone number, marital status, citizenship, tax withholding allowances, emergency contact information, insurance beneficiary, or dependent insurance coverage. Accurate and correct information is vital for benefits, insurance records, and other MSHN files.

Performance Reviews: The supervisors and employees are encouraged to discuss job performance, individual goals, and objectives on an informal, day to day basis. Additionally, MSHN endeavors to undertake employee performance appraisal reviews on a periodic basis set by MSHN. The reviews will focus on job-related strengths and weaknesses, as well as overall fit with the MSHN goals and objectives. Goals and improvement plans may be mapped out each review period and progress will be measured at the next review. Performance reviews may determine salary increases and promotions. Employees have the opportunity to review all performance appraisals and provide a written response, if requested. All reviews and responses become part of an employee's personnel file.

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Job Classifications: Employees are classified by two major categories: "Exempt" and "Non-exempt." This manual applies to both Exempt and Non-Exempt employees.

1. Non-exempt employees are eligible to receive overtime pay in accordance with state and federal wage and hour laws. These employees are required to submit a timely and accurate time record for each pay period, approved by the appropriate supervisor, for the purpose of tracking hours worked and calculating compensation. Compensated paid time off is not considered hours worked for purposes of calculating overtime pay.
2. Exempt employees are generally salaried and fall into one or more of the following classifications: executive, professional, certain computer, or administrative personnel. These employees are exempt from the applicable provisions of state and federal wage and hour laws, and are not entitled to overtime or compensatory time.

Exempt Employees are required to be paid on a "salary basis". Being paid on a "salary basis" means an employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. The predetermined amount cannot be reduced because of variations in the quality or quantity of the employee's work. Subject to exceptions listed below, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked.

Deductions from pay are permissible when an exempt employee:

- Does not perform any work during a workweek;
- Is absent from work for one or more full days for personal reasons other than sickness or disability; or for absences of 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 compensation for salary lost due to illness;
- To offset amounts which employees receive as jury or witness fees or for military pay;
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions of major significance, including but not limited to theft or violations of MSHN's harassment, drug and alcohol, safe workplace and workplace violence policies or such other work rule of major significance. This does not include merely performance issues such as absenteeism and tardiness;
- An employer is not required to pay the full salary in the initial or terminal week of employment; or

For penalties imposed in good faith for infractions of safety rules of major significance; In these circumstances, either partial day or full day deductions may be made.

MSHN prohibits any improper deductions from the salaries of exempt employees. Employees who believe that an improper deduction has been made to their salary, should immediately report this information to the CEO and PEO. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will be promptly reimbursed for any improper deduction made.

Job Descriptions: MSHN employees shall be provided with a job description as part of new employee orientation. The job description shall outline qualifications, required skills and general responsibilities. Job responsibilities will outline recovery-based, person-centered and culturally competent practices. Job qualifications will specify that lived experiences with behavioral health issues are desired.

Expense Reimbursement: MSHN will reimburse employees for reasonable pre-approved business expenses. Reasonable expenses while traveling on agency business include travel fares, accommodations, meals, tips, telephone and fax charges, and purchases on behalf of the agency. Travel and expense reimbursement practices are outlined in MSHN Board approved policies and must be requested in accordance with approved procedures.

Personal Property: MSHN does not assume responsibility for any personal property located on its premises. Employees are to use their own discretion when choosing to bring personal property into the office and do so at their own risk. Additionally, employees may not bring or display in the office any property that may be viewed as inappropriate or offensive to others.

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General Safety and Health Policies: Safety of MSHN employees and visitors, in our office, is of the utmost importance. Each employee is expected to work diligently to maintain safe and healthful working conditions, and to adhere to all practices and procedures designed to prevent injuries and illness. By working together and staying aware of our surroundings, we can achieve a safe and healthy environment. Each employee is responsible for being aware of best safety practices, thinking defensively, anticipating unsafe situations, and reporting unsafe conditions immediately.

In addition, employees should observe the following precautions:

- Notify the CEO of any emergency situation. If employees are injured or become sick at work, no matter how slightly, they must inform the CEO immediately. Failure to notify MSHN in a timely manner can lead to possible worker compensation disqualification.
- Employees should promptly notify the CEO, before the beginning of the workday, of any medication they are taking that may cause drowsiness or other side effects that could lead to injury to the employee or their coworkers.
- The unauthorized use of alcoholic beverages, marijuana or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages, marijuana or illegal substances in the MSHN office is forbidden.
- Employees should use, adjust, and repair machines and equipment only if trained and qualified.
- Employees should get help when lifting or pushing heavy objects.
- If an employee is not sure of the safe procedure, they should ask appropriate staff for support or directions.
- Employees should know the locations, contents, and use of first aid and firefighting equipment.
- Employees should use personal protective equipment in accordance with the job being performed.
- Employees should report the need for repair or replacement of work materials as soon as discovered.
- Employees should avoid clutter that might cause accidents; materials and equipment should be stored safely and neatly

MSHN reserves the right to request that an employee leave the premises if, in the employer's judgment, an injury or illness poses a direct threat to the health and safety of the employee or others in the workplace. Employees concerned about being infected with a serious disease by a coworker or other person should report such concern to the CEO.

OSHA Compliance: Due to the potentially hazardous nature of any workplace, all MSHN employees are responsible for familiarity and compliance with Occupational Safety and Health Administration (OSHA), United States Environmental Protection Agency (EPA), and state regulations regarding infection control, job safety, and health protection. MSHN provides training and materials explaining the applicable standards and guidelines for all employees during the initial orientation and periodically, if applicable, when regulations are revised or added. All employees are required to participate, and a record will be maintained of all those in attendance. Missed meetings and training exercises must be made up within a reasonable time to avoid disciplinary action. MSHN maintains a central file on Material Safety Data Sheets for all hazardous materials at MSHN by employees.

Workers Compensation: MSHN provides comprehensive workers' compensation insurance at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. MSHN requires that all employees report job-related accidents or injuries to a supervisor immediately, whether the accident occurred on or off company premises. Failure to report an injury, regardless of how minor, could result in difficulty with the employee's claim. Once the injury is reported, the employee will be asked to complete an incident report and may be asked to go to the designated occupational health clinic. Once this occurs, MSHN will begin the accident investigation. After the accident investigation is complete, and MSHN accepts the employee's claim under workers' compensation, MSHN will pay reasonable medical and other expenses related to the employee's work injury. Neither MSHN nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participating in any off-duty recreational, social, or athletic activity sponsored by MSHN

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Benefits Continuation: The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) applies to employers with 20 or more employees in the preceding year. COBRA gives eligible employees and their qualified beneficiaries the opportunity to continue health insurance coverage under MSHN's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

If eligible under COBRA, the employee or beneficiary pays the full cost of coverage at MSHN's group rates plus an administration fee. MSHN provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under MSHN's health insurance plan. The notice contains important information about the employee's rights and obligations.

Monitoring & Searches: All agency and personal property at the work site is subject to monitoring and review at all times. This includes, but is not limited to, desks, computers, other containers and email files. Reasons for searches and reviews include, but are not limited to, personal abuse of agency property, theft or substance abuse investigation, and improper disclosure of confidential information.

MSHN retains the right to conduct searches at any time. This includes the right to search assigned computers or files, even if protected by a password. Any employee who attempts to obtain or alter a password for the purpose of accessing restricted files will be subject to disciplinary action, up to and including termination.

Office Security: Shortly after an employee's start date, he/she may be given a key to gain access to the office. The last employee to leave the office is responsible for making certain that all doors and windows are locked and secured.

Confidential Information: MSHN requires that employees do not disclose information held to be confidential by MSHN under the Health Insurance Portability and Accountability Act (HIPAA), the Michigan Mental Health Code, or other state/federal regulations. Social Security numbers should be collected only where required by federal and state law or as otherwise permitted by federal and state law for legitimate reasons consistent with this Privacy Policy.

MSHN is committed to protecting the privacy of the persons served through its provider network and shall strictly govern the disclosure of any information to anyone other than those authorized. Any employee who engages in unauthorized disclosure of confidential or protected information is subject to disciplinary action which may result in termination.

Documents containing Social Security numbers are to be stored in locked, secure areas. Social Security numbers will not be publicly displayed, and will not be released to anyone outside the company, except as required by law. No more than four sequential digits of a Social Security number may be included on a document mailed outside of the agency. Any document containing a Social Security number is to be shredded when discarded utilizing the MSHN provided shred bins.

To ensure that all protected information remains confidential, employees are required to comply with all confidentiality policies and procedures in effect, specifically to include the HIPAA Privacy regulations outlined in the MSHN Corporate Compliance Plan.

Conflict of Interest and Outside Employment: MSHN requires that employees not compromise the agency, its stakeholders, partners, or suppliers for personal gain. Examples of conflict of interest include, but are not limited to, accepting gifts worth more than \$25, requesting or granting business favors, or conducting business for personal gain. Employees are required to disclose all conflicts of interest to the CEO; or to the Chairperson of the Board if involving the CEO. Failure to do so may result in disciplinary action, up to and including termination.

While outside or supplemental employment is discouraged, employees may engage in outside or supplemental employment in accordance with the following limitations. In no case shall outside or supplemental employment conflict with or impair the employee's responsibilities to MSHN.

Any employee desiring to participate in outside or supplemental employment must obtain permission of the MSHN CEO in writing prior to engaging in outside or supplemental employment. All employees engaged in outside or supplemental

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employment shall:

- Not use MSHN facilities as a source of referral for private customers or clients;
- Not be engaged in during an employee's regularly scheduled working hours;
- Not use the name of the MSHN or any County agency as a reference or credential in advertising or soliciting customers or clients;
- Not use MSHN supplies, facilities, staff or equipment in conjunction with any outside or supplemental employment or private practice (including any equipment or supplies provided for use by the employee in the employee's home office);
- Maintain a clear separation of outside or supplemental employment from activities performed for the MSHN;
- Not cause any incompatibility, conflict of interest, or any possible appearance of conflict of interest, or any impairment of the independent and impartial performance of employee's duties.

Pay Periods: All employees are normally paid on a bi-weekly basis (usually twenty-six pay periods annually). Electronic deposits will not be released prior to the set pay schedule for any reason, nor will they be released to anyone other than the employee. MSHN may require employees to use direct deposit or a payroll debit card in compliance with the Michigan Wage and Fringe Benefit Act. If payment of wages by direct deposit or payroll debit card is required by MSHN, MSHN will provide a written form to each employee to select debit card or direct deposit (and for the employee to provide account information for the direct deposit). An employee's failure to return their selection form within 30 days with the requisite account information shall result in payment by debit card.

It is our policy to comply with FLSA salary-basis. All deductions from an employee's wages shall be in accordance with applicable law and, when required, with the employee's consent. MSHN can make additional payroll deductions for authorized activities with an employee's written consent.

Paycheck Corrections: Employees are asked to review their payroll remittance carefully for errors. If an employee finds a mistake they should report it to the Chief Financial Officer (CFO) or PEO so that necessary steps may be taken to correct the error. Errors in payroll will be corrected and paid in the next scheduled paycheck after notice is received or otherwise in compliance with the Michigan Wage and Fringe Benefit Act.

Time Sheet Policy: Accurate recording of time worked is the responsibility of every employee. Federal and state laws require the employer to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is the time actually spent on the job performing assigned duties.

- Hourly employees shall accurately report the hours worked each week. The CEO (or designated supervisor) approves exceptions to normal hours (Monday through Friday 8:00 a.m. – 5:00 p.m.).
- Salaried employees are required to complete a time report for each pay period indicating any use of paid time off (PTO) time.
- Each employee is required to notify their supervisor, in advance, of the dates of all approved PTO.
- Excessive use of unplanned leave or lateness in arriving at work are reasons for concern and may result in corrective action.

Time reports are provided in an electronic format. Unless authorized, no employee may record the time of any other employee, or request that another employee record their time. Falsification of time worked, altering or tampering time is prohibited. Violators will be subject to disciplinary action, up to and including termination.

Work Week and Hours of Work: The standard work week is from Sunday 12:00 a.m. until Saturday 11:59 p.m. Normal office hours are from 8:00 a.m. to 5:00 p.m. Individual work schedules will vary depending on the operating needs of the agency.

Overtime: Non-exempt employees are to be paid time and one-half (1.5) for work time that exceeds 40 hours during a scheduled workweek. Employees asked to work overtime are expected to do so. Overtime must be approved in

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advance. Exempt employees are not eligible for overtime pay. Paid time off, for example holidays or vacations, is not considered work time for purposes of determining overtime pay.

Rest Periods: Employees are allowed to have rest periods each day. Authorized rest periods cannot be used to shorten your workday or be accumulated for any other purposes.

Break Time for Nursing Mothers: In compliance with federal law which requires the provision of unpaid, reasonable break time for a non-exempt employee to express breast milk, MSHN subscribes to the following policy:

All employees shall be provided a place to breastfeed or express their milk. The CEO or PEO can confer with the employee to designate a suitable, private location, other than a bathroom, which is located in close proximity to the employee's work area for such breaks. An employee may use her private office area for milk expression if she prefers. Employees shall be provided flexible breaks to accommodate breastfeeding or milk expression for the first year of the child's life. A non-exempt breastfeeding employee shall be provided a flexible schedule for breastfeeding or pumping to provide breast milk for her child. The time would not exceed normal time allowed for lunch and breaks. For time above and beyond normal lunch and breaks, PTO time must be used, or the employee can make up the time at the discretion of the supervisor. A refrigerator will be made available for safe storage of expressed breast milk. Employees may use their own cooler packs to store expressed breast milk, or may store milk in a designated refrigerator/freezer. Employees should provide their own containers. Those using the refrigerator are responsible for keeping it clean.

Nepotism: It is the policy of MSHN to prohibit the hiring of relatives in situations where a relative would be under the direct or general supervision of an elected official, department head, supervisor or team leader, or to employ relatives where the status of employment of that person might be influenced by an elected official, department head, supervisor or team leader.

By adhering to the above policy which prohibits relatives from working in positions where they might have influence over each other's status, or the hiring of those relatives, a potentially discriminatory situation is avoided altogether. MSHN realizes that there may be existing relationships among employees which are contrary to this policy. It is the purpose of this policy statement to avoid creating any new situations where relatives are employed in spheres of influence relationships, and not to affect the employment of any relationships that currently exist.

- Relative - Parent, foster parent, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law or step relative, or any person with whom the employee has a close personal relationship.
- Personal relationship - Relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.
- Spheres of influence - Scope in which an employee exerts direct or indirect control over another.
- Economic relationship - Fiduciary relationship in which one employee benefits by receiving financial remuneration such as landlord/tenant relationships or business partnerships.
- Fraternalization - Relationship of an intimate or romantic nature between a supervisor and his/her subordinates or conduct that creates the appearance of impression that such a relationship exists.
- If a supervisory-subordinate relationship occurs as a result of a marriage between two employees working in the same program area, then MSHN will attempt to transfer one of the individuals but it is not required to do so. If a transfer does not occur, one of the employees will be required to resign within sixty (60) days of the marriage.

Political Activity: Every employee has the right to freely express his or her views as a citizen and to cast a vote as he or she may wish. Coercion for political purposes is strictly prohibited. Employees of federally aided programs are, however, prohibited from participation in partisan political activity under the Federal Hatch Political Activities Act.

No employee shall engage in any partisan political activity or campaigning for a non-partisan elective office during scheduled working hours or while on duty or while off duty wearing a uniform or other identifying insignia of MSHN or

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employment. Solicitation of signatures or contributions or nominating petitions is prohibited during working hours. No employee shall be required to engage in a campaign for election of any candidate. MSHN Board and employees are not permitted to use agency funds or resources to contribute to political campaigns or activities of any political party.

Employee Conduct

Attendance & Punctuality: Punctuality and regular attendance are important to the smooth operation of MSHN. If an employee is consistently late or excessively absent, MSHN's ability to perform work is affected and an unfair burden is placed on co-workers. Therefore, unless absences are permitted or excused under the agency's holiday, vacation, sick, or other policies, employees are responsible for being at work and arriving on time.

If an employee is going to be absent or late, it is mandatory and the employee's responsibility to call, e-mail, or text a message their supervisor as soon as possible, preferably in advance of lateness and no later than one hour after the start of the workday. If an employee is absent for several days, they must notify their supervisor each day (unless medical documentation is provided that defines the period of absence). An employee who is absent for reasons other than those permitted or excused by MSHN's holiday, vacation, or leave policies, or who fails to provide notice as required, will be subject to appropriate disciplinary action, up to and including termination.

Telecommuting: With advanced planning and prior approval MSHN employees may be permitted to telecommute. Telecommuting arrangements must not disrupt the daily activities of a group or workflow. The supervisor must approve all employee telecommuting arrangements. Permission to telecommute may be withdrawn in the sole discretion of the CEO.

Smoke Free Environment: For the health and comfort of MSHN employees and visitors, smoking is not permitted anywhere inside of the building. Smoking by employees is only allowed during authorized breaks and must be done outside the building in designated smoking areas.

Drugs and Alcohol: It is the policy of MSHN to maintain its offices as a drug-free work environment that is both safe for our employees and visitors, as well as conducive to efficient and productive work standards. This policy prohibits the unauthorized possession, by employees or others, of alcohol, marijuana and illegal substances on MSHN's property, regardless of whether the persons are on duty. Employees are also prohibited from having detectable levels or identifiable trace quantities of alcohol, marijuana and illegal substances during working time. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

MSHN may drug test under the following circumstances:

- As part of the New Hire Process,
- Reasonable Suspicion,
- Any employee, post workplace property damage accident and/or
- Any employee, post workplace accident resulting in injury or illness if the employee's supervisor and/or Human Resources determine there is a reasonable possibility that employee drug or alcohol use caused or could have contributed to the reported accident

Employees who test positive, refuse or fail to test, or admit to current substance abuse will be subject to discipline, up to and including termination. Adulterated specimens may be treated as a positive test result. All drug testing will be treated confidentially and used solely for the purpose of making employment decisions.

Violence and Weapons: MSHN is committed to providing a safe workplace for the public and its employees, clients, and contractors. MSHN takes violence and threats of violence extremely seriously. Any act or threat of violence by or against any employee, customer, supplier, partner, or visitor is strictly prohibited. This policy applies to all agency employees, whether on or off agency property. Any use or possession of weapons by an employee, whether illegal or not, is prohibited on agency property, or while on agency business. This includes knives, guns, martial arts weapons, or any

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other object that is used as a weapon. Any employee caught possessing a weapon will be disciplined, up to and including termination.

If an employee encounters an individual who is threatening immediate harm to an employee or visitor on premise, employee should contact an emergency agency (such as 9-1-1) immediately. Employees should not engage in either physical or verbal confrontation with a potentially violent individual. Any person who exhibits any unsafe behaviors will be removed from MSHN premises as quickly as safety permits, and shall remain off MSHN premises pending the outcome of an investigation.

All employees, temporary employees, contractors and any other personnel are responsible for notifying MSHN of any acts or threats which they have witnessed, received, or have been told that another person has witnessed or received. Any individual, who reasonably believes that a situation with any employee or any other party may become violent, should immediately leave the area. Any violations of this policy should be immediately reported in writing to the CEO. Employees will cooperate in all investigations, and a failure to cooperate may result in disciplinary action, up to and including discharge. If the investigation substantiates that a violation has occurred, MSHN will take immediate corrective action, up to and including discharge.

In order to provide a safe workplace and protect our employees from threats to their safety, MSHN must know if a court has ordered an individual to stay away from MSHN locations. Therefore, this policy also requires all individuals who obtain a protective or restraining order which lists MSHN locations as being protected areas, to provide the CEO a copy of any protective or restraining order. This information will be kept reasonably confidential to the extent possible.

Dress Code: A professional and clean appearance plays a vital role in how we are perceived by our clients, visitors, and each other. Employees are expected to dress tastefully and professionally at all times. Employees who show up for work dressed inappropriately are subject to progressive discipline, and/or may be sent home to change and not paid for the time it takes until their return. Questions about appropriate attire should be directed to the employee's immediate supervisor. If a certain manner of dress, personal appearance or hygiene is necessary because of religious beliefs, medical condition or an otherwise legally protected reason, the employee must notify their immediate supervisor of the reason, in writing, before reporting to work. MSHN may require said employee to provide appropriate proof of this belief, condition or otherwise protected reason.

Computer, Internet, Telephones, and Electronic Mail: MSHN provides a variety of electronic tools to employees for use in operating the agency. Agency-provided technology should be used only for business-related matters during working time, and personal usage should be minimized at all times. Where an employee receives a stipend for the provision of a cell phone, it is understood that the phone is owned by the employee and will be used for personal business.

Employees should not have an expectation of privacy in their use of company computers, telephones (including cellphones issued by the company) or other tools. All communications on these devices, including email and other internet activity, are subject to monitoring or inspection by the company at any time, without advance notice. Employees are encouraged to use these tools only for business-related communications. MSHN reserves the right to monitor customer calls to ensure employees abide by company guidelines and provide appropriate levels of service. Email, telephones and other devices may not be used in any manner that violates company policies, including especially our policies regarding equal opportunity and harassment.

All electronic and telephone communication systems and all communications and information transmitted by, received from, or stored in these systems are the property of MSHN and, as such, are intended for job-related purposes. Employees are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so, or unless they have received prior clearance from an authorized company representative. All pass codes are the property of MSHN and may be used to access electronic and telephone communications at any time

Social Media: Social media includes all forms of public, web-based communications and expression that brings people together by making it easier to publish content to many individuals. The Social Media policy applies if employees are

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authorized to represent MSHN on social media platforms or if an employee makes references to MSHN, its affiliates or officers when using social media in a personal capacity. In order to post on external social media sites for work purposes, employees must have prior written approval from the CEO.

While free time is generally not subject to any restriction by MSHN, we urge all employees not to post information regarding MSHN, their jobs, or other employees which could lead to morale issues in the workplace or detrimentally affect MSHN's business. Employees should keep in mind that posting information regarding work can be detrimental to the work environment. At all times employees should be civil to others and their opinions, by not posting personal or work-related information. Employees are personally responsible for the content published on blogs, wikis, or any other form of social media. Employees must always be mindful that once something is published online it is difficult to erase. Employees should also consider that if MSHN receives a complaint about information posted on social media sites, MSHN may need to investigate that complaint to insure no violation of the harassment policy or other Company policy has occurred. In the event there is such a complaint, employees will be expected to cooperate in any investigation of that complaint, including providing access to the posts at issue.

Employees who identify themselves as an employee of MSHN or discuss matters related to our business on social media, must remember that although it may be a personal website or blog and a medium of personal expression, some readers may nonetheless view the employee as a de facto spokesperson for MSHN. Employees must make it clear that the views expressed are theirs alone and that they do not necessarily reflect the views of MSHN. To help reduce the potential for confusion, employees should put a disclaimer in a prominent location on the page or blog. For example, "The view expressed on this web site/blog are mine alone and do not necessarily reflect the views of my employer.

Without prior written approval from the CEO, no employee shall use any words, logos, or other marks that would infringe upon the trademark, service mark, certification mark, or other intellectual property rights of MSHN or its business partners. All rules that apply to employee activities, including the protection of proprietary and confidential information, apply to all blogs and online activity.

Leave Policies

General Policies: MSHN provides eligible employees with leave for a variety of reasons. The following summarizes MSHN's leave policies in a way that MSHN hopes will be generally helpful.

As with all policies, MSHN reserves the right to revise or rescind these policies at its discretion, subject to legal requirements. This statement of leave policies is not intended to create a contract between MSHN and its employees.

To apply for leave, or to inquire into what leave may be available, an employee should speak with the Deputy Director, or the PEO administrator. An employee applying for leave will be asked to state why he/she wants the leave, when he/she wants the leave to begin, and when he/she wants the leave to end. The Deputy Director will inform the employee what type and duration of leave, if any, has been approved and will also tell the employee which requirements, such as certification of a health condition, the employee must fulfill.

All leaves are granted for a specific period of time. An employee who foresees being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which the employee is eligible, including an extension of the current leave. MSHN reserves the right to terminate the employment of an employee who does not return to work at the end of the approved leave period.

Family and Medical Leave of Absence: The Family and Medical Leave Act ("FMLA") allows eligible employees of a covered employer to take an unpaid leave of absence under certain circumstances for up to a total of 12 work weeks in a specific 12-month period. Eligible employees of a covered employer will be granted an FMLA leave of absence for the following reasons:

1. For the birth of a child, and to care for the newborn child;
2. For placement with the employee of a child for adoption or foster care;
3. To care for the employee's spouse, child, or parent with a serious health condition; and

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4. Because of a serious health condition that makes the employee unable to perform the functions of the employee's job.

An eligible employee is defined as follows:

1. Has been employed by MSHN for at least 12 months, and
2. Has been employed at least 1,250 hours during the 12 months immediately preceding the commencement of leave, and
3. Is employed at a worksite where 50 or more employees are employed by the employer within 75 miles of that worksite.

An employee who meets all eligibility requirements will be granted an unpaid leave of absence for up to twelve (12) weeks. Employees who have accrued vacation leave, personal leave, or family leave time may be required to take that leave as part of the FMLA leave.

Spouses who are eligible for FMLA and are both employed by MSHN are permitted to take only a combined total of 12 weeks of leave during any 12-month period if the leave is taken for the birth of a child, the placement of a child for adoption or foster care, or to care for a sick parent.

For purposes of calculating the 12-month period for determining 12 work weeks of leave during any 12-month period, a 12-month period will be measured backward from the date an FMLA leave is requested to begin, absent a conflict with state law.

All FMLA leaves of absence require the prior approval of MSHN. Employees seeking leave under FMLA must provide thirty (30) days' notice to their immediate supervisor or the Human Resources Department where the leave is foreseeable. Where the leave is not foreseeable, notice must be given as soon as practicable. Failure to provide the required notice may result in the denial of an employee's request for a leave of absence.

Where FMLA leave is taken to care for a sick family member or for an employee's own serious health condition, leave may be taken intermittently or on a reduced leave schedule when medically necessary. An employee who requests intermittent leave or leave on a reduced leave schedule that is foreseeable based on planned medical treatment may be temporarily transferred to an alternative position of employment which better accommodates recurring periods of absence, provided that position of employment has equivalent pay and benefits.

In general, an employee seeking a leave of absence for a serious health condition must submit certification from a health care provider to substantiate that the leave is due to a serious health condition of the eligible employee or the son, daughter, spouse, or parent of the employee, as appropriate. The certification must state the date on which the serious health condition began, the probable duration of the condition, and must describe the nature of the condition. If the leave is due to the serious illness of an immediate family member, certification must provide an estimated amount of time the employee is needed to care for the immediate family member. If the leave is due to the serious illness of the employee, certification must provide a statement that the employee is unable to perform his or her functions of employment. If the leave is for planned medical treatment, certification must provide the dates on which the treatment is expected to be given and the duration of the treatment.

MSHN reserves the right to seek a second medical opinion from a healthcare provider of their choice to verify the need for the leave of absence. If the first and second medical opinions differ, MSHN may require that a third opinion be obtained from a third health care provider that is jointly selected by the employee and MSHN. The third medical opinion will be final and binding on both parties. A return to work medical certification is required for all employees returning from a medical leave of absence.

Employees who are on an approved FMLA leave will continue to participate in the group health insurance plan and the Company will continue to pay its portion of the premiums for the employee's health insurance during this period. Accordingly, employees are advised to plan for the retention of health coverage by arranging to pay the employee portion of the premium contributions during the FMLA leave.

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In the event that an employee elects not to return to work after the completion of an approved FMLA leave, MSHN may recover from the employee the cost of any payments made to maintain the employee's health coverage. MSHN's obligation to continue to pay its portion of the premiums for an employee's health insurance will cease at the completion of an approved FMLA leave.

Any eligible employee who returns from an approved leave under FMLA will be restored to his or her former position or to an equivalent position with equivalent benefits, pay, and other equivalent terms and condition of employment. However, any employee who fails to return after the employee's FMLA leave entitlement has expired may not be guaranteed a position of employment or the continuation of his or her health insurance. Highly compensated employees may be denied restoration to their former position if the denial is necessary to prevent substantial and grievous economic injury to the operations of your assigned company. The employee will be notified by MSHN of the intent to deny restoration on such basis at the time your assigned company determines that such injury would occur.

FMLA does not supersede any provision of any State or local law that provides greater family or medical leave rights than the rights established by Federal FMLA.

Military Family Leave: On January 28, 2008, the National Defense Authorization Act (NDAA) was signed into law. The NDAA amended the FMLA to provide eligible employees working for covered employees two important new leave rights related to military service. The New military family leave entitlements for eligible specified family members:

Qualifying Exigency Leave: Permits eligible employees with a spouse, son, daughter or parent on covered active duty in the Armed Forces, or notification of an impending call or order to active duty status, in support of a contingency operation may use their 12-week unpaid leave entitlement to address 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.

Covered Servicemember Leave: Permits eligible employees to take up to 26 weeks of unpaid leave during a single 12-month period to care for a family member (spouse, son, daughter, parent, or next of kin) who is a covered servicemember. A covered servicemember is a current member of the Armed Forces (including the National Guard or Reserves) who has a serious injury or illness incurred in the line of active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation or therapy; or is in outpatient status; or is on temporary disability retirement list. The leave was expanded to include veterans who are undergoing medical treatment, recuperation or therapy for serious injury or illness that occurred any time during the five years preceding the date of treatment.

Paid Time-Off (PTO): Regular full-time employees are eligible for PTO. The purpose of PTO is to cover any need for time off, whether it is for a vacation, personal time, sickness, or to take care of family members. If an employee misses work for any reason, they are expected to use PTO unless they are using approved and earned compensatory or flex time. If an employee is on unpaid approved Medical, or Personal Leave of Absence, PTO will not be accrued for the duration of the leave.

When foreseeable, employees are expected to submit a written PTO or email request at least one (1) week in advance. The request must be approved by the supervisor. Negative PTO accruals are not allowed.

Accrued PTO not used before the time of an employee's resignation will be paid out as long as the employee resigns with a minimum of two weeks (10 business days) notice. Employees who resign with less than the required notice, or who are terminated for cause, will not receive a payout of their accrued PTO.

Regular full-time employees become eligible for PTO upon hire at a rate commensurate with experience and tenure in the Community Mental Health System and as agreed upon in their terms of and conditions for employment.

Regular full-time employees become eligible as follows:

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Employment Period	Number of Days
0-1 Years of Employment	7.69 hours for every eighty (80) hours paid
2-3 Years of Employment	9.23 hours for every eighty (80) hours paid
4-6 Years of Employment	9.85 hours for every eighty (80) hours paid
7-9 Years of Employment	10.46 hours for every eighty (80) hours paid
10 + years of employment	10.77 hours for every eighty (80) hours paid

Accumulation and Carry-Over of PTO: An employee shall not be limited on accumulation of PTO during the fiscal year (October 1 – September 30), but an employee shall not be allowed to carry more than two hundred forty (240) hours from one fiscal year to the next. An exception to this limit shall be if an employee requests scheduled paid time off and that request is denied, an employee shall then be allowed to carry-over the number of hours requested and denied in addition to the 240 hours. Other allowable exceptions may only be approved by the Chief Executive Officer. Annually an employee may be eligible to convert accrued PTO hours accumulated to wages. PTO payouts will occur annually in September. To be eligible for conversion, an employee must have met the following criteria:

- Minimum of eighty (80) hours PTO balance after conversion
- Must have utilized eighty (80) hours of PTO within the previous 12 months and at least forty (40) hours of consecutive PTO. Agency paid holidays occurring between the 40 hours PTO requirement does not count towards the consecutive PTO hours used.

Holidays: MSHN observes the following holidays:

- New Year's Day - January
- Martin Luther King Day - January
- Presidents' Day - February
- Memorial Day - May
- Independence Day, July 4th
- Labor Day - September
- Veterans' Day – November
- Thanksgiving Thursday & Friday - November
- Christmas Eve Day - December
- Christmas Day- December
- New Year's Eve Day - December

For MSHN employees to be eligible for holiday pay, they must be on the active payroll and actually work the last scheduled workday before the holiday, as well as the scheduled workday after the holiday, unless the employee has been approved for use of PTO. If an employee does not work the scheduled day before or after the holiday (call in sick) they will not be paid for the holiday and will not be permitted to use the PTO for the holiday, unless they had prior PTO approval. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Holiday pay for part-time employees shall accrue based upon and be paid according to the actual percentage of the part time employees budgeted and scheduled weekly hours based upon a 40-hour work week of the employee at the time of the accrual.

Leave Without Pay: Available PTO must be utilized prior to requesting leave without pay. Requests for personal leave without pay for a period not to exceed one hundred eighty (180) days in a calendar year are considered individually and granted at the discretion of MSHN CEO. The reason for the request, the employee's length of service, the employee's work record and the demands of the individual's job are examples of the type of factors typically considered in evaluating a request for personal leave of absence. A request for personal leave of absence will be granted only if the employee is not eligible for any other type of leave.

Jury Duty: Employees summoned for jury duty will be allowed the necessary time off from work to perform this civic responsibility. MSHN will pay the employee their regular salary; and the employee is expected to remit any jury duty compensation received to MSHN within two weeks of receipt of funds. Employees will be expected to report to work during all regular hours if their presence is not required in a jury room or court. MSHN may require the employee to supply documentation from the court affirming the employee's jury duty service.

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Military Leave: A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Employees may supplement their leave, with available Paid Time off (PTO) or may take the leave unpaid. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. Leaves for military service and reinstatement after performing military service will be provided in accordance with the requirements of law.

Bereavement Leave: Employees are eligible for paid bereavement leave. When a death occurs in an employee's immediate family (spouse, domestic partner, child, mother, father, sister, brother, grandparent, and in-laws of the same level), an employee may take up to three (3) days off with pay, to attend the funeral or make funeral arrangements. In unusual circumstances, additional time off may be granted, with or without pay, at the discretion of the MSHN CEO. Any additional time needed will be taken out of PTO or taken without pay. Employees must receive approval from the CEO and may be asked to provide documentation of the event.

Inclement Weather: MSHN will operate during regularly scheduled business hours unless otherwise determined by the CEO or Chairperson of the Board of Directors. During inclement weather conditions or other such circumstances where travel is not advised, employees are asked to follow the established inclement weather closure policy and to use their own judgment in determining the safety of reporting to work and the subsequent travel from work. Unless the agency is closed, employees who choose not to report to work during inclement weather or other related conditions will be required to use PTO time.

Disciplinary Policies

Workplace Rules: The following work rules are designed to promote the mutual relationship and are subject to every day common sense. No single set of rules can cover every aspect of conduct on the job. The company retains the right to take disciplinary action for any conduct that does not meet expected standards of appropriate behavior in the workplace, and to assess the level of discipline based on the circumstances of each case. In situations outside specific rules, the company will follow its general policies. Nothing in these rules alters our policy of employment at will. The following are examples of inappropriate behavior that may lead to disciplinary action:

- Failure to work as assigned during scheduled times, this includes tardiness and absenteeism, as well as failure to timely return from scheduled breaks.
- Gambling on premises
- Smoking, drinking, or eating in unauthorized areas
- Disrespect to managers, or rudeness or unprofessional behavior toward a coworker, customer or other member of the public
- Failing to work cooperatively with management/supervision or coworkers
- Reporting for work, or at work, in an unfit or unsafe condition to perform work
- Using abusive, obscene or improper language on office premises
- Sleeping on the job
- Improper disclosure or failure to safeguard business secrets or other similar confidential information
- Failure or inability to meet minimum standards of responsibility, skill, and other work requirements
- Failure to follow instructions
- Disregard office policies and procedures
- Abusing or improperly using company property
- Any other violation of rules set out in the Personnel Manual or any other policy, procedure, rule or guideline

Following are examples of conduct which will be cause for immediate discharge upon the first offense:

- Possession of firearms or other weapons on office premises
- Unauthorized possession, use or distribution of drugs or controlled substances
- Theft or attempted theft

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- Gross neglect of duties
- Insubordination or refusal to follow instructions
- Falsification of records

The disciplinary policy is as follows:

First Violation: Verbal warning and notation in personnel file

Second Violation: Written warning, included in personnel file

Third Violation: Two-day unpaid suspension & final written warning, included in personnel file

Forth Violation: Subjected to termination of employment

Problem Resolution: MSHN seeks to deal openly and directly with its employees and believes that communication between employees and management is critical to solving problems. Co-workers that may have a problem with one another should attempt to resolve the problem themselves. If a resolution cannot be agreed upon, both employees should approach the CEO, who will work with the employees to determine a resolution. In these instances, the decision of the CEO is final. Employees that have a problem with the CEO should address the concern directly with the CEO.

Discipline: MSHN's policy is to attempt to deal constructively with employee performance problems and errors. The disciplinary process will be determined by the MSHN CEO in light of the facts and circumstances of each case. Discipline shall typically be progressive in nature, at the discretion of the CEO and based on the severity of the performance concern. Depending upon the facts and circumstances, the discipline applied may include, among other things, oral or written warnings, probation, suspension without pay, or immediate discharge. Each situation will be considered through a variety of factors including, but not limited to, the seriousness of the situation, the employee's past conduct and length of service, and the nature of the employee's previous performance or incidents involving the employee. Nothing contained in this manual, including this section, the Corrective Action section and the Separation Policies, negates the at-will employment relationship.

Corrective Action: Corrective action is taken in response to a rule infraction or violation of agency policies and will continue until the violation or infraction is corrected. Corrective action may include any of the following: verbal warning, written warning, written suspension or discharge. MSHN may establish other/additional sanctions or terms for performance correction or improvement. MSHN considers some violations as grounds for immediate dismissal, including, but not limited to: violation of MSHN discrimination/harassment policy; insubordinate behavior, theft, destruction of agency property, breach of confidentiality agreement, untruthfulness about personal background or threats of violence. Employees charged with some infraction and subject to corrective action may appeal that corrective action. An appeal must be submitted in writing to the CEO. If, after reviewing the corrective action, CEO, in consultation with the CEO, determines that the procedures were followed accordingly, the corrective action will stand. If it is determined that MSHN procedures were not followed, the action may be reversed. The decision of the CEO is final.

Separation Policies

Resignation: Resignation is a voluntary act initiated by the employee to terminate their employment with MSHN. Although advanced notice is not required, MSHN requests a written notice of at least two weeks (10 business days) from all employees.

Job Abandonment: If an employee is absent for more than three (3) consecutive days, without notifying the CEO, the employee may be considered to have voluntarily abandoned employment with MSHN. If termination is determined the effective date will be the last day the employee reported for work. If an employee abandons a job, he or she is not entitled to accrued PTO days, unless required by law.

Termination: MSHN requires that employees return all documents, files, computer equipment, uniforms, agency tools, business credit cards, keys, and other agency owned property on or before the last day of work. When all agency owned property has been collected, the employee will receive his or her final paycheck and any accrued PTO pay, if applicable. Employees leaving the agency will have the option of having an exit interview with the CEO.

MSHN Employee Policies and Procedures

Manual Amendments and Revisions

The Board of Directors reserves the right to and retains, solely and exclusively, all rights to manage and operate its affairs, to modify, amend or terminate any portion of the benefits or compensation provided with or without notice. The statutory rights, duties and obligations of the Board shall not in any way be abridged by the terms of this manual. The fact that these policies may have been drafted or applied differently in the past does not affect their current or future enforcement. The contents of this manual may be added to, expanded, reduced or otherwise modified; any such modification in this manual shall be at the discretion of the Board of Directors. Verbal changes shall have no force or effect. Changes will be effective on the date of Board authorization and will supersede the original policies, benefits and compensation.

Acknowledgement of Receipt & Understanding

I hereby certify that I have read and fully understand the contents of this Personnel Manual. I also acknowledge that I have been given the opportunity to discuss any policies contained in this manual with an agency official. I agree to abide by the policies set forth in this manual, and understand that compliance with MSHN's rules and regulations is necessary for continued employment. My signature below certifies my knowledge, acceptance, and adherence to the agency's policies, rules, and regulations.

I have entered into my employment with MSHN voluntarily and acknowledge there is no specific length of employment. Accordingly, either I or MSHN can terminate the employment relationship at will, with or without cause, at any time. I agree that any action, claim or suit against MSHN, its parent company or subsidiaries, arising out of my employment or the termination of my employment, including but not limited to claims arising under State or Federal civil rights statutes, must be brought within 180 days of the event giving rise to the claims or they will forever be barred. I waive any limitation periods to the contrary. I understand that MSHN is an Equal Opportunity Employer and an employer at will. I acknowledge that this manual is neither a contract of employment nor a legal document. I have received the manual, and I understand that it is my responsibility to read and comply with the policies contained in this manual and any revisions made to it. I understand that this receipt will become a permanent part of my personnel record.

I acknowledge that MSHN reserves the right to modify or amend its policies at any time, without prior notice. These policies do not create any promises or contractual obligations between MSHN and its employees.

Employee Signature

Date

Chief Executive Officer Signature

Date