



Together, we're changing the way the world defines and views disability by making profound, positive differences in people's lives every day.

Stronger Together.

EMPLOYEE HANDBOOK



Office of Human Resources
1.800.200.2119 | eastersealsmidwest.org

Welcome to Easterseals Midwest

On behalf of the entire organization, we are very pleased to welcome you to Easterseals Midwest. For nearly 100 years Easterseals has been at the forefront of helping individuals with disabilities and their families live better lives. From early childhood education and in-depth autism training, to job training and community living, Easterseals helps people with developmental disabilities and their families address life's challenges and achieve personal goals.

You have joined a great group of professionals who are dedicated to helping people with developmental disabilities learn, live, and work with dignity in our community. We are proud to be the largest organization serving children, teens, and adults with developmental disabilities in Missouri.

As an employee, you are part of a team working together to ensure that Easterseals is empowered to achieve our goals. Our employees are our most important asset. Each position, although different, contributes an important part to the organization as a whole. You will change the lives of people

with developmental disabilities and their families, and along the way they may change your life, too.

Whatever your position at Easterseals Midwest, it will be challenging... but also exciting and rewarding. We are always growing and changing to better meet the needs of the community and the people we serve. Remember to have fun, ask for help when you need it, and never underestimate the importance of your work. You are a lifeline for people with developmental disabilities. We wish you the best of luck with your new career and welcome you to our team.



Wendy Sullivan
Chief Executive Officer

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Introduction

About Easterseals Midwest

For nearly 100 years, Easterseals has been dedicated to helping individuals with disabilities participate fully in the community and lead their best possible lives. Today, Easterseals Midwest is the largest provider of services for individuals with developmental disabilities in Missouri, serving more than 4,000 children and adults. From early childhood education and in-depth autism therapies, to job training and community living support, Easterseals Midwest helps people with developmental disabilities, and their families, address life's challenges and achieve personal goals.

Code of Ethics

Easterseals Midwest has established a Code of Ethics to guide its board members, volunteers, and employees in their conduct when acting on behalf of the agency. It is a commitment to do what is right, obey all laws, behave with integrity and honesty, treat people fairly, respect diversity, accept accountability, communicate openly, and always behave in a way that is above reproach. The code contains broad principles reflecting the types of behavior expected towards individuals supported, families, guardians, donors, funders, employees, and the community. Easterseals Midwest requires all representatives of the agency to maintain these high ethical standards at all times.

- Easterseals Midwest board members, volunteers, and employees are expected to:
- Put the people we serve first, treat them as unique individuals, and tailor our approach and services to help them pursue their goals, dreams, and aspirations.
- Demonstrate respect for everyone.
- Be good stewards of financial and other support we receive.
- Foster integrity in all that we say and do.
- Strive for excellence in all our work.
- Embrace and celebrate change.
- Work together to support others.
- Take reasonable care in our work to minimize risk of injury to any person and to prevent damage to property.
- Maintain confidential information.
- Protect the health, safety, and general welfare of all individuals supported and employees.
- Report all information accurately and honestly.
- Disclose unethical, dishonest, fraudulent, and illegal behavior, or the violation of company policies and procedures.
- Maintain professional boundaries with each other and individuals supported.
- Divulge conflicts of interest by any person associated with Easterseals Midwest.
- Not accept gifts, money, and gratuities from the individuals we support or their families.
- Respect and safeguard the personal property of individuals supported, visitors, and personnel as well as the property owned by the agency.
- Conduct business and financial practices with the utmost integrity and in accordance with applicable federal, state, and local laws.

This is not intended as a stand-alone policy and it does not represent the entirety of Easterseals Midwest ethical standards, nor does it answer every ethical question or issue that might arise. Rather, it is one element of a broader effort to create and maintain a quality organization that gives ethical conduct the highest priority. While no document can anticipate all of the challenges that may arise, this code of ethics communicates key guidelines and will assist employees, volunteers, and board members in making good decisions that are ethical and in accordance with applicable legal requirements.

Any violation of this code should be reported immediately to a supervisor or Human Resources.

Applicability of This Employee Handbook

This handbook has been prepared to introduce employees to Easterseals Midwest. It represents the policies relating to responsibilities, privileges, and benefits which apply to all employees. It is presented as a matter of information only, and its contents should not be interpreted as a contract between Easterseals Midwest and any of its employees. The employment relationship at Easterseals Midwest is an “at-will” relationship, and as such, may be ended by either party at any time, with or without notice or cause, and for any reason not prohibited by law.

Easterseals Midwest has a mandatory Arbitration Agreement, which all staff are asked to sign, and is separate from this handbook.

We expect every employee to read this handbook carefully as it is a valuable reference for understanding your responsibilities here at Easterseals Midwest. One of an employee’s first responsibilities is to be familiar with its content. This handbook is only a summary of policies, however. Employees should review it with their supervisor or the Human Resources Department if any questions arise.

Due to the nature of our business, some departments have special needs and requirements for scheduling their workforce. Therefore, it is important for employees to also be familiar with the policies and procedures within the department in which they work.

Employment At-Will

Employment with Easterseals Midwest is an “at-will” relationship and as such, may be ended by either party at any time, with or without notice. Nothing in this handbook is meant to or should be interpreted to alter the at-will relationship. These guidelines are not a contract, express or implied, guaranteeing employment for any specific duration.

Changes in Policy

Because our business is constantly changing, Easterseals Midwest may change any of its policies and benefits, with the exception of the mandatory Arbitration Agreement, at any time. This handbook supersedes any and all policies issued prior to its release. Changes will be effective on dates determined by Easterseals Midwest, and employees may not rely on policies that have been superseded. This handbook will be revised periodically but will not be updated every time a change is made.

Employees who are uncertain about any policy or procedure should check with their supervisor or the Human Resources Department for clarification.

Employment Policy

Equal Opportunity (EEO Statement)

Easterseals Midwest is an Equal Opportunity Employer and affords all employees or applicants equal opportunity without regard to race, color, religion, sex, age, national origin, sexual orientation, physical or mental disability, or veteran status in all employment actions. This includes but is not limited to recruitment, hiring, placement, selection for training, transfer, promotion, layoff, termination, shift assignment, seniority determination, pay rate, benefit plans, and other forms of compensation.

Easterseals Midwest maintains a policy of non-discrimination with employees and applicants for employment. No aspect of employment with Easterseals Midwest will be influenced in any manner by race, color, religion, sex, age, national origin, sexual orientation, physical or mental disability, or any other basis prohibited by statute. Decisions on employment are made on the basis of the qualifications of the individual for the position being filled. Decisions on promotions are likewise made on the basis of the qualifications of the individual as they relate to the requirements of the position for which they are being considered.

Disability Accommodation - Americans with Disabilities (ADA)

Easterseals Midwest has a formalized procedure to review reasonable accommodation requests for our employees or applicants that require support. Reasonable accommodation will be provided to individuals with a known physical or mental disability if such accommodation would not impose an undue hardship on Easterseals Midwest, and would enable the individual to apply for, or perform, the essential functions of the position in question.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should notify Human Resources to initiate the accommodation process.

Easterseals Midwest will evaluate the need for an accommodation, and then identify possible accommodations, if any, that will help to eliminate the limitation or barrier. The individual requesting an accommodation is required to fully cooperate with Easterseals Midwest in seeking and evaluating alternatives and accommodations. Easterseals Midwest may require medical verification of both the disability and the need for accommodation.

Recruitment and Selection

Easterseals Midwest is committed to a policy of equal employment opportunity for all applicants and employees. Easterseals Midwest will employ, retain, promote, terminate, and otherwise treat all employees and job applicants on the basis of merit, qualification, and competence.

Human Resources will recruit qualified applicants for Easterseals Midwest. Recruitment includes advertising, testing, and initial interviews. Applicants with qualifications and salary objectives that appear to meet specifications for an open position are referred to the appropriate department for further screening and evaluation. It is the responsibility of Human Resources to determine if the applicant is qualified, to check backgrounds, and to make the final offer to the candidate. Applying for a position does not guarantee an interview, and an interview is not a guarantee of being granted the position.

Prior employment history with the agency will be considered in all transfer/reemployment decisions. An employee who has been involuntarily terminated due to misconduct or unsatisfactory job performance is generally not eligible for rehire.

All job offers will be conditional based on results of a criminal record check, Missouri Family Care Safety Registry check, and DMV check, when required. New employees may not work until all background checks have been completed.

Pre-Employment and Periodic Physical Examinations

Easterseals Midwest strives to provide a safe and healthy work environment. Such an environment is possible only when each employee is able to perform their job duties in a safe and effective manner, and remain able to do so throughout the entire time they are employed. Employees who are not fit for duty may present a safety risk to themselves and to others. Certain positions at Easterseals Midwest may require that an applicant undergo pre-employment and/or periodic physical examinations after hire for evaluation of the ability to safely perform the duties of the position. If an applicant or current employee cannot meet the requirements of the position they will be given an opportunity to apply for a position that does not have the same physical requirements. If another position cannot be located without the physical requirements, then it will result in separation of employment.

Certification, Licensing, and Registration

Certain positions designated by Easterseals Midwest require the employee to achieve and maintain professional certification, licensure, and/or registration. It is the responsibility of the employee to meet such standards and to notify management that requirements are met and records are up-to-date.

Individuals allowing certifications, licensure, and/or registration to lapse may be removed from their positions, either temporarily or permanently, depending on the circumstances.

Job Posting Notice of job openings are posted online at www.joineasterseals.com. Current employees interested in transfer opportunities are responsible for monitoring job vacancy notices.

Application Materials

Individuals applying for a position at Easterseals Midwest must provide application materials which are complete and up to date. Outside applicants must complete an application describing their educational qualifications, professional experience, and references. Any individual who has provided inaccurate or incomplete information will be subject to disciplinary action up to and including termination upon discovery of the inaccurate or incomplete information.

Employment Authorization Verification

All new hires and current employees are required by federal law to verify their identity and eligibility to work in the United States. Employees are required to complete federal Form I-9 on the first day of employment. If this form and verification of employment eligibility is not completed during the first three days of employment, we are required by law to terminate employment. If current employees do not comply with this requirement or if authorization status has changed, Human Resources must be notified immediately.

New Hire Paperwork

All employees must complete on-boarding paperwork prior to beginning work and delivering services. This includes, but is not limited to, I-9 forms and supporting documentation, W-4 tax forms, the Arbitration Agreement and Employment Application. When required, newly hired employees must provide proof of education, valid driver's license, proof of automobile insurance, and proof of applicable licensure and/or certification. This information will be maintained in each employee's Personnel File.

Arbitration Agreement

All Easterseals Midwest employees are required to agree and consent in writing that they, along with Easterseals Midwest, will submit any disputes, claims, or controversies that may arise out of application for employment, employment, and or/termination of employment with Easterseals Midwest to binding arbitration. This agreement is a condition of employment with Easterseals Midwest and must be signed prior to working.

No Shift or Location Guarantee

Employees are hired as employees of Easterseals Midwest and not for a particular department, program, location, shift, or individual supported. Easterseals Midwest provides services to some of our individuals twenty-four hours a day, seven days a week. Therefore, due to the needs of the agency or the individual, including the individual or family requests, placement of employees may be changed without advance notice. As a result an employee's schedule (days, times, number of hours worked per week, etc.) could also change without advance notice. Employees will be provided with as much advance notice as possible.

Preferred Name

Easterseals Midwest staff may choose to identify themselves within the agency community with a preferred first name that differs from their legal name. However, an employee's legal name must appear in all agency documents and communications related to employment, including, but not limited to, the employment eligibility verification, HRIS, company email, paychecks, timecards, leave records, and all payroll records. Easterseals Midwest reserves the right to remove any preferred name that is deemed inappropriate.

Driver's License and Proof of Insurance

An employee whose job responsibility includes transporting an individual supported by Easterseals Midwest in a company vehicle or the employee's personal car must have an appropriate valid driver's license (in Missouri it is a Class E) and proof of statutory minimum automobile insurance on file with Human Resources. Employees are responsible for providing the Human Resources department with updated driver's license and insurance information when either expires. Failure to provide and keep this information current will result in disciplinary action up to and including termination.

Orientation Period for New or Transferred Employee

The first six months in a new position with Easterseals Midwest is a period of orientation. The orientation period is intended to allow a new, promoted, or transferred employee to become familiar with the position and work environment and to demonstrate their capabilities. During this time, the employee's knowledge, skills, and abilities are reviewed on a continuing basis. The orientation period may be formal or informally structured based on the needs of the department and is a continuation of the selection process. During the orientation period, on-the-job abilities are assessed and a decision is made by management concerning continued employment. At any time during the first six months an employee may resign or be terminated without notice. Completion of the orientation period does not guarantee continued employment and does not change the at-will nature of the employment relationship.

Personnel Files

Every employee will have a personnel file which is maintained by the Human Resources Department. Important events in each employee's history with Easterseals Midwest will be recorded and kept in the employee's personnel file. Regular performance reviews, change-of-status records, training records, commendations, corrective action warnings, and educational attainment records are examples of records maintained.

Personnel files are confidential and the property of Easterseals Midwest. Access to personnel records is restricted to Human Resources and management. It should be noted, however, that personnel records may be utilized and disclosed for use in an administrative proceeding, audit, litigated matter, or arbitration.

Current employees may make an appointment with a Human Resources team member or their direct supervisor to review their personnel file. Employees wishing to have copies from their personnel files must make this request in writing to Human Resources. Items requested will be reviewed and, if released, copies will be ready within 48 hours of the request.

Information in an employee's personnel file must be kept up-to-date, and it is the employee's responsibility to keep their personal information current. Any updates or changes to personal information can be made through our online HR system, Connect Me. Employees should also report any additional training or education received that is not in the records

Performance Reviews

It is the policy of Easterseals Midwest to provide staff at all levels with frequent, objective feedback on their job performance. Normally an employee will receive a performance review on or near the sixth and twelfth months of employment. Thereafter, in most cases, a performance appraisal will be conducted once a year. The performance review allows the supervisor to discuss the employee's overall performance, summarize both formal and informal performance discussions held throughout the review period, and gives the employee the opportunity to provide input and set goals for the coming year. It will review strengths and also point out ways to improve job performance. If you have not received a performance review in the last twelve month period, please notify your supervisor or the Human Resources Department.

Training and Professional Development

Easterseals Midwest considers our employees to be our most valuable asset. As such the agency has committed significant resources to provide training and professional development necessary for employees to effectively perform their job, provide the highest quality service, and build professional skills in order to grow within the field.

Each position has required training criteria that must be achieved initially upon hire and maintained annually. Certain positions require employees to achieve and maintain professional credentials. All employees are responsible to know the requirements of their position and ensure that their training certifications and credentials are maintained without lapse. Failure to do so may result in the employee being removed from the schedule until they are compliant with their training, and it could also result in disciplinary action up to and including termination.

Transfer Policy and Procedure

Easterseals Midwest recognizes that staff motivation, productivity, and retention are dependent upon people working in jobs that are well suited to their interests, and therefore offers and encourages transfer opportunities for current employees.

An employee interested in a transfer opportunity must be in good standing in their current position and have been in that position for a minimum of six (6) months before seeking an internal transfer unless:

- The transfer is due to a work restructuring.
- The transfer is at the request of the individual supported or guardian.

- The transfer is needed to accommodate a medical condition.
- The Department Director approves an exception.

Employees who wish to be considered for promotions or lateral transfers must complete a transfer form and an online application and notify their current supervisor or manager that they have applied for a transfer.

The employee's work record, including performance, attendance, efforts to develop skills, and related behavior will be used for determining suitability for a position. For all positions, consideration will be given to the employee's demonstrated interpersonal skills (such as courtesy, congeniality, helpfulness, positive attitude, and ability to maintain confidentiality) among other job-related factors prior to making a final decision. Deficiencies in such skills or job-related factors may eliminate an individual from further consideration.

Transfer applications will be considered along with other candidates from within and outside the organization. Easterseals Midwest has the right to hire the most suitable applicant for the position regardless of length of service of the applicant. If selected for an internal transfer, proper notice of 30 days must be given before a transfer can take place.

Employment of Relatives

Easterseals Midwest has no general prohibition against hiring relatives or spouses. However, a few restrictions have been established to help prevent problems of safety, security, supervision, and morale.

While Easterseals Midwest will accept and consider applications for employment from relatives, spouses, or persons with whom another employee has an intimate relationship, we will not hire them into positions where they directly or indirectly supervise or are supervised by another family member, spouse, or person with whom another employee has an intimate relationship. Such relatives generally will not be placed in positions where they work with or have access to sensitive information regarding a family member or if there is a conflict of interest. It is expected of all employees that they disclose to Human Resources if they are directly or indirectly supervising or being supervised by another family member, spouse, or person with whom they have an intimate relationship. In addition, family members may not work in the same department or at the same work site.

All employees are expected to conduct themselves in an appropriate business manner regardless of any close personal relationship which may exist or develop during the course of their employment. Behavior which is in any way disruptive or hostile will not be tolerated and may result in disciplinary action up to and including termination.

Employment of Minors

The labor laws of Missouri require all minors between 14 and 16 years of age to obtain a work permit. A copy of the work permit must be sent to Human Resources before the individual will be entered on the payroll. A child under 16 shall not be employed or permitted to work more than eight hours in any non-school day nor more than 40 hours in any non-school week, nor before the hour of 7 a.m., nor after 9 p.m. During a school term, a child under 16 shall not be employed or permitted to work after 7 p.m. on days immediately preceding days when school is in session, nor more than three hours a day on school days, nor more than 18 hours a week in school weeks.

Employee Benefits

Easterseals Midwest strives to provide a competitive package of employee benefit programs for its eligible employees.

Complete and official details of insurance and payroll plans are contained in materials which employees receive in new employee orientation and during annual enrollment. The descriptions in this handbook are only brief summaries for general information. Contact Human Resources for more details.

The existence of these employee benefits and plans, in and of themselves, does not signify that an employee will be employed for the requisite time necessary to qualify for these benefits and plans.

Annual Enrollment

Employees have an opportunity during annual enrollment each November to make changes in their health, dental, vision, life insurance, and Health and Dependent Care Spending Plans. The changes made during annual enrollment are effective January 1 of the following calendar year. Our plan year runs January through December.

Health, Dental, and Vision Insurance

A group medical, dental, and vision plan is offered to all full-time employees. An employee must elect coverage within the first 60 days of employment or full-time status and coverage begins on the first day of the month following the 60th day of full-time status, subject to the terms of the policy.

Employees are responsible for a portion of the premium. Failure to complete the appropriate enrollment within 60 days of hire or full-time status will result in non-coverage.

An employee who has a change in their employment status from full-time to part-time is no longer eligible for benefits on the change effective date. The employee may elect to continue existing plans through COBRA at the employee's expense.

Under the Affordable Care Act (ACA) if a part-time employee works 30 or more hours on a consistent basis, they will become eligible to participate in our medical plan. Easterseals Midwest monitors employee's hours worked and notifies those who are affected by the ACA.

Any employee whose status changes from part-time to full-time has sixty (60) days from the date of the status change to enroll in benefits. Benefits will begin on the first of the month following the 60th day of full-time status. Any employee who fails to work 38 hours per week for six (6) consecutive weeks will no longer be eligible for benefits. The employee may elect to continue existing plans through COBRA at the employee's expense.

Flexhealth (125 Plan)

Flexhealth is a program designed to increase spendable income by lowering the amount of gross salary on which taxes are paid. By participating in the Flexhealth program, employees pay health, dental, and vision coverage with before-tax dollars. This means the premiums for these plans will be deducted from total gross salary and federal, state, city, and FICA taxes will be calculated and deducted from this lower balance.

Under this arrangement, health, dental, and vision premiums are paid with before-tax dollars so that spendable income should increase. This is possible under provision of the present IRS code, section 125. However, this prevents any changes in health coverage, outside of the annual enrollment period, except in the case of a qualifying event (death, birth of a child, marriage, etc.)

Flexhealth is automatic upon enrollment in all Easterseals Midwest sponsored health, dental, or vision plans.

Flexible Spending Plans

Easterseals Midwest offers spending plans which allow employees to pay for health and child care expenses on a before-tax basis. In other words, no federal, state, city, or social security taxes are paid on amounts set aside within the spending account.

To participate in health or child care spending plans, an employee must enroll within the first 60 days of hire or during annual enrollment. Employees will not be allowed to enroll in the spending plans outside of these two periods unless there is a qualifying event. The election made is irrevocable. Employees will not be allowed to change or terminate contributions during the year unless there is a family status change. If a family status change occurs during the year, the employee will have 31 days from the date of the event to initiate a change in the spending account.

Every year, employees must re-enroll in the spending plan in order to maintain the pre-tax spending account for child care or health care. The IRS requires an advance estimate of how much salary an employee wishes to contribute for the coming year.

Employees may enroll in either the health care or child care plan or both plans at the same time and an online election must be completed to open an account.

Any funds deposited during the year may be used only for expenses incurred during that year. Any money left in the account on December 31 may be reimbursed by submitting receipts for expenses by March 31 of the following year. Any money left in the account at year end which is not claimed by March 31 of the following year will be forfeited. Federal tax law requires the forfeiture provision in order to maintain the pre-tax deductions for the spending plan.

Health Spending Plan

Qualified health expenses which are incurred during employment with Easterseals Midwest may be reimbursed under this plan. An employee will not be reimbursed for charges incurred prior to employment with Easterseals Midwest or after employment ceases. An employee is eligible to continue in the health spending account after employment ceases. However, contributions are made on an after-tax basis after termination.

Any amounts reimbursed by the health spending plan cannot be claimed as an itemized medical deduction on income tax returns.

Some common expenses that may be submitted for reimbursement under the health spending plan are deductibles and copayments, eyeglasses and contacts, hearing aids, non-covered prescriptions, and dental charges above the annual maximum. Reimbursement is not available for premium payments, cosmetic surgery, or expenses covered by any medical or dental plan.

Dependent Care Spending Plan

Qualified child and adult care expenses are those rendered by a licensed day care center or a baby-sitter over the age of 19. The services must be rendered for the sole purpose of allowing both spouses to work or to seek an education. The child receiving the care must be under the age of 13. Adult care requires proof that the employee is responsible for the care of the adult. Contributions may not exceed \$5,000 per year on a pre-tax basis.

Employees will not be reimbursed for expenses incurred prior to enrollment. However, employees may be reimbursed for post-termination expenses incurred during the calendar year of the termination.

Employees are not allowed to claim the dependent care credit on tax returns for any amounts contributed to this plan. Any amount contributed to the spending account will offset dollar for dollar the maximum amount available for the credit. Employees also are required to file form 2441 with their income tax returns if they participate in the dependent care spending plan. It is required to report the name, address, and taxpayer identification number (or Social Security number for an individual) of the dependent care provider. Total dependent care expenses for the year will appear on the W-2 form.

Life Insurance

Easterseals Midwest provides regular full-time employees life insurance at the rate of one times their annual salary. This life insurance is effective on the first day of the month, following the 60th day of employment. This coverage is provided at no-cost to the employee.

Employees may enroll in voluntary life insurance for themselves or their spouse and/or dependent children. The cost of these benefits is paid by the employee. Contact Human Resources for additional information.

Retirement Plan

Easterseals Midwest offers a qualified 403B tax-deferred plan under the Internal Revenue Code, thereby deferring taxes on contributions to the retirement years when benefits are withdrawn. This benefit is available to both full and part-time employees. Contact Human Resources for additional information.

Social Security

All employees are covered by the Federal Social Security Act. The required percentage is deducted from an employee's paycheck to pay the employee's portion of this protection, and Easterseals Midwest matches this deduction dollar for dollar. The plan is designed for future security and that of dependents and provides for retirement, disability, death, survivor, and Medicare benefits.

Employee Assistance Program (EAP)

Easterseals Midwest employees have access to an Employee Assistance Program if and when the need arises. These services are offered 24/7 and provide confidential support, guidance, and resources. Please contact Human Resources for details.

Hepatitis B Vaccination

At the time of employment, all Easterseals Midwest employees and volunteers will have the option of receiving a Hepatitis B vaccination series. New employees will be given this option within their first ten (10) days of assignment. All employees will receive training in Blood Borne Pathogens within their first ten (10) days as required by OSHA standards.

Hepatitis A Vaccination

Employees, who through the course of their employment with Easterseals Midwest, will be out in the community in food service establishments supporting program participants may be required to receive a Hepatitis A vaccination. This need will be established at the time of employment and the employee will be given the opportunity to receive the vaccination at no cost.

Continuation of Coverage (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) is a provision of special interest that affects employer-sponsored health plans.

Easterseals Midwest offers continuation of group health, dental, and vision insurance and spending care accounts to employees and their dependents who, upon the occurrence of a qualifying event, lose coverage. Coverage for employees may continue for up to 18 months in the case of termination or reduction of hours; dependent coverage may be extended up to 36 months. In the case of disability occurring during the first 18 months of continuation, coverage may be extended for an additional 11 months.

If elected, the full cost of the sponsored plan(s) is paid by the employee or past employee, plus an additional 2% administration fee.

The Genetic Information Nondiscrimination Act (GINA)

Easterseals Midwest complies with the Genetic Information Nondiscrimination Act (GINA), which prohibits employers and other entities from denying employment and/or health insurance coverage and/or requesting or requiring genetic information of an employee or applicant or family member of an employee or applicant except as specifically allowed by law.

Certificate of Credible Coverage

Federal law requires employers to provide certificates of coverage to employees enrolled in health insurance when terminating from Easterseals Midwest. Employees reducing their hours to less than full time, making them ineligible for benefits, will also receive this certificate from the insurance carrier.

Health Insurance Portability and Accountability Act (HIPAA)

Privacy and security of health information is a concern which is widespread throughout the United States. Easterseals Midwest is committed to protecting the private data of its employees and the individuals it serves, including health information. We want to assure plan participants covered under our plans that we comply with federal privacy laws and respect your right to privacy. We require all members of our workforce and third parties that are provided access to health information comply with privacy practices.

Time Off Policies

Paid Time Off (PTO)

Paid Time Off (PTO) is a benefit provided to all full-time employees. It is paid time away from work and is to be used for vacation, holidays, personal days, and personal illness. Use of available PTO is always subject to your supervisor's approval and department guidelines. Employees should request to schedule vacation time off as far in advance as possible. Vacations will be scheduled so as to provide adequate coverage of jobs and staff requirements. Additionally, it is the employee's responsibility to provide adequate notice when not able to work regularly-scheduled shifts. Failure to adhere to time off procedures may result in disciplinary action up to and including termination.

Department Directors, with the approval of the Vice President of Human Resources, may set forth additional policies with respect to PTO. These policies will be communicated to employees by the Department Director and/or their designee.

The chart below indicates the number of PTO hours granted per pay period and the maximum number of PTO hours that may be accrued in the bank as of December 31. The accrual rate is based on full-time years of service. Employees may accrue more than the maximum number of hours determined by their length of service during the calendar year but cannot have more than their maximum number of hours based on years of service in their bank on December 31.

PTO Accruals and Maximums by Years of Service

Years of Service	PTO Hours Granted Per Pay Period	Hours Per Year	PTO 8 Hour Days Per Year	Max PTO Carryover Amount
< 1 yr.	8.62	224	28	120
1	8.92	232	29	128
2	9.23	280	30	136
3	9.54	248	31	144
4	9.85	256	32	152
5	10.15	264	33	160
6	10.46	272	34	168
7	10.76	280	35	176
8	11.08	288	36	184
9	11.38	296	37	192
10	11.69	303	38	200
11	12.00	312	39	208
12	12.31	320	40	216
13	12.62	328	41	224
14	12.92	336	42	232
15	13.23	344	43	240

The accrual period for earning PTO follows the calendar year, January through December. Employees are responsible for managing their PTO balances. Any hours over the maximum carryover amount at the end of the calendar year will be transferred to the Extended Illness Bank (EIB) or forfeited if the EIB bank has reached its maximum. If both banks reach their maximum, no further accrual will occur until PTO falls below maximum.

PTO is paid at the base rate at the time the PTO is taken. If an employee has two or more rates of pay, the pay for PTO is based on the rate the employee would have received if they were regularly scheduled to work.

New employees begin accruing PTO from the first full pay period but may only use it for designated holidays until they have completed their six (6) month orientation period. If an employee leaves services voluntarily or involuntarily within the first six (6) months, they will not be eligible to receive the PTO payout.

Employees must maintain full-time status to be eligible for PTO. PTO is not earned in pay periods if full-time hours are not worked or if an employee is on a leave of absence. PTO is not used toward overtime calculations. An employee may not use PTO or Extended Illness Bank (EIB) during the notice of resignation period, except for designated holidays.

Employees are not permitted to use more PTO than is available to them in their PTO bank. Employees (and their supervisors) are responsible for monitoring their balances and using only what is available in the employee's bank. PTO and EIB balances are shown on an employee's homepage in Connect Me.

For those not assigned to work in a 24 program, the designated agency holidays are: New Year's Day, Dr. Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day/ Fourth of July, Labor Day, Thanksgiving Day, Friday following Thanksgiving Day, Christmas Day.

PTO is to be used for all designated holidays. If an employee does not have PTO time available, they may elect to work the designated holiday with supervisor approval or take the day off without pay.

Extended Illness Bank (EIB)

The Extended Illness Bank (EIB) is a non-vested plan to provide employees with income protection in the event of the employees' extended absence due to childbirth, illness, accident, or hospitalization. EIB is to be used only for an employee's personal illness or injury. Medical documentation may be required to ensure proper management of time off. Maximum EIB accrual is 520 hours (90 calendar days). EIB is not eligible for payout.

The first three days of paid time off for any illness or occupational injury (other than a Family Medical Leave of Absence) must be taken from PTO. If PTO is not available, any remaining time up to the twenty-four (24) work hours, will be unpaid time. If an illness, hospital stay, or recovery time extends beyond twenty-four consecutive scheduled work hours, an employee may use EIB. In order for an employee to receive payment from EIB, medical substantiation of illness or injury may be required. A second opinion, at the organization's expense, may be required. A physician's release may be required for the employee to return to work for EIB time off. If the EIB account is exhausted and additional recovery time is necessary, an employee may use available PTO.

Family and Medical Leave

The Family and Medical Leave Act allows eligible employees to take up to 12 work weeks of unpaid leave in a 12-month period for certain reasons. Longer leave time is provided under the Family and Medical Leave Act for qualified military caregiver leave.

If an employee takes a new child, family, exigency, or caregiver leave, they will be required to use any available PTO. This means that, under certain conditions, an employee may receive pay for part or all of the time on a leave of absence. During medical leave, an employee will be required to use EIB at the beginning of the leave. If the leave continues after all accrued EIB has been used, an employee will be required to use accrued PTO.

To be eligible for new child, medical, family, exigency, or caregiver leave, an employee must have been employed by Easterseals Midwest for at least 12 months over a 7 year period, and worked at least 1,250 hours during the 12 months immediately preceding the leave.

Leave may be taken all at once, intermittently (such as for periodic medical treatment) or, if the circumstances of the job permit, by working part-time (such as just after a child's birth or while recovering from an illness). Arrangements should be discussed with the appropriate supervisor and additional documentation indicating that medical necessity may be required.

If eligible, an employee may take as much as 12 work weeks of leave for the following reasons:

- the birth of a child (medical leave)
- the placement of a child in the home for adoption or foster care (new child leave), care of a child after birth, within 12 months of birth or placement (new child leave)
- the need to care for a spouse or domestic partner, child or parent who has a serious health condition (family leave) or a serious personal illness that prevents an employee from doing their job (medical leave)
- because of any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty status (or has been notified of an impending call or order to covered active duty).

An employee's leave entitlement is twelve (12) work weeks of leave during a 12-month period. Easterseals Midwest uses the rolling method to determine leave availability. Under the rolling method, if a qualifying event occurs on December 1, the employee is entitled to 12 weeks of leave until December 1 of the next year, regardless of the number of qualifying events that occur. A request for a leave of absence generally will not be granted if an employee already has used 12 weeks of leave during the preceding 12 months.

Additionally, employees may also take up to 26 weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness (caregiver leave). Easterseals Midwest will determine the single 12-month period in which the 26 weeks of leave entitlement described in this paragraph occurs using the 12 month period measured forward from the date an employee's first FMLA leave to care for the covered service member begins.

If the need for leave is foreseeable, employees are expected to give thirty (30) days advance notice of the need for leave. Employees should contact Human Resources or their supervisor about the need for foreseeable leave. An FMLA leave packet will be prepared for them. If an employee fails to provide thirty (30) days' notice of foreseeable leave with no reasonable excuse for the delay, the leave may be delayed.

Employees undergoing planned medical treatment are expected to use reasonable effort to schedule the treatment to limit disruptions to Easterseals Midwest.

If the need for leave is not foreseeable, sudden, or unexpected, employees should give notice of the need for leave before the start of a scheduled work day, and such notice shall be provided to their supervisor or the Human Resources Department. In the case of an emergency or extraordinary circumstances when notice of the need for leave cannot be given before the work period, notice shall be provided within one (1) to two (2) business days of the need for leave arising.

Easterseals Midwest requires medical certifications for leaves requested for an employee's or a covered family member's serious health condition. The Certification of Health Care Provider form is available from the Human Resources Department.

Additionally, Easterseals Midwest has the option to require a second certification from a physician of its choosing. If there is conflict between the first and second certification, Easterseals Midwest may request a third certification. For any such third certification, Easterseals Midwest and the employee shall jointly select the physician, whose decision will be final. Subject to the limitations set forth under the FMLA, Easterseals Midwest may also require periodic recertification at its expense. Both the second and third certifications will be at the Agency's expense.

Certifications for foreseeable medical conditions where thirty (30) days' notice of the need for leave has been provided must be provided before the leave begins. Otherwise, any such certifications shall be provided within 15 days of the request for certification. Failure to provide the certification may result in the denial of continuation of leave. Such certifications shall be provided to the Human Resources Department. If leave is for an employee's own serious health condition, the employee will be required to provide a medical release, with or without restrictions to return to work.

If both a husband and wife are employed by Easterseals Midwest and both meet the eligibility requirements, the aggregate number of weeks of leave will be limited to twelve (12) weeks total if the leave is taken for the birth of a child, the adoption of a child, the placement of a child for foster care, or to care for a sick parent.

Intermittent or reduced schedule leave may be provided only if the intermittent or reduced schedule leave is required for medical reasons and proper medical certification of the need is provided. Easterseals Midwest reserves the right to transfer employees to alternative positions while an employee is on an intermittent or reduced schedule leave that is foreseeable based upon planned medical treatment. Employees on intermittent leave may also be required to submit updated information on regular intervals to determine if the leave is still approved.

Eligible employees are entitled to reinstatement to their former position or an equivalent position upon their timely return from eligible leave. Although the job an employee returns to may not be identical, it will offer the same working conditions, benefits, etc. Such rights shall not apply if the employee is a highly compensated employee as set out in the FMLA (subject to the conditions set forth in the FMLA and its regulations or if the employee would not otherwise have been employed at the time reinstatement is requested.)

An employee will not lose any seniority or benefits because of the leave. No PTO or EIB benefits accrue during the leave. Additionally, an employee's return to work may be delayed if they fail to provide a release to return to work.

Employees on unpaid FMLA leave will be required to pay any employee premiums for health care coverage. Failure to pay such premiums may result in a lapse or cessation of coverage.

Employees who fail to return from FMLA leave may be required to repay any health insurance premiums paid by Easterseals Midwest during the employee's FMLA leave.

By requesting and accepting FMLA at Easterseals Midwest, you are stating that you are unavailable for work due to your own illness or because you are caring for a family member. It is the policy of Easterseals Midwest that you may not work at any other entity while accepting FMLA from Easterseals Midwest. Violation of this policy will result in disciplinary action up to and including termination.

Before an employee's FMLA is exhausted, a letter will be sent letting the employee know that if the employee cannot return to work at that time the employee will be terminated. When the employee is able to return to work, the employee will be considered for any open positions for which they may qualify.

If an employee does not qualify for FMLA leave and needs to take a medical leave for their own serious illness, they can request Non-FMLA Medical Leave paperwork. If approved, Easterseals Midwest is not under any obligation to hold open or return any employee to their position while out on a Non-FMLA leave.

Military Leave

In addition to the rights under FMLA, leaves of absence without pay for military duty are granted to full-time regular and part-time regular employees of Easterseals Midwest, pursuant to the Uniform Services Employment and Reemployment Rights Act. The uniformed services include the Army, Navy, Marine Corps, Air Force, Coast Guard, Army National Guard, Air National Guard, Commissioned Corps of the Public Health Service, and any other category of persons designated by the President of the United States in time of war or emergency. If an employee is called to active military duty, Reserve or National Guard duty, or training or volunteers for the same, they must notify their supervisor and submit in advance copies of military orders. Employees will be

granted a military leave of absence without pay for the period of military service, in accordance with applicable federal and state laws. Eligibility for reinstatement after military duty or training is completed is determined in accordance with applicable federal and state laws, but in order to be reinstated, the employee must have provided advance notice of the military obligation and have completed their service honorably. Reinstatement benefits will be coordinated between the employee and Human Resources.

Bereavement Leave

An employee may take up to three (3) days from their EIB bank in the event of the death of an immediate family member. Immediate family members include: spouse, mother, father, stepmother, stepfather, brother, sister, stepsiblings, domestic partner, and children. If the employee needs additional time off, they may request additional accrued PTO. An employee may take one (1) day from their EIB bank in the event of the death of an extended family member. An extended family member is someone not listed above and could include an aunt, uncle, grandparent, in-law, cousin, or other relative. If the employee needs additional time off, available PTO may be used. Employees may be required to provide documentation to their supervisor.

Jury Duty

Full-time employees called for jury duty will be excused from work and may use accrued PTO while on jury duty. This time is not considered time worked when computing overtime. Part-time employees are excused from work for jury duty but do not receive compensation from Easterseals Midwest. Jury duty pay from the court is retained by the employee. An employee should notify the supervisor immediately upon receipt of a summons for jury duty and must provide verification of jury duty to receive pay.

Voting Time

Under Missouri law and subject to the following conditions, full and part-time employees will be permitted to take time off to vote. To qualify, an employee must give their supervisor notice one working day in advance of the Election Day. The time off will only be granted at the beginning or end of the normal work schedule at the discretion of the supervisor. Time off to vote will not be granted to an employee who has a work schedule that allows three off-duty hours after the opening or before the closing of the polling place.

Notes

Wage and Hour Policies

We strive to pay salaries that are competitive with those in our community and industry, recognizing individual effort and contribution to the success of Easterseals Midwest. Easterseals Midwest wage and salary plan classifies each position based on:

- Knowledge and skill requirements
- Variety and scope of responsibilities
- Physical and mental demands
- Established salary ranges are reviewed once a year and adjusted as necessary.

Job Descriptions

Job descriptions are maintained by the Human Resources Department and are available to employees through their supervisor. Job descriptions aid in staffing, wage and salary administration, and training. They also help employees and supervisors communicate about job responsibilities. However, job descriptions are not fixed. They are only guidelines and can normally be expected to change over time.

From time to time, employees are expected to perform duties and handle responsibilities that are not part of their normal job. If, over time, the new duties and responsibilities remain a significant part of the assignment, the job description may be changed.

Salary Increases

Salary and wages will be based upon the job classification and the salary guidelines for each position. Wages, salary increases, and benefits will be subject to the financial condition of Easterseals Midwest.

Definitions of Employment Status

The following terms will be used to describe the classification of employees and their employment status:

Exempt

Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and are paid on a salaried basis.

Nonexempt

Employees whose positions do not meet FLSA and state exemption tests and who are paid based upon hours worked and are eligible for overtime pay for hours worked over 40 in a week.

Full-time

Employees who work a minimum of 38 hours per week are considered to be full-time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.

Part-time Health Insurance Eligible

Under the Affordable Care Act (ACA), employees who work 30 hours or more a week on a consistent basis are eligible for to participate in Easterseals Midwest's medical plan after the applicable requirements for length of service have been met. Easterseals Midwest monitors employee's hours and notifies those who have become eligible to participate in the plan.

Part-time

Employees who work less than 38 hours per week are considered to be part-time.

Temporary

Employees who are hired for a pre-established period of time not to exceed three months, usually during peak workloads or for vacation relief.

Overtime Pay

Nonexempt employees who work more than 40 hours in a work week will receive overtime pay at one and one-half times their regular hourly rate. All nonexempt employees must obtain approval from an appropriate supervisor before working overtime. All overtime worked, and approval of the overtime, are to be noted on the individual's time record. If an employee has two or more different rates of pay, the overtime will be paid at the rate in which they are working at the time they go into overtime. PTO and EIB time do not count as time worked for computing overtime.

Exempt employees are expected to work as much of each workday as is necessary to complete their job responsibilities. No overtime or additional compensation is provided to exempt employees.

Work Week

The normal work week commences at 12:01 a.m. each Sunday and ends the following Saturday at midnight. From time to time, a supervisor may need to change an employee's schedule to meet certain needs. Notice will be given as far in advance as possible.

Time Records

Easterseals Midwest requires all nonexempt employees to maintain a daily record of time worked. Such time records will be captured with an electronic time clock system and displayed on an electronic time card. A time card is a legal record of the hours an employee has worked, and paychecks are based on the time recorded in these records. Each employee is responsible for clocking in and out on their time card by logging into Connect Me (ADP). Time cards can be viewed at any point, utilizing Connect Me (ADP). Any addition, corrections, or change to a time card must be made by the employee's supervisor.

Nonexempt employees who support individuals in Community Living (which includes 24 hour home sites, apartments, Independent Living, and Shared Living arrangements) are required to clock in and out using the device provided by Easterseals Midwest at the worksite. Clocking in using a personal cell phone is not acceptable and would be grounds for disciplinary action up to and including termination. There are circumstances when a cell phone may be utilized in Community Living to clock in, but these must be approved in advance by a manager or supervisor. Special circumstances include, but are not limited to:

- A home or worksite that does not have a device
- Starting or ending a shift transporting an individual
- Arriving to a home or worksite and not being able to enter due to individual not being home yet

All nonexempt employees must record the time worked each day. Arrival, departure, and meal break times must be recorded accurately. Nonexempt employees are prohibited from working "off the clock" (i.e., without reporting the time worked). All work time must be reported. Nonexempt employees should not work any time that is not authorized by their supervisors.

Each employee is responsible for their own time card. It is a violation of our policy for anyone to instruct or encourage another employee to work "off the clock," to incorrectly report hours worked, or to alter another employee's time records. If anyone directs or encourages someone to incorrectly report hours worked, or to alter another employee's time records, it should be reported immediately. An employee's failure or refusal to maintain an accurate time record is cause for disciplinary action up to and including termination.

Time cards are valid only if approved by the employee's immediate supervisor (or their designee). It is recommended that employees also review and approve their own timecard on self-service. Each supervisor will establish deadlines which allow for timely review and submission of time cards. The employee must comply with the procedures and timelines established by their supervisor. Inaccurate time cards may result in delays in receiving pay up to the next pay period.

If an employee is on paid leave when a time card is due, it is the employee's responsibility to submit the appropriate time off request according to the procedures and deadlines established by their supervisor. A paycheck cannot be produced without a properly completed time card.

Exempt employees are required to submit a time off request for all leave for which the employee is to be paid (PTO, EIB, FLMA, etc.)

All employees can review available PTO or EIB through Connect Me (ADP).

Pay Periods

Employees of Easterseals Midwest are paid every other Friday.

Direct Deposit

Easterseals Midwest requires all employees have direct deposit.

Pay Stubs

Employees should review each paycheck and pay stub, when it is received to ensure that it is correct. Any questions about your paycheck or pay stub, please contact payroll at payroll@esmw.org for assistance. Paycheck stubs are available through Connect Me (ADP). In addition, paycheck stubs are generally available within twenty-four (24) hours of a written request to payroll but only if an employee does not have access to Connect Me (ADP).

Payroll Deductions

Easterseals Midwest is required by federal, state, and some local laws to withhold certain deductions from an employee's paycheck. This includes income and unemployment taxes, and FICA (social security and Medicare) as well as any other deductions required under law or by court order for wage garnishments. The amount of tax deductions taken will depend on an employee's earnings and the number of exemptions listed on their W4. An employee may also authorize voluntary deductions from their paycheck for retirement plans, insurance premiums, spending accounts, or other services. All deductions will be reflected on an employee's wage statement. If questions arise, please contact payroll at payroll@esmw.org.

Wage Assignments/Garnishments

In compliance with federal and state legislation, Easterseals Midwest must accept liens, assignments, garnishments, and/or attachments against wages of employees. Payroll will inform an employee that a wage levy has been issued and will automatically deduct the appropriate funds from the employee's paycheck.

City Earnings Tax

Easterseals Midwest adheres to the tax law guidelines of the City of St Louis and Kansas City pertaining to City Earnings Tax. The 1% City Earnings tax will be taken out of the gross earnings for the following employees:

- Employees that reside in the city limits. This will be based upon the physical address associated with the employee in our payroll records.
- Employees that work for programs providing services in the city. If time is split between a city location and a county location or any other location outside the limits of the city, the timesheet must reflect the different locations in order for the proper taxes to be withheld or not withheld.

For all other employees that are outside of these guidelines, it will be up to the employee and their tax preparer to decide if it is appropriate to file a City tax return.

EMPLOYEE COMMUNICATIONS

Suggestions

Easterseals Midwest encourages employees to suggest methods to improve quality and efficiency. Suggestions should be submitted in writing to the appropriate supervisor. Suggestions should be detailed so that the system or procedure can be adequately evaluated.

Problem Solving/Complaint Handling Procedure

Under normal conditions, if an employee has a job-related problem, question or complaint, it should be discussed with their supervisor. The simplest, quickest, and most satisfactory solution often will be reached at this level.

If discussion with the employee's supervisor does not answer the question or resolve the matter satisfactorily, the complaint then may be presented, verbally or in writing, to the next higher level of management. If the matter still is not resolved satisfactorily, the employee may present the complaint to the Vice President of Human Resources or their designee who will render a final decision on the matter after appropriate investigation.

When the issue personally involves the supervisor or manager with whom the employee would ordinarily discuss a problem, the employee may bypass that individual and proceed to the next person in authority without fear of reprisal. At any time an employee may seek the advice and guidance of Human Resources.

Difficulties in using this complaint procedure should be brought to the attention of the Human Resources Department.

Open Door Practice

Easterseals Midwest policies and procedures emphasize open-door practices in which employees are encouraged to deal directly with their supervisors, the Human Resources Department, and other members of management regarding complaints. Easterseals Midwest believes that its needs and those of its employees are best met by avoiding the addition of an outside third party.

Should an employee be unable to reach an agreement with management through the problem solving/complaint procedure outlined above, all Easterseals Midwest personnel are required to agree and consent to submit any disputes, claims, or controversies that may arise out of application for employment, employment, and/or termination of employment with Easterseals Midwest to binding arbitration. Copies of the agreement and signature pages are made available as part of the New Employee Orientation process.

Employee Health and Safety

Easterseals Midwest seeks to provide a healthy and safe environment for all employees, individuals supported, and visitors. Employees are obligated to perform their jobs in a safe manner and to follow all safety rules.

Employees are expected to be completely familiar with safety requirements and practices for their job assignments and to seek guidance from their supervisors if they have questions.

Employees are to use proper techniques and body mechanics at all times for lifting or moving people or items. Employees are responsible to know and implement the support needs specific to the individual they support in order to ensure their safety and wellbeing. Horseplay, wrestling, practical jokes, and other similar behavior are violations of safety practices.

Employees are responsible for reading Occupational Safety and Health Administration (OSHA) posters in their work areas and complying with all applicable OSHA standards. Employees are to follow all safety and health regulations and to wear proper protective clothing and/or devices at all times.

Employees should report any hazardous conditions to their supervisor. If employees do not have access to the safety equipment required for their job or position, they must report the deficiency to their supervisor immediately.

Health and Safety of Individual Supported

Employees are mandatory reporters and have an obligation to intervene when necessary to protect the safety and wellbeing of those we support. Matters involving the health and safety of individuals supported by Easterseals Midwest must be brought to the attention of their supervisor(s) immediately and, if necessary, to the respective Department Director. Failure to do so may result in disciplinary action up to and including termination.

Fire Safety

Employees must be able to implement the safety plans for each work site, paying particular attention to the location of fire extinguishers, emergency exits, and emergency escape routes.

Accident, Injury or Medical Emergency

Employees are required to report any job-related injury or illness, whether medical attention is required or not, to their supervisor immediately. If an accident or injury happens at work, report it to the appropriate supervisor immediately. The supervisor will assist the employee in receiving appropriate treatment and completing required reports.

Vehicle Damage

It is required that every Easterseals Midwest employee carry adequate automobile insurance on any personal vehicle used for Easterseals Midwest company business. There may be occasions when a vehicle belonging to an employee of Easterseals Midwest may be damaged, through no fault of the employee, while the vehicle is being used for Easterseals Midwest's business. If this occurs, the employee's insurance policy is the primary coverage for this claim.

In the case of instances where an individual's behavior results in damage to an employee's vehicle and/or other personal property, the employee should notify their supervisor immediately and provide a written account of the incident. Each incident will be reviewed on a case-by-case basis to determine if the agency will cover the cost to repair the damages incurred. The Director over the program in conjunction with their Vice President will act as the liaison with responsible parties to resolve issues related to these incidents.

In cases where repairs are required, there must be two written estimates submitted for consideration. And if approved, the payment for these repairs will be made directly to the company providing the repair services. There will be no payments made directly to an employee.

Worker's Compensation

Worker's Compensation provides medical treatment and compensation for lost wages to employees who suffer an injury or occupational disease as a result of an accident arising out of and in the course of employment. An employee should not seek treatment from their personal physician for work related injuries. Supervisors may make exceptions when contracted occupational health care providers are not available in their area.

Under the Missouri Worker's Compensation Law, the employer has the right to direct medical treatment to the employee. At Easterseals Midwest, the authorized medical care providers under Worker's Compensation differ from those available to the employee under their health insurance benefit program.

An employee who is injured on the job is to report the incident to their supervisor immediately and to the Work Comp Coordinator within twenty-four (24) hours or the next business day. It is the responsibility of the employee's supervisor to complete a Work Injury Report. If medical treatment is required, Easterseals Midwest shall direct where treatment is to be received.

Any employee who suffers an on-the-job injury should immediately contact their supervisor for assistance. Employees who suffer a potentially life threatening injury should call 911. Employees who seek treatment on their own for injuries or illnesses that are not life threatening may be responsible for the costs incurred for the unauthorized treatment.

The first three days of an employee's absence due to an on the job injury are compensated using the employee's PTO. Employees who are absent beyond three full days shall be compensated by Easterseals Midwest's worker's compensation insurance. A worker's compensation injury may be counted as FMLA leave.

Employees who are off work due to an accident or injury must provide a release to return to work. Any employee working in a program that requires a physical examination may need to re-take the examination after a work related accident or injury to ensure they are able to safely perform the work required.

Easterseals Midwest requires employees to submit to drug and alcohol testing whenever a worker's compensation claim occurs. Employees are required to be tested while at the office where they are being treated for injury. Failure to comply could result in disciplinary action up to and including termination.

Any employee who believes that they have been retaliated against for exercising rights under Missouri Worker's Compensation Law should report any suspected retaliation to the Vice President of Human Resources. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination, will result.

Communicable Diseases

Any employee diagnosed as having a communicable or infectious disease that may pose a direct threat to the health or safety of other individuals or who is unable to perform their job duties because of current disease or infection must inform Human Resources immediately. The employee must provide written verification from a licensed practicing physician stating that the infectious employee does not (with or without accommodation) represent a health risk to others. Easterseals Midwest reserves the right to request a second opinion at our expense. We also emphasize the use of Universal Precautions at all time

General Policies

Inclement Weather

Easterseals Midwest does not close its programs for inclement weather. In the event of bad weather, Easterseals Midwest may implement an alternate work schedule which will be determined by management.

Regardless of inclement weather conditions, Easterseals Midwest has a commitment to provide support to the individuals we serve. Because of this, an employee may be required to report to a different site during inclement weather. It is each employee's responsibility to make every reasonable attempt to report to work on such days so that our commitment can be met.

If an employee is unable to get to work or complete a scheduled shift due to weather or transportation problems, they are responsible for contacting their immediate supervisor.

Business Travel

Any employee authorized by a Department Director, Vice President, the President, or the Board of Directors to make business trips for Easterseals Midwest shall be reimbursed for reasonable business-related expenses.

Mileage Reimbursement

Reinstatement benefits will be coordinated between the employee and Human Resources. Employees must submit requests for reimbursement per accounting guidelines. As specified in Department of Labor regulations, miles driven between the employee's home and primary workplace are not eligible for reimbursement no matter what the distance.

Contracts

No employee may sign or enter into a contract for Easterseals Midwest or for individuals served without approval from their Vice President or their designee.

Legal Issues

Easterseals Midwest employees will cooperate with any legal entity in regard to subpoenas, search warrants, investigations, or any other legal action involving an individual served by Easterseals Midwest. Easterseals Midwest personnel will be given assistance during any investigation process. Staff should contact their supervisor immediately in the event of becoming aware of any legal issue involving an individual served by Easterseals Midwest.

Legal Responsibility Policy

It is the policy of Easterseals Midwest that the Vice President of Human Resources serves as the primary point of contact for all documents or inquiries regarding legal action or proceedings. The Vice President of Human Resources will consult with appropriate parties as needed and coordinate the appropriate response.

Under no circumstance should an individual supported, employee, or volunteer attempt to answer any legal matter on behalf of Easterseals Midwest without consultation with the Vice President of Human Resources. The record(s) of a supported individual may be released only to designated sources with the informed consent of the individual or their legal guardian. All appropriate HIPAA (Health Portability and Accountability Act) guidelines will also be followed for compliance.

Standards of Conduct and Corrective Action

Professional Standards

Easterseals Midwest has a tradition of high ethical and professional standards. These standards include competence, courtesy, cooperation, responsiveness, accuracy, effectiveness, efficiency, and compassion on the part of all employees. Each employee is expected to work in a cooperative manner with management, co-workers, individuals supported, and external customers and vendors. Groups of people who are working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, employees must be aware of their responsibilities to Easterseals Midwest, coworkers, and individuals supported.

Employees are responsible for maintaining high standards of conduct, cooperation, and performance. Supervisors and managers are responsible for organizing and directing the work of employees so that optimum quality and productivity can be achieved and maintained.

It is the policy of Easterseals Midwest that employees normally are given an opportunity to improve whenever behavior, productivity, or effectiveness fall below an acceptable level. Violations of standards may result in one of the following forms of corrective action: verbal counseling, written warning, suspension, or dismissal. In determining which disciplinary measure is appropriate, the seriousness of the infraction, the past record of the employee, and the circumstances surrounding the matter will be taken into consideration. This progressive procedure does not preclude terminating an employee at any time if circumstances warrant.

Although there is no way to identify every possible violation of standards of conduct, the following is only a partial list of infractions which will result in corrective action, up to and including termination:

- Falsifying employment application, time card, personnel, or other Easterseals Midwest documents or records.
- Unauthorized possession of Easterseals Midwest or another employee's property, gambling, carrying weapons or explosives, or violating criminal laws on Easterseals Midwest property or in vehicles.
- Fighting, throwing things, horseplay, practical jokes, or other disorderly conduct which may endanger the well-being of others on Easterseals Midwest premises.
- Disclosure of confidential information of Easterseals Midwest or of an individual supported.
- Engaging in acts of dishonesty, fraud, theft, or sabotage.
- Threatening, intimidating, coercing, or using abusive, offensive, demeaning, or otherwise unprofessional language toward others or interfering with the performance of other employees.
- Insubordination, such as refusal to comply with a supervisor's or manager's instructions or failure to perform reasonable duties which are assigned.
- Unauthorized use of Easterseals Midwest material, time, equipment, or property.
- Damaging or destroying Easterseals Midwest property due to careless or willful acts.
- Performance which, in Easterseals Midwest's opinion, does not meet the requirements of the position.
- Negligence in observing fire prevention and safety rules.
- Sleeping or giving the appearance of sleep while on duty.
- Other circumstances for which Easterseals Midwest feels corrective action is warranted.

This list is intended to be representative of the types of activities which may result in disciplinary action. It is not intended to be comprehensive and does not alter the employment-at-will relationship between the employee and Easterseals Midwest.

Harassment, Including Sexual Harassment

Easterseals Midwest believes that all employees have the right to enjoy a work environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. Therefore, Easterseals Midwest has a zero tolerance policy against any forms of harassment.

Harassment is a form of misconduct that undermines the integrity of the employment relationship. No employee, neither male nor female, should be subjected to unsolicited and unwelcome overtures or conduct, either verbal or physical, relating to race, color, religion, sex, age, national origin, sexual orientation, physical or mental disability. Harassment does not refer to the occasional complaint of a socially acceptable nature. It refers to behavior that is not welcome, that is personally offensive, that lowers morale, and that, therefore, interferes with work effectiveness.

Harassment, whether committed by supervisory or non-supervisory personnel, is prohibited and against stated Easterseals Midwest policy.

Harassment is verbal or physical conduct which creates an intimidating, hostile, or offensive work atmosphere. Harassment may include any threat, implied or expressed, that affects an employee's employment, evaluation, wages, advancement, assigned duties, or any other condition of employment.

Sexual harassment may include any unwanted sexual advance or request for sexual favors so that career development may appear to be dependent upon the performance of sexual favors.

Easterseals Midwest is committed to every employee being able to work in an environment that is free of any form of discrimination or harassment based on race, age, sex, sexual orientation, gender identity, veteran status, marital status, national origin, disability status, or religion. Therefore, it is expressly prohibited for any employee of Easterseals Midwest to engage in any discriminatory or harassing conduct in the workplace.

Easterseals Midwest particularly emphasizes the need to be sensitive to and considerate of the feelings of others. Statements and/or actions that may be intended as a joke or well-intentioned bantering by one person could be taken seriously or interpreted and considered offensive by another. Similarly, what may be intended as a compliment could be perceived as an unwanted advance by the recipient. And what may have been intended as an "innocent" gesture could be deemed offensive or invasive by the recipient.

Any employee who believes that they have been harassed should report the allegations immediately to either their supervisor or the Human Resources Department. All allegations of harassment will be promptly and thoroughly investigated. Appropriate disciplinary action, up to and including termination, will be taken, depending on the facts of the case. All information disclosed will be held in confidence to the extent it is practical to do so and will only be disclosed on a need-to-know basis in order to investigate and resolve the matter.

The policy also prohibits retaliation against employees who bring forward charges or assist in investigating charges. Any employee bringing forward a complaint or assisting in the investigation of such a complaint will not be adversely affected in terms and conditions of employment.

Employees making false or malicious claims will be subject to disciplinary action up to and including termination.

Complaint Procedure

Any employee who believes that they have been harassed or discriminated against by a coworker, supervisor, agent, individual supported, or vendor of Easterseals Midwest or who is aware of the harassment or discrimination of others, should immediately provide a written or verbal report to their supervisor, any other member of management, or Human Resources. Easterseals Midwest will endeavor to protect the privacy and confidentiality of all parties involved to the extent possible, consistent with a thorough investigation.

After a report is received, a thorough and objective investigation will be conducted. The investigation will be completed and a determination made and communicated as soon as practical to do so. It is expected that all employees fully cooperate with any investigation.

If it is determined that this policy has been violated, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will also be taken to deter any future harassment or discrimination. If a complaint of harassment or discrimination is substantiated, appropriate disciplinary action, up to and including termination, will result.

Protection Against Retaliation

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

Please report any suspected retaliation to the Vice President of Human Resources. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination, will result.

Whistle Blower Protection Policy

Easterseals Midwest is committed to the highest ethical and professional standards of conduct. To achieve this goal, Easterseals Midwest relies on each employee to transact agency business in compliance with all laws, regulations, and agency policies related to their positions and areas of responsibility as well as on their behavior, honesty, integrity, and good judgment. Easterseals Midwest relies on employees to identify and report suspected improper activities. Knowledge of any conduct that is believed to be in violation of any law, regulation, policy, or procedure of any governmental entity should be reported to 1) the Vice President of Human Resources or 2) Chief Executive Officer in order for the report or complaint to be effectively investigated. Although reporting is strongly encouraged, employees should exercise sound judgment with as much factual information as possible in making a report.

Anyone who, in good faith, reports or refuses to participate in a suspected or actual violation of law, regulation, agency policy or procedure, or ethical or professional standards, will be protected from retaliation as a result of such reporting regardless of whether or not, after investigation, a violation is found to have occurred. No employee shall discharge, demote, suspend, threaten, harass, or discriminate against the whistleblower for reporting what the whistleblower sincerely believes to be a serious actual or suspected violation or unethical act. This whistleblower protection extends to individuals who provide information in relation to an investigation of a report by a whistleblower. Insofar as possible, the confidentiality of the whistleblower will be maintained. Any act of retaliation shall be treated by Easterseals Midwest as a serious violation of policy which will result in disciplinary action up to and including termination.

Workplace Violence and Weapons

Easterseals Midwest will not tolerate any acts of violence committed by or against any employee, individual served, or visitor. Any employee determined to have committed such an act will be subject to disciplinary action up to and including termination.

Workplace violence is any intentional conduct that is sufficiently severe, offensive, or intimidating to cause an individual to reasonably fear for their personal safety or the safety of their family, friends, and/or property, such that employment conditions are altered or a hostile, abusive, or intimidating work environment is created for one or several employees. Examples of conduct that may be considered threats or acts of violence include:

- Bullying or threatening physical or aggressive contact directed toward another individual
- Threatening an individual or their family, friends, associates, or property
- The intentional destruction or threat of destruction of Easterseals Midwest or another's property
- Harassing or threatening phone calls, emails, letters, or other correspondence
- Surveillance and stalking

In order to ensure a safe environment for employees, the people we support, and the general public, Easterseals Midwest prohibits the possession, wearing, transporting, storage, or presence of firearms or other dangerous weapons at our agency sites, offices, vehicles, including personal vehicles used to transport individuals supported, and any agency-sponsored event. Possession of a valid concealed weapons permit is not an exemption under this policy. Any violation of this policy represents a serious case of misconduct and will result in disciplinary action up to and including termination.

Attendance Standards

Attendance and punctuality are essential elements of efficient and effective job performance. Unscheduled absences disrupt work schedules, impose added work on others, and negatively affect morale of the employees who are available.

An employee whose attendance record shows an unacceptable pattern of absences or tardiness will be notified of the problem. The employee will then be expected to be available for work based on standards established by the supervisor. Further disciplinary action up to and including termination will result if attendance standards are not met. The fact that the employee may have accumulated time off will not serve to diminish the severity of the problem nor the remedial actions taken.

Each work area will establish rules to address proper reporting of an unscheduled absence or lateness, early departure, and similar unavailability. Employees must familiarize themselves with the rules of their assigned work area and be sure to comply with those standards. Employees must personally notify their supervisor prior to the start of their scheduled work hours in the event they will be unable to be at work at the assigned time. This contact is to be made daily unless previous arrangements have been made between the employee and the supervisor.

Easterseals Midwest has the right to request a physician's certificate as verification of illness and inability to work.

Absence Without Notice

Easterseals Midwest requires that employees keep their department informed of their status when they are off work because of illness or accident from any cause. If an employee fails to notify the department after two days of consecutive absence, it will be assumed that the employee has voluntarily resigned and the employee will be removed from the payroll. If an employee must leave work for any reason before the end of the day, they must inform the supervisor and wait for proper relief to ensure that the required level of supervision is maintained.

Conflict of Interest

Easterseals Midwest expects employees to conduct business according to the highest ethical standards. Employees are expected to devote their best efforts to the interests of Easterseals Midwest and the conducting of its affairs.

Business dealings that represent, or appear to represent, a conflict between the interests of Easterseals Midwest and an employee are unacceptable. Easterseals Midwest recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to Easterseals Midwest business. However, a policy of full disclosure must be followed to assess and prevent potential conflicts of interest from arising.

Employees of Easterseals Midwest are required to contact their direct supervisor and the Human Resources Department when that employee has another job.

Outside Employment

Outside employment which creates a conflict of interest or which affects the quality or value of your work performance or availability at Easterseals Midwest is prohibited. Easterseals Midwest recognizes that employees may seek additional employment during off hours, but expects, in these cases, that any outside employment will not affect job performance, work hours, scheduling, or otherwise adversely affect the employee's ability to effectively perform their duties. Any conflicts should be reported to management and Human Resources. Failure to adhere to this policy may result in discipline up to and including termination.

Solicitation and Distribution

We have established rules applicable to all employees and non-employees that govern solicitation, distribution of written material, political advocacy, and access to company property. Strict compliance with these rules is required.

- No employee shall solicit or promote support for any cause or organization during their working time or during the working time of the employee or employees at whom such activity is directed.
- No employee shall distribute or circulate any written or printed material in work areas at any time, or during their working time or during the working time of the employee or employees at whom such activity is directed.
- No employee shall engage in political advocacy in the workplace on behalf of a particular party's candidate as this tends to be disruptive to operations and involve a subject over which the company has no control.
- Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on company property.
- Off-duty employees are not permitted in areas not open to the public.

As used in this policy, "working time" includes all time for which an employee is paid and is expected to be performing services; it does not include break periods, meal periods, or periods in which an employee is not performing and is not scheduled to be performing services or work.

Substance Abuse Policy

It is the goal of Easterseals Midwest to protect the public health and environment of members of Easterseals Midwest by promoting a drug-free environment. Easterseals Midwest policy prohibits:

- The use, manufacture, possession, solicitation for, or sale of, narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on company or supported individual premises or while performing a work assignment.
- Reporting to work in an impaired condition due to the consumption or use of drugs or alcohol.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the company or supported individual premises if such impairment or influence adversely affects the employee's work performance, the safety of the employee or others, or puts at risk the Agency's reputation.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the Agency or its supported individuals, or while on Agency business. Prohibited substances include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription give to the employee.

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

Drug/Alcohol Testing

Easterseals Midwest reserves the right to randomly test employees for drug or alcohol abuse when it has a reasonable suspicion of drug or alcohol use, when an employee is involved in a workplace incident or accident, or prior to extending a job offer. Failure to comply will result in disciplinary action up to and including termination.

Confidentiality

Easterseals Midwest maintains confidential records for a variety of business needs. Records include detailed information about business methods, business plans, databases, systems, technology, intellectual property, know-how, management, business development, operations, services, research, development, financial statements, financial projections, financing methods, pricing strategies, agreements, supported individual relationship agreements, protected HIPPA information, and other information personal to individuals supported, confidential employee tax records, medical files, genetic information, and social security information contained in employee records, passwords and access codes, system designs, terms and conditions of arrangements of any individual supported or vendor, and other proprietary information.

Maintaining this confidentiality is important to our competitive position in the industry and ultimately to our ability to achieve financial success and provide employment stability. Employees are expected to protect this information by safeguarding it when in use, filing it properly when not in use, and discussing it only with those who have a legitimate business need to know.

Each employee shall use all reasonable care to protect or otherwise prevent the unauthorized disclosure of such information. In no event shall confidential information be disclosed or revealed within or outside Easterseals Midwest without proper authorization or purpose. If an employee is uncertain whether certain information should be treated as confidential, the employee should presume that such information is confidential and not disclose it without proper authorization. Violations of this policy will lead to disciplinary action up to and including termination.

By accepting employment, an employee agrees that Easterseals Midwest will own any and all materials created by the employee for use in an agency program, presentation, or conference. It is our opinion that these are made on company time or with company assets, which relate to Easterseals Midwest business, or that are required to meet its obligations, and that the employee will assist Easterseals Midwest in perfecting and protecting its title to these materials.

Dress and Personal Appearance

Easterseals Midwest is known for providing professional and high quality services in the community. In an effort to consistently reflect that to all who come in contact with the Agency, Easterseals Midwest has created a dress code policy that is intended to support our employees with guidelines on appropriate dress. The nature of our service allows employees to dress informally and comfortably, but employees must also maintain a professional appearance. All clothing should be stain free, odorless, and pressed. Shoes should be in good repair. Personal hygiene should be exemplary. Appropriate undergarments must be worn at all times.

The following list is not exhaustive, but includes examples of items considered unacceptable:

- Sheer or mesh clothing
- Excessively tight or loose clothing
- Strapless tops or dresses
- Inappropriate writing or slogans on clothing (examples include: alcohol or drug themes, crude or vulgar language or depictions)
- Clothing that does not cover the midriff
- Sweat suits
- Tank tops, halter tops, spaghetti straps, low cut, or muscle shirts

- Cut-off shorts
- Shorts that are not at least mid-thigh in length (NOTE: for all office staff, shorts are not acceptable business attire)
- Skirts that are not at least mid-thigh in length
- Jeans that are not in good repair (NOTE: for all office based staff, blue jeans are only acceptable on designated casual days and Fridays)
- Exposed undergarments
- Extreme hair color or style
- Extreme visible body piercing and/or tattoos
- Scrubs
- Fingernails that are of a length that does not allow for work to be performed in a safe manner
- Open-toed shoes, sandals, or flip flops (when providing direct care)

Business attire must be worn by all personnel while attending meetings and/or training sessions.

Supervisors and managers will be responsible for monitoring and enforcing this policy. If questionable attire is worn, the supervisor/manager will hold a personal, private discussion with the employee to advise and counsel the employee regarding the inappropriateness of the attire. If an obvious policy violation occurs, the supervisor/manager will hold a private discussion with the employee and ask the employee to go home and change their attire immediately. Easterseals Midwest reserves the right to withhold pay during the time the employee is off correcting the issue. Employees who violate this policy may be subject to disciplinary action up to and including termination.

Electronic Communication (Email) and Internet Usage

Easterseals Midwest provides electronic resources to employees in order for them to conduct agency business. Employees should never use agency provided electronic resources in a manner that interferes with work or responsibilities to individuals served. Additionally, employees are responsible for using electronic resources in an effective, ethical, and lawful manner, and for safeguarding them when they are in their possession.

Email and other information systems of Easterseals Midwest are not to be used in a way that interferes with their intended business use or that violates the no-harassment or confidentiality rules of Easterseals Midwest. Employees must protect the privacy and security of confidential information. No confidential or financial information shall be disseminated through any email systems across the Internet without written approval from Easterseals Midwest Information Systems management.

It is expected that all employees use their Easterseals Midwest email address for all business communication. Business communications should be sent only on Easterseals Midwest email system. The email or voice mail system should not be used to solicit others for commercial ventures, the employee's personal business interests or causes, outside organizations, or other non-job-related solicitations unless approved in advance by a Department Director.

Sending, saving, accessing, or viewing sexually explicit images, messages, cartoons, or communications that contain ethnic slurs, racial epithets, or any content that may be construed as harassment or disparagement of others based on their race, religion, national origin, sex, sexual orientation, gender identity, age, disability, or political beliefs are prohibited. Defamatory or threatening communications are also prohibited. Violation of this policy will result in disciplinary action up to and including termination and would be considered gross misconduct.

Easterseals Midwest may, at any time, review activities or monitor employee communications. Easterseals Midwest reserves the right to review any employee's electronic and telephonic files and messages to the extent necessary to ensure electronic and telephonic services are being used in compliance with this policy and other agency policies, as well as in compliance with the law. Employees should not assume electronic and telephonic communications are completely private.

The computers, electronic, and telephone services provided by Easterseals Midwest are for business use to assist employees in the performance of their jobs. Limited use of electronic media for personal reasons may be necessary and all such use should be done in a manner that does not negatively affect the systems' use for business purposes. Personal telephone calls are to be kept at a minimum and should not be more than 2-3 minutes in duration. During normal working hours, personal calls should not be placed unless of substantial importance. Personal long distance calls shall not be placed from Easterseals Midwest's or individuals' served telephones; doing so without authorization may result in disciplinary action up to and including termination. Employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

Internet usage is provided to employees for conducting work-related business. Incidental and occasional personal use is permitted but only on non-working time. This privilege should not be abused and must not affect a user's performance of employment related activities. Non-business Internet activity must be restricted to the employee's non-business hours. Agency computers and electronic devices should not be used to play games, enter chat rooms or blogs, engage in day trading or another business. Agency computers and electronic devices also may not be used to enter chat rooms, blogs, download music or pictures, nor surf the web for non-business reasons.

To prevent computer viruses from being transmitted through the company's computer system, unauthorized downloading of any unauthorized software is strictly prohibited. Only software registered through Easterseals Midwest may be downloaded. Employees should contact the IT department for a list of supported software. Except in cases in which explicit authorization has been granted by company management, employees are prohibited from engaging in, or attempting to engage in: monitoring or intercepting the electronic or telephonic communications of other employees or third parties; hacking or obtaining access to systems or accounts they are not authorized to use; using other people's logins or passwords; and breaching, testing, or monitoring computer or network security measures.

No email, other electronic or telephonic communications, should be sent that attempts to hide the identity of the sender or represents the sender as someone else. Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system. Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify, or forward copyrighted materials except as permitted by the copyright owner.

All messages are Easterseals Midwest property and we reserve the right to access and disclose all messages sent over its electronic mail system or voice system for any purpose. Management reserves the right to access an employee's email or voice mail files whenever there is a business need to do so.

Employees waive their right of privacy in anything they create, store, send, or receive on Easterseals Midwest computer or telecommunications system. Employees consent to management accessing and reviewing all material employees create, store, send, or receive on the computer or telecommunications system.

Each employee is responsible for the content of all text, audio, or images that they place or send using Easterseals Midwest electronic resources. The same standards should be utilized for the creation of email messages as would be utilized for other Easterseals Midwest correspondence. All messages communicated should identify the sender and not be transmitted under an assumed name. Employees or other users may not attempt to obscure the origin of any message. Employees who wish to express personal opinions on the Internet should use personal email accounts and addresses from external systems.

Agency Provided Email Account

Effective communication is critical to the success of an organization and to facilitate this Easterseals Midwest provides all employees with an Easterseals Midwest email address to ensure important information is disseminated to all employees. It is expected that employees regularly check their Easterseals Midwest email account and are responsible for reading any and all agency communications in a timely manner. Easterseals Midwest will send important information about agency news, benefit information, upcoming events, policy changes, etc., through the Easterseals Midwest email system. Easterseals Midwest email accounts should be checked at least once every shift that an employee is scheduled to work to ensure that important and timely communication is not missed.

Personal Use of Cell Phone, Computers and PDA's

Easterseals Midwest expects that employees refrain from excessive personal use of cellular phones, computers and PDAs. Personal calls, instant messaging, text messaging, or tweeting during the work time interferes with employee productivity and is distracting to others. Easterseals Midwest understands that circumstances and emergencies may come up during the course of a work day that need attention, but those are to be kept to a minimum. Personal calls and/or personal text messages, tweets, or instant messages should be handled on non-work time and employees are to ensure that friends and family members are aware of this policy. If excessive personal use of devices becomes an issue it will result in disciplinary action up to and including termination. Easterseals Midwest is not liable for the loss of personal cellular phones, PDAs, or other personal electronic equipment brought into the workplace. It is an employee's job to safeguard their equipment.

Under no circumstances should a cellular phone or electronic device be used while transporting an individual or operating an agency owned or leased vehicle. To receive or make a call, text, or email while driving, pull over safely, park, and then correspond. Violation of this policy will result in disciplinary action up to and including termination. Employees who are charged with traffic violations or cause accidents or injuries, resulting from their use of cellular phones or electronic devices while driving, will be solely responsible for all liabilities, fines, etc., that result, to the extent permissible under the law.

Social Media and Social Networking Policy

The purpose of this policy is to provide guidance to employees regarding the agency's use of social media while at work or involved in an agency-related capacity.

Unless otherwise specified, Easterseals Midwest, its divisions, offices, projects, and chapters will have only one Facebook page, Twitter account, YouTube channel, Instagram account, and blog. All social media content from the agency should be focused on these accounts, and all social media activity that is conducted under the name of Easterseals Midwest, its divisions, projects, and chapters must be pre-approved by Marketing and Communications. If Easterseals Midwest employees, divisions, projects, or chapters have compelling content for Facebook, Twitter, etc., it should be submitted to marketing@esmw.org. The team will review and, if appropriate, adapt and post the content.

To ensure the delivery of an appropriate message and to avoid giving misinformation, a limited number of Easterseals Midwest employees are authorized to communicate with stakeholders on behalf of the organization through social media. The Marketing and Communications team regularly monitors internet spaces, including social media, for follower comments. All employees are encouraged to report any items online that involve follower questions, comments, or issues.

Unless permission has been granted by Marketing and Communications, employees are not authorized to post, blog, speak, or tweet on behalf of Easterseals Midwest or any of its affiliates. This includes, but is not limited to, gaining approval to post anything regarding Easterseals Midwest imagery and information. Employees are encouraged to submit ideas for social media posts to Marketing and Communications. All suggestions will be considered based on relevance, schedule, and the criteria referenced above.

Employees who are approved to speak for Easterseals Midwest on its official social media accounts should adhere to the following guidelines:

- **Check your Sources:** It is important that Easterseals Midwest social media pages contain honest and truthful information. Every effort to verify the source of the information being posted should be taken to ensure the information is appropriate for publication. When appropriate, provide citations to sources in the publication.
- **Correct Errors or Omissions:** If you notice any errors or omissions, promptly correct mistakes and make a notation of the change. If you do not have approval to make the change, please bring the error or omission to the attention of Marketing and Communications.
- **Reply When Appropriate:** While you cannot necessarily respond to every comment, it is important to be aware of what others are posting on our pages. If a post or comment requires a response, make an effort to respond promptly and respectfully.
- **Linking to Material:** When linking to any external material, use Bitly to create a shortened URL that links to the external material. When necessary, cite the source in the posting.

Personal Use of Social Media

Employees in any capacity (full-time, part-time, temporary, or contract) who maintain a personal Facebook page, Twitter account, YouTube account, blog, or other social media presence should follow these guidelines.

Be aware of limits on your privacy. Employees do not have, nor should they expect, a right to privacy when they are using any agency-owned computer, network, or other equipment. Employees should assume that their social media activity will be viewed publicly, including by those whom they might not intend to view it.

What is posted – whether from work or home – can impact Easterseals Midwest’s reputation. As an employee of the agency, you are an ambassador for the organization, and your online presence (via images, posts, comments, etc.) can reflect on the agency’s mission and work.

Respect the line between professional and personal. On personal websites and pages, employees may indicate that they work for Easterseals Midwest. However, the agency is subject to a number of rules and regulations governing the disclosure of certain information and does not want to publish information that might give competitors unfair advantage. Employees may not post any trade secrets, confidential or proprietary information about the organization without authorization from the Vice President of Marketing and Communications. If employees have questions about what constitutes trade secrets or confidential or proprietary information, they should contact Marketing and Communications.

Employees may not represent themselves as a spokesperson for the agency, nor make posts on the internet in the name of the organization, or in a manner that could reasonably be attributed to the organization, without prior authorization from their supervisor and the Vice President of Marketing and Communications.

Postings made by employees that directly or indirectly relate to the organization must include the following disclaimer: “The postings on this site are my own and do not represent Easterseals Midwest’s positions, strategies, or opinions.”

All postings should be fair and courteous to all persons including colleagues, customers, vendors, or people who work on behalf of the organization. Employees are more likely to resolve work-related complaints by speaking directly with coworkers than by posting complaints on a social media outlet. Should an employee decide to post, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, intimidating, or that disparage other people, including customers, employees, individuals served, or vendors that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy.

All postings should be honest and accurate. Corrections should be made openly and quickly. Never post any information or rumors that you know to be false about the organization, fellow employees, individuals supported, vendors, donors, people working on behalf of Easterseals Midwest, or competitors.

No references should be made regarding individuals supported, partners, vendors, funders, referral sources, and/or employees of Easterseals Midwest without obtaining their express written permission. Agency logos and trademarks may not be used without express written consent of the agency. However, sharing any content on your personal accounts that was originally posted by Easterseals Midwest is permissible and encouraged.

Consistent with any non-work activity that interferes with their work, employees’ use of personal social media should not interfere with their jobs. Personal use of the internet is restricted to non-work time such as breaks and personal time. The organization understands that social media might replace phone and other traditional forms of communication. For instance, an employee might check a Facebook page or Twitter account to make sure their children have arrived home safely after school. When such uses of social media interferes with work, employees are expected to comply with a supervisor’s request to diminish or suspend use of personal social media during working time.

All proposed images or additions to Easterseals Midwest social media accounts must adhere to applicable laws, including intellectual property, publicity, and privacy laws. Employees must comply with the law in regard to copyright and plagiarism. The posting of someone else’s work without permission is not allowed. Other relevant laws include those related to libel and defamation of character. Defamatory statements can lead to lawsuits against the author of such a statement and could potentially create negative publicity for the agency. Employees shall refrain from using ethnic slurs, personal insults, obscenity, or engaging in any conduct that would not be acceptable in Easterseals Midwest’s workplace.

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

Use of Tobacco and E-Cigarettes

Our goal is to provide a smoke-free environment. In keeping with the goal of providing a safe and healthy work environment for our employees and supported individuals, it is the policy of Easterseals Midwest to prohibit smoking while on all company premises, in the presence of individuals supported, or while an employee is being paid for their work. This includes the use of tobacco products such as cigars, pipes, cigarettes, and chewing tobacco, as well as the inhaling or exhaling of smoke or vapor from electronic smoking devices or e-cigarettes.

The policy applies to all offices, training sites, and vendor locations occupied by agency employees; all facilities where supported individuals reside, work, or occupy; all vehicles owned or leased to the agency, as well as personal vehicles used to transport supported individuals; all agency-sponsored off-site conferences and meetings; all visitors to agency premises; and all contractors and consultants and/or their employees working on agency premises.

Employees violating this policy will be subject to disciplinary action up to and including termination.

Inspections

All items, including (but not limited to) packages, bags, briefcases, purses, and coats taken from or brought onto Easterseals Midwest property may be inspected by management at any time. Illegal and/or unauthorized items will not be allowed and may be confiscated. An employee may not remove Easterseals Midwest property, including (but not limited to) discarded or excess items, from the premises without written authorization from management. Individuals refusing inspections may be detained until the matter is clarified.

Employees should be aware that Easterseals Midwest retains the right to inspect lockers, desks, offices, brief cases, files, and data stored on electronic media.

Sleeping While on Shift

Employees providing direct care are responsible for the safety and well-being of the individuals supported. In many cases, this requires 24-hour supervision and/or assistance mandating that employees remain awake and alert regardless of the shift. Supervisors are responsible for communicating whether or not an employee may sleep during a night shift. If an employee does not remain awake and alert at all times as required or gives the appearance of sleeping during their particular job assignment, disciplinary action up to and including termination will result.

Criminal Activity/Arrest

Involvement in criminal activity, whether on or off company property, during employment must be reported to the employee's supervisor or Human Resources and may result in disciplinary action including suspension or termination of employment. Disciplinary action depends upon a review of all factors involved, including whether or not the employee's action was work-related, the nature of the act, or circumstances which adversely affect attendance or performance. Any disciplinary action is not dependent upon the disposition of any case in court.

Employees are expected to be on the job and ready to work when scheduled. Inability to report to work as scheduled as a result of an arrest may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

Any disciplinary action taken will be based on information reasonably available. This information may come from witnesses, police, or any other source as long as management has reason to view the source as credible.

Automobile Usage and Transportation

The following criteria must be met for all employees providing transportation to individuals supported:

- The employee must have a valid driver's license and must present proof of such license upon hire and when renewed. Missouri drivers must produce a 'Class E' license within 60 days of employment. Drivers from all other states must produce proof of a regular driver's license within 60 days of employment.
- The employee must furnish proof of at least the minimum liability insurance, per state law, upon hire and when the employee's insurance renewal is required.
- The employee is responsible for maintaining their vehicle in a safe condition including, but not limited to, required state inspections and licensing.
- It is the employee's responsibility to provide the Human Resources Department with copies of new driver's licenses or insurance cards upon expiration of the ones currently in the employee's personnel file.

The employee is responsible for the safety of those in the vehicle. This includes ensuring all passengers are transported according to all safety and individual plan goals (i.e. wear seat belts). Easterseals Midwest shall provide employees with a first aid kit that shall be kept in their vehicle at all times.

Employees are responsible for reporting any driving or other infractions resulting in loss of driving privileges immediately to the Human Resources Department. Travel between the employee's home and primary work location is not considered to be business travel.

Whether operating their own vehicle or an Easterseals Midwest vehicle, an employee is solely responsible for any and all tickets, offenses, fines, and penalties arising out of the operation of the vehicle. Employees involved in preventable accidents will be subject to disciplinary action up to and including termination.

Driving Record

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license and acceptable driving record. Easterseals Midwest will run a motor vehicle department check to determine an employee's driving record annually. It is an employee's responsibility to provide a copy of their current driver's license for their personnel file. Any changes in an employee's driving record, including, but not limited to, driving infractions and suspensions, must be reported to Easterseals Midwest. State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. Employees using their own vehicle as a part of their employment duties must provide management with a current proof of insurance statement or card. A new proof of insurance is required every time an employee's policy expires and renews.

Smoking and Eating While Transporting Individuals Supported

Smoking is not permitted while transporting individuals, even if the individual supported is a smoker. In addition, employees and individuals are not permitted to eat while being transported in a vehicle.

Transporting Passengers Other Than Individuals Supported

Employees shall not transport passengers, other than individuals supported, unless authorized to do so by Management. Easterseals Midwest management will obtain guardian authorization as necessary. At no time should an employee transport a personal friend or family member while transporting an individual. Failure to adhere to this policy may result in disciplinary action up to and including termination.

Personal Conduct with Respect to Individuals Supported

Easterseals Midwest seeks to provide the highest quality of service to the individuals we support. To reach this goal, each employee is expected to maintain the highest standard of job efficiency, responsibility, and professionalism. Employees must respect the cultural and religious diversity and preferences of our individuals.

Employees must uphold the highest level of conduct and integrity with regard to their relationships with the people they support and their families. The following, while not a complete list, are examples of conduct which can lead to disciplinary action up to and including termination:

- Engaging in any conduct with an individual or their family that is in any way considered disrespectful, unethical, immoral, or illegal including but not limited to: physical, emotional, verbal or sexual abuse, neglect, or theft. Acts of intimidation, coercion, discrimination, or harassment.
- Discriminating against individuals or their families by reason of race, creed, color, sex, sexual orientation, gender identity, religion, national origin, age, marital or veteran status, or the presence of any medical, mental, or disability condition;
- Stealing, misappropriating, mishandling, or deliberately destroying property or assets of the individual or their families;
- Soliciting or selling products or services to individuals or encouraging individuals to buy products or services from friends or relatives;
- Exposing individuals to any undue safety or health risk;
- Failing to support an individual in a manner consistent with their individualized service plan (ISP) or other treatment plan;
- Improper handling of individual's confidential information and documents;

- Accepting cash or other gifts from individuals or their families unless approved by the Department Director;
- Failing to cooperate fully in any internal or external investigation, including knowingly making false statements or omitting pertinent information;
- Improper handling of an individual's medications and/or related documentation;
- Failing to comply with applicable federal, state, and local statutes, rules, and regulations governing the care and treatment of individuals, their property, and confidential information;
- Engaging in horseplay that results in injury or emotional trauma to an individual;
- Engaging in the conduct of personal business while working with an individual where such personal business is reasonably interpreted to interfere with the individual's support;
- Involving individuals in religious, political, or charitable/fundraising activities against their will or not of their choosing.

Reporting Service Quality Issues

Easterseals Midwest is committed to providing the highest quality of services to the individuals we support. Everyone in the organization is responsible for ensuring our individuals receive quality services that meet Easterseals Midwest standards. Employees who fail to immediately report any abuse or neglect situation are subject to disciplinary action up to and including termination. If an employee feels that an individual is not getting the services in a manner consistent with Easterseals Midwest standards, they are obligated to make a report to their management team. If an employee feels that they cannot make a report to their management team, the employee should contact a Quality Representative, Department Director, or a member of Human Resources.

Information provided by the reporting employee will be treated as confidentially as possible. Delay in reporting or providing false information in the course of an investigation may lead to disciplinary action up to and including termination. Easterseals Midwest prohibits any retaliation against employees who provide information or assist in an investigation.

Investigation of Employee for Abuse or Neglect

Employees who are currently under investigation with any Agency or employer for abuse or neglect must inform their supervisor and the Human Resources Department immediately. This may affect the employee's continued employment at Easterseals Midwest. Employees are required to cooperate with an internal investigation. Failure to abide by this policy will result in disciplinary action up to and including termination.

Performance Improvement – Corrective Action

In most circumstances, Easterseals Midwest attempts to give employees an opportunity to improve whenever behavior, productivity, or effectiveness falls below an acceptable level. In general, employees will first be informally coached regarding performance concerns, but if that does not result in improved performance, further disciplinary action will result. Violations of standards may result in one of the following forms of corrective action:

Verbal Warning

Performance deficiencies will be discussed; expectations and a timeline for improvement will be established. The conversation will be documented in the personnel file.

Written Warning

Performance deficiencies will be outlined in writing with expectations and timeline for improvement established with employee. The warning will be placed in the personnel file.

Final Warning/Employee Commitment Statement

Performance deficiencies will be discussed, and the employee will draft a document acknowledging performance issues and outlining steps they will take in order to meet expectations. This will accompany the supervisor's final written warning and will be placed in the personnel file. If the employee refuses to draft this document or fails in their effort to improve performance, their employment will be terminated.

Administrative Leave

An employee who is out of compliance with their trainings or required documentation may be placed on administrative leave until such time the situation is rectified. This time off will be without pay and cannot last longer than 10 days without written permission from the Vice President of Human Resources.

An employee who is under investigation due to allegations of abuse and/or neglect or other Human Resources related matters may be placed on administrative leave. If an employee is reinstated without disciplinary action, they may be eligible for pay for the time off. Employees under administrative leave are required to cooperate with the investigation. Failure to cooperate can lead to disciplinary action up to and including termination.

Suspension

Suspension or release from duty is a more severe action that may be used to continue investigations and/or for constructive improvement. Suspensions are issued when it is determined that a second warning would not suffice or that an initial incident is too severe for a warning yet not sufficiently severe for a termination. Suspensions are also issued during investigations. Suspensions are without pay and may vary in length according to the severity of the offense or deficiency. All suspensions should be documented in the personnel file.

Termination

An employee may be terminated after other disciplinary measures have failed or when a first time incident occurs that Easterseals Midwest deems serious enough to warrant immediate termination. An employee may be terminated at any time without regard to the progressive steps if they commit an offense for which immediate termination is specified, or if the employee's continued presence would, in management's opinion, be contrary to the well-being of Easterseals Midwest, its employees, or supported individuals.

In determining which disciplinary measure is appropriate, the seriousness of the infraction, the past record of the employee, and the circumstances surrounding the matter will be taken into consideration. This procedure does not preclude terminating an employee at any time if circumstances warrant.

