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## Welcome New Team Member

Dear New Team Member:

On behalf of your colleagues, I welcome you to United Cerebral Palsy of Greater Sacramento and wish you every success.

We believe that each team member contributes directly to our growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our team members and to provide an explanation of the policies, programs, and benefits available to eligible team members. Team members should familiarize themselves with the contents of the Team Member Handbook as soon as possible, for it will answer many questions about your employment with UCP.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

Sincerely,

**Doug Bergman**  
**President/CEO**

## Introductory Statement

This handbook is designed to acquaint you with United Cerebral Palsy of Greater Sacramento (herein after referred to as UCP, the company, or the organization) and provide you with information about working conditions, team member benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as a team member and outlines the programs developed by UCP to benefit team members. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No team member handbook can anticipate every circumstance or question about policy. As UCP continues to grow, the need may arise and UCP reserves the right to revise, supplement, or rescind any policies or portion of the handbook, from time to time, as it deems appropriate and in its sole and absolute discretion. Team members will, of course, be notified of such changes to the handbook as they occur.

## **Access to Personnel Files**

UCP maintains a personnel file on each team member. The personnel file includes such information as the team member's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of UCP, and access to the information they contain is restricted. Generally, only supervisors and management personnel of UCP, who have a legitimate reason to review information in a file, are allowed to do so.

With reasonable written advance notice, team members may review their own personnel files in UCP offices and in the presence of an individual appointed by UCP to maintain the files. You have a right to receive copies of documents that you have signed and copies of your payroll records.

## **Administration of Benefits**

All team member benefit programs at UCP are administered by the organization or its designated administrators. The organization reserves the exclusive authority and discretion to determine all issues of eligibility and questions of interpretation and administration of each benefit program.

The terms of the organization's benefit plans (including 403(b)/Medical/Dental/ Vision/ Life Insurance/AD&D) are provided solely and exclusively in the plans' governing documents and Summary Plan Descriptions (SPD). This handbook does not govern these plans. Please review the applicable SPD for any questions regarding these plans.

As provided in the plan documents, the organization reserves the right to change, amend, or discontinue its sponsorship of any plan at any time, including its contributions, if any. The organization's right to make these changes is not limited by any team member length of service, or by a team member's reliance on the availability of this benefit in deciding whether to accept, continue, or retire from employment with UCP.

## **Americans with Disabilities Act (ADA) Compliance**

It is the policy of UCP to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). UCP will not discriminate against any qualified team member or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.

UCP will also make reasonable accommodation wherever necessary for all team members with disabilities, provided that the individual is otherwise qualified to safely perform the essential functions of the job and provided that any accommodations made do not impose an undue burden on UCP.

## **Attendance and Punctuality**

To maintain a safe and productive work environment, UCP expects team members to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other team members and on UCP. In the rare instances when team members cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor at least two (2) hours prior to the start of their shift. Unless circumstances prevent you from contacting your supervisor at least two (2) hours prior to the start of your shift, failure to notify

## **Attendance and Punctuality cont.**

UCP of any absences may be considered a No Call/No Show (NC/NS) and a voluntary resignation. If necessary, you may leave a voicemail; however, at the start of the supervisor's shift, you must talk directly to your supervisor. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action up to and including termination.

## **At Will Employment**

All employment and compensation with UCP is "at will" which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either UCP or yourself, except as otherwise provided by law. The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, demotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

## **Benefits**

Eligible team members at UCP are provided a wide range of benefits. A number of the programs (such as Social Security, worker's compensation, state disability, and unemployment insurance) cover all team members in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including team member classification. Details of many of these programs can be found elsewhere in the Team Member Handbook,

The following benefit programs may be available to eligible team members:

- Auto Mileage Reimbursement
- Holiday Pay
- Life Insurance
- Dental Insurance
- Medical Insurance
- Vision Plan
- Bereavement Leave
- Family Leave
- Sick Leave
- Military Leave
- Jury Duty/Subpoena Leave
- Short & Long-Term Disability
- Vacation Benefits
- Retirement Plan 403(b)

Some benefits require contributions from the team member and some may be paid solely by UCP.

## **Benefits Continuation (COBRA)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives team members and their qualified beneficiaries the opportunity to continue health insurance coverage under UCP health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of a team member; a reduction in a team member's hours or a leave of absence; a team member's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

## **Benefits Continuation (COBRA) cont.**

Under COBRA, the team member or beneficiary pays part of the cost of coverage at UCP group rates plus an administration fee.

UCP's designee provides each eligible team member with a written notice describing rights granted under COBRA when the team member becomes eligible for coverage under UCP health insurance plan. The notice contains important information about the team member's rights and obligations.

## **Bereavement Leave**

UCP understands that in the event of a death in your immediate family, you may need time off. Team members who wish to take time off due to the death of a family member should notify their supervisor. Please give UCP as much timely notice as possible, so we may handle any rescheduling that may be required. Based on specific circumstances, the time off period may be extended; each case will be handled on an individual basis.

Up to 3 days of paid bereavement leave, for the death of an immediate family member, will be provided to eligible team members in the following classification: Regular full-time team members.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Team members may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

In these circumstances, UCP defines "immediate family" as the team member's spouse or registered domestic partner, parents/legal guardians, children, siblings, grandparents, parents/legal guardians/grandparents/siblings of a team member's spouse or registered domestic partner. Documentation of the deceased is required for Bereavement Leave Pay.

## **Bonus Plan - Discretionary**

When approved within the Annual Budget, UCP has a discretionary bonus program that is paid to eligible employees, when specific criteria is met and it is approved by the Board of Directors.

At the beginning of UCP's fiscal year, if a bonus plan has been approved in the budget, a Bonus Criteria memo will be distributed to all employees, detailing the specifics of the plan, eligibility criteria, and bonus potential.

## **Business Ethics and Conduct**

The successful business operation and reputation of UCP is built upon the principles of fair dealing and ethical conduct of our team members. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of UCP is dependent upon our client's trust and we are dedicated to preserving that trust. Team members are required to act in a way that will merit the continued trust and confidence of our client's and the public.

UCP will comply with all applicable laws and regulations and expects its directors, officers, and team members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

## **Business Ethics and Conduct cont.**

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor, Director or with the Director of Human Resources, for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every UCP team member. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action.

## **Company Property, Security, Privacy and Searches**

Desks, storage areas, work areas, lockers, file cabinets, credenzas, computer systems, office telephones, modems, facsimile machines, duplicating machines and company vehicles are UCP property and must be maintained according to this policy. All such areas and items must be kept clean and are to be used only for work purposes, except as provided in this policy. UCP reserves the right, at all times, and without prior notice, to open, inspect, and search any and all company property, as well as the contents, effects, or articles that are on UCP property. Such inspections may be conducted during or after business hours and in the presence or absence of the team member.

UCP's computer systems and other technical resources, including any voicemail or E-mail systems are provided for use in the pursuit of company business and are to be reviewed, monitored and used only in that pursuit, except as provided in this policy. As a result, computer data, voicemail, and E-mail are readily available to numerous persons.

If, during the course of an individual's employment, a team member performs or transmits work on UCP's computer systems or other technical resources, their work may be subject to the investigation, search, and review of others in accordance with this policy. In addition, any electronically stored information and communications that a team member either sends to or receives from others may be retrieved and reviewed where such investigation serves the legitimate business interests and obligations of UCP.

Team members have no right of privacy as to any information or file maintained in or on company property or transmitted or stored through UCP's computer systems, voicemail, E-mail, or other technical resources. For purposes of inspecting, investigating, or searching team member's computerized files or transmissions, voicemail or E-mail, UCP may override any applicable passwords or codes in accordance with the best interests of the organization, its team members, client's, vendors, customers, or visitors. All bills and other documentation related to the use of company equipment or property are the property of UCP and may be reviewed and used for purposes that UCP considers appropriate. Team members may access only files or programs, whether computerized or not, that they have permission to enter. Unauthorized review, duplication, dissemination, removal, damage, or alteration of files, passwords, computer systems or programs, or other property of UCP or improper use of information obtained by unauthorized means may be grounds for disciplinary action up to and including termination.

## **Computer, Instant Messaging and E-mail Usage**

Computers, computer files, the e-mail system, and software furnished to team members are UCP property intended for business use. Team members should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

## **Computer, Instant Messaging and E-mail Usage cont.**

Instant Messaging should be kept to a minimum and is to be used primarily for conducting business for UCP.

UCP strives to maintain a workplace free of harassment and sensitive to the diversity of its team members. Therefore, UCP prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons are not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters. All email/internet correspondence is subject to examination and is the property of UCP.

UCP purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, UCP does not have the right to reproduce such software for use on more than one computer.

Team members may only use software on local area networks or on multiple machines according to the software license agreement. UCP prohibits the illegal duplication of software and its related documentation.

Team members should notify their immediate supervisor or any member of management upon learning of violations of this policy. Team members who violate this policy will be subject to disciplinary action, up to and including termination.

## **Conducting Personal Business**

Team members are to conduct only UCP business while at work. Team members may not conduct personal business or business for another employer during their scheduled work hours.

## **Conflicts of Interest**

Team members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which UCP wishes the business to operate. The purpose of these guidelines is to provide general direction so that team members can seek further clarification on issues related to the subject of acceptable standards of operation. Contact Management for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when a team member is in a position to influence a decision that may result in a personal gain for that team member or for a relative as a result of UCP business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the team member is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if team members have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose, to a member of management of UCP listed under Definition of Management in this handbook, as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

### **Conflicts of Interest cont.**

Personal gain may result not only in cases where a team member or relative has a significant ownership in a firm with which UCP does business, but also when a team member or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving UCP.

### **Definition of Management**

UCP defines management as anyone in the below position or acting position:

#### **Leadership Team**

- President/Chief Executive Officer
- Chief Financial Officer
- Chief Operating Officer
- Director of Development
- Director of Human Resource

#### **Management**

- Director of Programs & Services
- Program Manager
- Office Manager/Executive Assistant
- Safety Manager
- Program Supervisors

### **Dress Code and Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all team members and affect the business image UCP presents to vendors, customers and visitors.

During business hours, team members are expected to present a clean and neat appearance and to dress according to the requirements of their positions. If provided with a UCP uniform, it is to be kept clean and neat and worn during work hours only. During work hours, team members may wear only UCP logo'd items; no other business logo'd items may be worn. UCP uniformed items are not to be worn when off duty.

Team members are asked to use their common sense with regard to their dress and appearance, and are expected to present a professional image. Team members must dress in a manner that is consistent with their responsibilities.

Attention should be paid to safety, company image, customer and vendor interaction. Your supervisor will explain the proper dress requirement for your position; refer to your program's manual for specific dress requirements for your position.

Team members inappropriately dressed will be sent home and required to return to work in appropriate attire. This time away from work will be without pay.

### **Drug and Alcohol Policy**

#### **UCP is a Drug & Alcohol Free Workplace**

It is the desire of UCP to provide a drug-free, healthful and safe workplace. UCP has a Zero-Tolerance policy. To promote this goal, team members are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory and safe manner.

## Drug and Alcohol Policy cont.

The purpose of this policy is to provide a work environment that is free of illegal drugs and alcohol abuse by providing information on awareness, intervention and rehabilitation.

*(Class B drivers; please see the Transportation drug and alcohol policy in the Transportation/Shuttle manuals.)*

### Drug and Alcohol Use Prohibited

During scheduled work hours (which includes breaks & meal periods), no team member may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a team member's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

### Use, Possession or Sale of Drugs or Alcohol

UCP also recognizes that its own health and future are dependent upon the physical and psychological health of its team members. Accordingly, UCP has established the following guidelines with regard to use, possession, or sale of drugs or alcohol:

1. UCP may require, upon an offer of employment, post-offer screening practices designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for impaired or unsafe work practices.
2. The manufacture, possession, use, distribution, sale, purchase, or transfer of, or being under the influence of, illegal drugs or alcohol is strictly prohibited while on UCP premises, while performing company business or while operating a UCP company vehicle.
3. Team members will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear to be unfit for duty may be subject to a medical evaluation which may include drug or alcohol screening. Refusal to comply with a fitness-for-duty evaluation may result in disciplinary action, up to and including termination (Class B drivers are subject to Department of Transportation's policies).
4. Off-the-job illegal drug use which could adversely affect a team members job performance or which could jeopardize the safety of other team members, the public or company facilities, or where such usage could jeopardize the security of company finances or business records, or where such usage adversely affects vendors, customers or the public's trust in the ability of UCP to carry out its responsibilities, will not be tolerated. Team members who are involved in or suspected of involvement in off-the-job drug activity will be considered in violation of this policy.
5. Team members undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this treatment to their manager through their personal physician.

### Drug and Alcohol Testing

To help insure a safe, healthful drug and alcohol free workplace, testing for chemical substances may be required under the following circumstances:

**Post Job Offer Testing:** Upon an offer of employment, all final candidates may be required to take a drug test and no applicant testing positive will be hired.

**Post-Accident Testing:** If a team member is involved in or the cause of an accident while on duty, a test will be administered. If a team member refuses to comply, this may be grounds for disciplinary action, up to and including termination.

**Reasonable Cause or Suspicion:** If a supervisor or management suspects drug use, abuse or alcohol misuse, he or she should report this to the Director of Human Resources and the team member may be required to be tested.

## Drug and Alcohol Policy cont.

**Chain of Custody Procedures:** UCP will provide a contact for appropriate certified testing procedures to be conducted for controlled substance testing analysis and reporting required under the federal regulations. The supervisor or management personnel requesting the test may escort the team member to the medical facility

A designated collections site authority will instruct and assist individuals at the time a specimen is collected. The team member shall be given a copy of the specimen collection procedures.

The following procedures will be followed:

1. The team member will be given a container capable of being secured with a tamper-evident seal that is used for transfer of one or more urine specimen bottle(s).
2. A clean, single-use specimen bottle will be used to secure the urine sample from the team member. Once the specimen has been collected, both the individual being tested and the collection site person shall keep the specimen in view at all times prior to its being properly split, transferred, sealed, labeled, and signed off.
3. The identification of each specimen bottle shall be properly sealed, labeled and the team member will be asked to initial or sign the label for the purpose of certifying that it is the specimen collected from him/her.
4. The collection site person shall enter on the drug testing custody and control form all information identifying the specimen and sign the forms.
5. The team member shall be asked to sign the drug testing custody and control forms certifying that the specimen identified as having been collected from him/her is in fact the specimen he/she provided.
6. The container along with the custody and control forms attached will be sent to the testing laboratory immediately.

**Return-to-duty and Follow-up Testing:** Any team member who tests positive for drug abuse or alcohol misuse must be tested prior to returning to duty. UCP is committed to providing its team members with a safe and healthy workplace. The illegal manufacture, possession, use, distribution, sale, purchase, or transfer of, or being under the influence of, illegal drugs or alcohol while conducting business-related activities for

UCP may result in termination of employment. Working under the influence of illegal drugs or alcohol, as indicated by test results or other evidence, may result in disciplinary action. In addition, refusal to submit to drug or alcohol testing may result in disciplinary action.

## Employment Categories

It is the intent of UCP to clarify the definitions of employment classifications so that team members understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, employment relationship is at will, which means employment may be terminated with or without cause and with or without notice at any time by you or UCP. Each team member is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws.

**NONEXEMPT** team members are entitled to overtime pay under the specific provisions of federal and state laws.

**EXEMPT** team members are excluded from specific provisions of federal and state laws.

A team member's EXEMPT or NONEXEMPT classification may be changed only upon written notification by UCP's management. In addition to the above categories, each team member will belong to one other employment category:

## **Employment Categories cont.**

**Probation Period** team members are those whose performance is being evaluated to determine whether continued employment in a specific position or with UCP is appropriate. The Probation Period lasts for 90 days from the date of employment. Team members who satisfactorily complete the Probation Period will be notified of their new employment classification by their Program Manager. Based on Management's discretion, the Probation Period may be extended and the team member must be notified in writing of the reason and period of extension.

**Regular Full-Time** team members are those who are not in a temporary or probationary status and who are scheduled to work 32 regular hours or more per week as part of UCP's full-time schedule. Regular full-time team members may be eligible for UCP's benefit package, subject to the terms, conditions, and limitations of each benefit program.

**Regular Part-Time** team members are those who are not in a temporary or probationary status and who are scheduled to work 31 regular hours or less per week as part of UCP's part-time schedule. While regular part-time team members receive all legally mandated benefits (such as worker's compensation insurance and Social Security) they are ineligible for all of UCP's other benefit programs.

**Temporary** team members are those who are hired as interim basis, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary team members retain that status unless and until notified of a change in writing. While temporary team members receive all legally mandated benefits (such as worker's compensation insurance and Social Security), they are ineligible for all other UCP benefit programs.

## **English Policy**

In keeping with our mission at UCP, which is to "provide programs and services that improve the independence, productivity, and quality of life of people with developmental disabilities and their families", we are stating that while you are on-duty and actively performing the responsibilities of your position, you will speak English only, to your co-workers and clients.

We want to insure that we are reducing as much confusion for our clients as possible. While on your breaks, you may speak any language you choose. This policy also applies to music being played on radios as well. On occasion, you may be requested by your Program management to speak another language to a family or client that does not speak English, as a directive from your management, you are not deemed in violation of this policy. In addition, if you were hired to speak another language, because of the specific needs of a client or care giver, this policy does not apply to that circumstance.

## **Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UCP will be based on merit, qualifications, and abilities. UCP does not discriminate in employment opportunities or practices on the basis of sex, race, color, national origin, age, religious creed, mental or physical disability, medical condition, ancestry, marital status, sexual orientation or any other characteristic protected by law.

## Equal Employment Opportunity cont.

UCP will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue financial hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any team member with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor or the Director of Human Resources. Team members can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action up to and including termination.

## Family Medical Leave Act (FMLA)

UCP recognizes that a team member may need to be absent from work for an extended period of time for family and/or medical reasons. UCP complies with federal and state law provisions for family, medical and pregnancy disability leaves. UCP will grant these leaves to team members as required by state and federal law in effect at the time the leave is granted.

You must request any leave in writing as far in advance as possible. If you have not contacted your supervisor at the end of your scheduled leave, we will assume that you do not plan to return and you have terminated your employment or, you have abandoned your employment and UCP will terminate your employment. If you are unwilling or unable to return to work at the conclusion of the leave you are allowed, your employment may be terminated.

**Team members Who May Take Leave.** Before you may seek a FMLA leave of absence you must:

- have been employed by the company for at least 12 months
- have worked at least 1,250 hours in the previous 12 months

**Reasons For Taking Leave.** You may request an unpaid leave for any of the following reasons:

- to care for your child after birth, the placement of a child with a team member in connection with the adoption or foster care of the child by the team member, or
- serious health condition of a child of the team member; or to care for your spouse, your registered domestic partner, or parent who has a serious medical condition
- to care for an active duty member of the Armed Forces, including the National Guard or Reserves, who is your spouse, registered domestic partner, son, daughter, parent or next of kin and who is undergoing medical treatment, recuperation, or therapy, in outpatient status, or on the temporary disability retired list for a serious injury or illness, for a serious injury or illness incurred in the line of duty on active duty; or
- for a qualifying exigency, including attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, short notice deployment reintegration briefings, arising out of the fact that your spouse, registered domestic partner, son, daughter, or parent is on active duty (or has been notified of an impending call or order to active duty) in the National Guard or Reserves (**not** in the regular Armed Forces) in support of a contingency operation; or
- for your own serious medical condition which makes you unable to perform your job duties.

**Length of Leave Allowed.** The maximum time you will be allowed to take leave under FMLA or a “qualifying exigency” leave, if you are eligible, is 12 workweeks in a 12-month period. This does not include leave time that may be allowed because of pregnancy disability. UCP may require you or you may elect to use any accrued paid vacation leave, personal leave, or medical or sick leave for any part of the 12-week period. This paid time counts against your FMLA entitlement. You are required to follow UCP’s paid leave policies.

## Family Medical Leave Act (FMLA) cont

The maximum time you will be allowed to take family leave to care for an active duty member of the Armed Forces as described above, if you are eligible, is 26 workweeks in a 12-month period. UCP may require you or you may elect to use any accrued paid vacation leave, personal leave, family leave, or medical or sick leave for any part of the 26 week period.

UCP will use a rolling 12-month period measured backward from the date you begin a leave to determine how much leave time is available to you, unless another calculation is required by law.

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

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regiment of continuing treatment, or incapacity due to pregnancy of either yourself or your spouse, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

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

**Advance Notice and Medical Certification.** You may be required to provide to UCP advance leave notice and medical certification. Your leave request may be denied or your leave delayed if these requirements are not met.

- You must provide UCP 30 days notice of your need for leave if such need is foreseeable. If your need for leave is not foreseeable, you must notify us as soon as possible and comply with the organizations normal call-in procedures. This means that you must call your supervisor before the time you are scheduled to begin working for that date. Absent extenuating circumstances, you must call in on any day you are scheduled to work and will not report to work.
- You must provide sufficient information for us to determine if the leave may qualify for FMLA protection. Sufficient information may include that you are unable to perform job functions, your family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. You also must inform us if the requested leave is for a reason for which FMLA leave was previously taken or certified.
- We require medical certification if you request leave because of your own or a family member's serious medical condition. We may also require a second or third medical opinion regarding your own serious health condition at our expense. You are required to cooperate with us in obtaining any additional medical opinions we may require.
- We will inform you if your leave will be designated as FMLA-protected and, if so, the amount of leave counted against your leave entitlement, your rights and responsibilities, and any other additional information required. If your leave is not FMLA-protected, we will provide you with a reason for your ineligibility.
- If you take a leave because of your own medical condition, you must obtain a release from your health care provider before you return to work.

## **Family Medical Leave Act (FMLA) cont**

**Job Benefits and Protection.** We will continue our contributions for your health care coverage for the duration of your leave. You must continue to make any premium payments for health care coverage for yourself or your dependents that you are now required to make, if you want the coverage to continue during your leave. Team members will normally be restored to their original or equivalent position with equivalent pay, benefits, and other employment terms when they return from leave under FMLA. Your use of leave will not result in the loss of certain benefits accrued prior to the start of your leave. However, you may be required or permitted to use your accrued paid leave benefits.

Key team members may be subject to reinstatement limitations in some circumstances. If you are a key team member, you will be notified of such limitations on reinstatement at the time you request a leave.

It is unlawful for an employer to interfere with, restrain, or deny the exercise of any right provided under FMLA, or for an employer to discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any Federal or State law agreement which provides greater family or medical leave rights.

**Premium Cost Repayment.** If you choose not to return to work from a leave allowed by this policy, you will be required to repay UCP the premium amounts we paid during your leave, unless you do not return to work because of circumstances beyond your control.

**Pregnancy Disability Leave.** In addition to family and medical leaves, pregnant team members are entitled to take leave if they are disabled by the pregnancy, childbirth or a related medical condition. Pregnancy disability leave begins on the first day that the team member's health care provider certifies she is unable to work and ends when her health care provider certifies she is able to return to work, or after a total of four months of leave, whichever occurs first. Family leave to care for a newborn child may be available following pregnancy disability leave.

**Military Leave.** UCP provides military leaves of absence to team members who serve in the uniformed services as required by the Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994 and applicable state laws. Leave is available for active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty and for examinations to determine fitness for any such duty. Total military leave time taken may not exceed five years during employment, except in special circumstances.

Advance notice of military leave is required. Please inform your supervisor of anticipated military leave time as far in advance as possible. Accrued vacation will be paid during military leave at your request and health plan coverage continuance can be arranged for up to 24 months during military leave if required premium payments are made by you. As with other leaves of absence, failure to return to work or to reapply within applicable time limits may result in termination of employment.

Team members may be eligible for as many as 10 unpaid days off when their spouse is on leave from military deployment during a period of military conflict. A qualified employee is one who works more than 20 hours per week and whose spouse is a member of the Armed Forces, National Guard or Reserves who has been deployed during a period of military conflict. In order to qualify for leave, the team member must notify the company within two days of receiving official notice that his or her spouse will be on leave from deployment and must provide written documentation certifying that the spouse will be on leave from deployment.

## Family Medical Leave Act (FMLA) cont

**Drug/Alcohol Rehabilitation Leave.** If you decide to voluntarily enter a drug or alcohol rehabilitation program, you may be eligible for an unpaid leave of absence to participate in the program. UCP will take reasonable steps to safeguard the privacy of team members who identify themselves as an individual with a drug or alcohol problem. An employee who wishes to identify themselves as such an individual can contact the Director of Human Resources directly.

While UCP generally encourages team members to take action to treat drug and alcohol problems, the organization will not reimburse team members for the costs incurred in attending a rehabilitation program. Team members will be required to use accrued sick leave or vacation time during a requested leave.

**Coordination of PDL with Family/Medical Leave.** If you take pregnancy disability leave and are eligible under the federal or state family and medical leave laws, UCP will maintain group health insurance coverage for up to a maximum of 12 workweeks (if such insurance was provided before the leave was taken) on the same terms as if you had continued to work. Leave taken under the pregnancy disability policy runs concurrently with family and medical leave under federal law, but not family and medical leave under California Law.

If you are ineligible under the federal and state family and medical leave laws, while on pregnancy disability you will receive continued paid coverage on the same basis as other medical leave that the company may provide and for which you are eligible.

In some instances, the company may recover premiums it paid to maintain health coverage for you if you fail to return to work following pregnancy disability leave.

If you are on pregnancy disability leave and are not eligible for continued paid coverage, or if paid coverage ceases after 12 work weeks, you may continue your group health insurance coverage through the organization in conjunction with federal COBRA guidelines by making monthly payments as instructed at the time of separation for the amount of the relevant premium. Contact the Director of Human Resources for further information.

**Use of Paid Leave.** In most cases, UCP will require its team members to utilize their paid time off (sick and vacation leave) if available concurrently with some or all leave of absences.

## Fragrance Free Work Environment

Given that chemically sensitive individuals may react to different products with widely varying degrees of severity, it is very difficult to ensure a consistently comfortable and accommodating work environment under every conceivable set of circumstances. Even so, it is the desire of UCP to minimize, to the extent possible, the barriers and difficulties experienced in the workplace by both employees and clients subject to chemical/fragrance sensitivities. UCP requests that all offices and spaces used by the staff and their visitors remain free of chemicals and fragrances.

## Health Insurance

UCP's health insurance plans provide team members and their dependents access to medical, dental and vision insurance benefits. Team members in **Regular full-time** employment classification, are eligible to participate in the health insurance plans.

Eligible team members may participate in the health insurance plans subject to all terms and conditions of the agreement between UCP and the insurance carrier. Team members pay 100% of the cost for their dependents.

## Health Insurance cont.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible team members. Contact Human Resources for more information about health insurance benefits.

An Open Enrollment period is held annually shortly before the start of the benefit year. The benefit year begins the first of each October. A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify a team member for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

## Health and Safety

All team members are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Team members are to report all work-related injuries or illnesses immediately to their supervisor or to the Human Resources department. In compliance with California law, and to promote the concept of a safe workplace, UCP maintains an Injury and Illness Prevention Program disseminated through the Safety Committee made up of representatives from each program. The Injury and Illness Prevention Program is available for review by team members.

This program is a top priority for UCP. Its success depends on the alertness and personal commitment of all.

UCP provides information to team members about workplace safety and health issues through the Safety Committee, regular internal communication channels such as supervisor-team member meetings, bulletin board postings, memos, or other written communications. Team members and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Team members who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action up to and including termination.

Some of the best safety improvement ideas come from team members. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, Safety Committee Representative, or bring them to the attention of Human Resources. Reports and concerns about workplace safety issues may be made anonymously if the team member wishes. All reports can be made without fear of reprisal.

## Holidays

UCP will grant holiday time off to all team members on the holidays listed below:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day

## Holidays cont.

- Day after Thanksgiving
- Christmas
- 2 Floating Holidays

UCP will grant paid holiday time off to all eligible team members immediately. Holiday pay will be calculated based on the team member's straight-time pay rate (as of the date of the holiday) times the number of hours the team member would otherwise have worked on that day. Eligible team member classification: Regular full-time team members

**Team members must work the scheduled day preceding the holiday and the scheduled day following in order to be eligible for holiday pay (this includes Floating Holidays as well).**

If a recognized holiday falls during an approved vacation period, the team member will be eligible for holiday pay.

If a holiday falls within the period of time a team member is on leave, they will receive Holiday Pay only if they are receiving a paycheck from UCP.

If eligible nonexempt team members work on a recognized holiday, they will receive Holiday Pay, plus wages at their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Floating Holidays may be used at any time during the year, with approval from your Program Manager. Eligible team members hired during the year, will begin accruing Floating Holiday time at a rate of 1.33 hours per month, commencing on their hire date. Floating Holidays must be used in the year they are earned and cannot be carried over.

## Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by UCP to assist team members in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of UCP and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, team members should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of UCP. As such, UCP reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems. Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any team member or other person.

## **Internet Usage cont.**

Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of sex, race, color, national origin, age, religious creed, mental or physical disability, medical condition, ancestry, marital status, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a team member did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Team members are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization.

Abuse of the Internet access provided by UCP in violation of law or UCP policies will result in disciplinary action up to and including termination. Team members may also be held personally liable for any violations of this policy.

The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to hack into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or service
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other illegal activities

## **Job Duties**

During your Probationary Period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department.

## **Job Duties cont.**

Your cooperation and assistance in performing such additional work is appreciated and expected.

UCP reserves the right, at any time, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities. If these should occur, you will be notified in writing of the changes to your position.

## **Jury Duty & Subpoena Leave**

UCP encourages team members to fulfill their civic responsibilities by responding when served and also when subpoenaed. Team members must request paid jury duty or subpoena leave for the length of absence; up to 2 weeks. Pay from jury service must be paid-over to UCP in exchange for being paid during the jury or subpoena time.

Team members must show the jury duty or subpoena summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, team members are expected to report for work whenever the court schedule permits.

Either UCP or the team member may request an excuse from jury duty if, in UCP's judgment, the team member's absence would create serious operational difficulties.

## **Mandatory Meetings & Trainings**

UCP will pay nonexempt employees for tuition and time spent attending meetings and training programs outside of regular working hours under the following conditions:

1. Attendance is mandated by UCP; or
2. The meeting or training program is directly related to the employee's job and the employee's attendance is approved by management in advance.

## **Non-Disclosure of Confidential Information**

You may during the course of your duties be advised of certain confidential business matters and affairs of the organization regarding its business practices, customers, suppliers and team members. Your duties may also place you in a position of trust and confidence with respect to certain trade secrets and other proprietary information relating to the business of UCP and not generally known to the public or competitors. Such proprietary information includes customer information, pricing information, product and service information, competitive strategies, marketing plans, personnel information and financial information. You shall not, either during your employment with UCP or any time in the future, directly or indirectly:

- a. disclose or furnish, directly or indirectly, to any other person, firm, agency, corporation, client, business, or enterprise, any confidential information acquired during your employment;
- b. individually or in conjunction with any other person, firm, agency, company, client, business, or corporation, employ or cause to be employed any confidential information in any manner whatsoever, except in furtherance of the business of UCP;
- c. without the written consent of UCP, publish, deliver, or commit to being published or delivered, any copies, abstracts, or summaries of any files, records, documents, drawings, specifications, lists, equipment and similar items relating to the business of the organization, except to the extent required in the ordinary course of your duties;
- d. after separation from employment with UCP, use, disclose or furnish, directly or indirectly, to any other person, firm, agency, corporation, client, business, or enterprise UCP's confidential and proprietary information to solicit current customers of UCP.

## **Non-Disclosure of Confidential Information cont.**

Upon termination of employment, team members are required to immediately return all property of UCP in as good condition as when received (normal wear and tear excepted) including, but not limited to, all files, records, documents, drawings, specifications, lists, equipment and

## **No Solicitation/No Distribution**

UCP has a No Solicitation/No Distribution policy to provide you with a workplace free from solicitation and “pressure” to support a variety of causes, so that you may be more productive at work.

UCP’s No Solicitation/No Distribution Policy prohibits certain solicitation and distribution activities on its premises, as follows:

- A team member is not permitted to engage in solicitation of any kind or the distribution of literature at any time, in his/her working areas\*, or the working areas of the team members to whom they are attempting to solicit or distribute literature.
- You may not solicit another team member during your or their working time\*\*. This includes buying, selling, seeking contributions and offering tickets or memberships.
- You may not distribute or post non-work related materials in working areas. Bulletin boards, company mail, electronic mail and other communication channels on UCP premises are solely for business purposes, including information on team member policies, programs and benefits.
- Unauthorized non-team members are not permitted on UCP premises. Non team members, whether authorized to be on premises or not, may not solicit team members.

\*Working areas are any places where the business of UCP is being performed, such as work stations, cubicles, offices, conference rooms, break rooms, UCP vehicles, CBI’s (community based outings), etc.

\*\*Working time is any time you are expected to be performing your duties, not including break or meal times.

The following are some examples of solicitation and distribution which are **not** permitted under the policy during working time and in work areas:

- Posting notices for sale of personal articles
- Posting notices for roommates
- Sending chain letters
- Distributing any kind of non-work related literature, brochures, leaflets, pamphlets, notices, cards, advertising, etc.
- Having a non-team member solicit team members on UCP premises for any reason, except to provide information on team member benefit programs.

## **Open Door Policy**

UCP has an open door policy at all levels, to all team members. We encourage team members to follow the lines of reporting if they believe that the work conditions, wages and benefits it offers to its team members are not competitive with those offered by other employers in this area and in this industry. If team members have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

## **Open Door Policy cont.**

Our experience has shown that when team members deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive.

We believe that UCP amply demonstrates its commitment to team members by responding effectively to team member concerns.

## **Outside Employment**

A team member may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with UCP.

If a team member is unable to maintain acceptable performance standards following acceptance of outside employment, the team member may be subject to disciplinary action.

If UCP determines that a team member's outside work interferes with performance or the ability to meet the requirements of UCP as they are modified from time to time, the team member may be asked to terminate the outside employment if he or she wishes to remain employed with UCP.

Outside employment will present a conflict of interest if it has an adverse impact on UCP.

## **Overtime**

When operating requirements or other needs cannot be met during regular working hours, team members are required or asked to work overtime hours.

When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all team members qualified to perform the required work.

Overtime compensation is paid to all nonexempt team members in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

## **Paid Family Leave Law**

The law states that any team member who is required to take time off of work due to the illness of a child, spouse, parent or registered domestic partner, or to bond with a new child, is entitled to defray the otherwise unpaid nature of that time off by being paid through the State Disability Insurance (SDI) system.

- Paid Family Leave Insurance does not provide Job Protection or return rights.
- You must notify your employer of your reason for taking leave in a manner consistent with UCP's leave policy.

### **You are entitled to:**

- Know the reason and basis for any decision that affects your benefits.
- Appeal any decision about your eligibility for benefits and appear before a California Unemployment Insurance Appeal Board Administration law judge.
- Privacy- Information about your claim will be kept confidential except for the purposes allowed by law.

## **Paid Family Leave Law cont.**

**To qualify for Paid family Leave compensation, you must meet the following requirements:**

- Be covered by State Disability Insurance (SDI) and have earned at least \$300.00 from which deductions were withheld.
- Any team member covered by SDI is covered by this new law. As is the case with SDI, there is a seven calendar day non-payable waiting period before the team member can receive any benefits.
- The team member is eligible to have a maximum of six weeks of qualifying leave paid within a twelve-month period of time.
- The Paid Family Leave law in no way expands team member rights under the FMLA or CFRA. It does not extend the length of time an team member can take under the FMLA or CFRA.
- All team members who are eligible under the FMLA and CFRA will be eligible for payment under this new law.
- Complete your claim forms accurately, completely, truthful and in a timely.
- Supply medical information that supports your claim that the care recipient is in need of your care.
- Provide documentation to support a claim for bonding of a new child.
- Use up to two weeks of any earned but unused vacation leave if required by your employer.

**You may not be eligible for benefits if:**

- You receive State Disability Insurance, Unemployment Compensation Insurance, or Worker's Compensation.
- You are not working or looking for work at the time you begin your family leave.
- You are not suffering a loss of wages.
- The need of care is not supported by the certificate of a treating physician or practitioner.
- You are in custody due to a conviction of a crime.

## **Paydays**

All wages earned by team members are due and payable twice during each calendar month, on the 10<sup>th</sup> and the 25<sup>th</sup> of each month. Labor performed between the 1st and 15th of any calendar month shall be paid on the 25th day of the month during which the labor was performed, and labor performed between the 16th and the last day of any calendar month, shall be paid on the 10th day of the following month.

If a regularly scheduled payday falls on a Saturday, payday will be the Friday before payday. If payday falls on a Sunday, payday will be the following Monday. In the event that payday falls on a holiday, team members will receive pay on the first day of work following the regularly scheduled payday.

## **Pay Corrections**

UCP takes all reasonable steps to ensure that team members receive the correct amount of pay in each paycheck and that team members are paid promptly on the scheduled payday.

In the event that there is an error in the amount of pay, the team member should promptly bring the discrepancy to the attention of their immediate supervisor or the Chief Financial Officer, so that corrections can be made as quickly as possible.

## **Pay Deductions**

The law requires that UCP make certain deductions from every team member's compensation. Among these are applicable federal, state, and local income taxes.

UCP also must deduct Social Security taxes on each team member's earnings up to a specified limit that is called the Social Security "wage base." UCP matches the amount of Social Security taxes paid by each team member.

UCP offers programs and benefits beyond those required by law. Eligible team members may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor or the Payroll Department can assist in having your questions answered.

## **Performance Evaluation**

Supervisors and team members are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis.

Formal performance evaluations are conducted to provide both supervisors and team members the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are conducted during April and September of each calendar year.

## **Personnel Data Changes**

It is the responsibility of each team member to promptly notify UCP of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify Management.

## **Pregnancy Disability Leave**

UCP provides pregnancy disability leaves of absence without pay to eligible team members who are temporarily unable to work due to a disability related to pregnancy, childbirth, or related medical conditions.

Team members should make requests for pregnancy disability leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for pregnancy disability leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to UCP. Team members returning from pregnancy disability leave must submit a health care provider's verification of their fitness to return to work.

Team members are normally granted unpaid leave for the period of the disability, up to a maximum of 16 weeks within any 12-month period. Team members may substitute any accrued vacation or sick leave time for unpaid leave as part of the pregnancy disability leave period.

## **Pregnancy Disability Leave cont.**

Subject to the terms, conditions, and limitations of the applicable plans, UCP will continue to provide health insurance benefits for the full period of the approved pregnancy disability leave. Team members will continue to be responsible for their portion of the benefit premiums. Benefit accruals, such as vacation or sick leave, will be suspended during the leave and will resume upon return to active employment.

When a pregnancy disability leave ends, the team member will be reinstated to the same position, unless either the job ceased to exist because of legitimate business reasons or the means of preserving the job would substantially undermine the ability to operate UCP safely and efficiently. If the same position is not available, the team member will be offered a comparable position in terms of pay, location, job content, and promotional opportunities.

If a team member fails to report to work promptly at the end of the pregnancy disability leave, UCP will assume that the team member has voluntarily resigned.

## **Probation Period**

The Probation Period is intended to give new team members the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. UCP uses this period to evaluate team member capabilities, work habits, and overall performance.

Either the team member or UCP may end the employment relationship at will at any time during or after the Probation Period, with or without cause or with or without advance notice.

All new and rehired team members work on a Probation Period for the first 90 calendar days after their date of hire.

Team members who are promoted or transferred within UCP do not have to complete a secondary Probation Period with each reassignment to a new position.

UCP has the right to extend this Probation Period, if UCP determines that the designated probation period does not allow sufficient time to thoroughly evaluate the team member's performance, the probation period may be extended for a specified period by notification in writing from the Program Manager.

Upon satisfactory completion of the probation period, team members enter the "regular" employment classification. During the probation period, new team members are eligible for those benefits that are required by law, such as worker's compensation insurance and Social Security. After becoming regular team members, they may also be eligible for other UCP provided benefits, subject to the terms and conditions of each benefits program. Team members should read the information for each specific benefits program for the details on eligibility requirements.

## **References**

All requests for employment verifications and employee references must be directed to Human Resources. Other team members should not provide any such information. References for employees who have left UCP are limited to disclosure of dates of employment and title of the last position held.

## Requirements for Employment

The following are requirements for employment with UCP:

- Must have a valid Social Security Number
- Must complete an I-9 form with appropriate documentation establishing right to work in the United States in compliance with state and federal law
- Must complete a W-4 form
- Must have completed an employment application
- If you will be driving, you must provide a copy of a valid driver's license with correct class rating and photograph
- All team members with driving related duties must maintain a satisfactory DMV record. Team members with driving related duties may be terminated if they receive excessive tickets or other driving related problems which results in excessive points on their DMV record
- Must be able to perform the essential functions, with or without a reasonable accommodation, of the job applied for
- Insurability- all team members must remain insurable under our general liability insurance policy. If any team member is declared uninsurable by our insurance carrier, the team member will immediately be considered ineligible for further employment and will be considered to have voluntarily terminated his/her employment as of the date of notification of uninsurability by the insurance carrier.
- Drug and Alcohol Program- for team members not subject to the Department of Transportation drug and alcohol testing procedures are subject to pre-employment, post-accident and reasonable suspicion drug and alcohol testing to the extent permitted by law.

## Resignation

Resignation is a voluntary act initiated by the team member to terminate employment with UCP. Although advance notice is not required, UCP requests at least 2 weeks written resignation notice from all team members.

## Rest and Meal Periods

Each workday, full-time nonexempt team members are provided with 2 rest periods of 10 minutes in length; this does not include the time it takes to get to and from the break area. To the extent possible, rest periods will be provided in the middle of work periods. This time is counted and paid as time worked. Team members must not be performing any work duties during the allotted rest period time.

Full-time team members are provided with a minimum 30 minute unpaid meal period each workday. Supervisors will schedule meal periods to accommodate operating requirements. Team members will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. Meal periods and rest periods may not be taken together.

Each program is operated differently and in some cases, meal periods may be paid because team members must stay working with their clients. Your Program Manager will advise you of the need in your position and have you sign a Working Meal Period Agreement, if necessary.

## Return of Property

Team members are responsible for items issued to them by UCP or in their possession or control, such as, but not limited to, the following:

- vendor or customer lists
- equipment/computer

## Return of Property cont.

- keys
- manuals
- protective equipment
- tools
- uniforms/back belts
- vehicles
- written materials
- credit cards
- cellular devices
- client & program property and funds

Team members must return all UCP property immediately upon request or upon termination of employment.

## Right to Revise

This team member handbook contains the employment policies and practices of UCP in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

UCP reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment.

Any written changes to this handbook will be distributed to all team members so that team members will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

This handbook sets forth the entire agreement between you and UCP as to the duration of employment and the circumstances under which employment may be terminated.

Nothing in this Team Member Handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any team member.

## Safety Program

It is the policy of UCP to provide all team members with a safe and healthy workplace. A proactive Safety Committee is integrated into our organization's written Safety & Health Program.

This program is a collaborative effort that includes managers, supervisors, and staff. The Safety Manager is responsible for the program's implementation, management and recordkeeping requirements.

- A. Management Leadership The management of UCP is committed to the Safety Committee process. Management supports the efforts of the Safety Manager by pledging financial and philosophical support for the identification and control of risk factors. Management will support an effective reporting system and will respond promptly to reports. Management will regularly communicate with team members about the program.

## Safety Program cont.

- B. Team Member Participation An essential element to the success of the Safety Program is the input and assistance from team members in identifying risk factors, worksite evaluations, development and implementation of controls and training. Team member participation in the program will occur only during company time.

A proactive ergonomics program is integrated into our organization's written Safety and Health Program. Records documenting the identification, prevention, and control of team member exposure to ergonomic risk factors will be maintained pursuant to all regulations.

## Scheduling Note

Because scheduling is crucial to the overall effectiveness of our operations, we ask that you provide UCP with adequate advance notice when feasible for scheduling purposes.

Timely notice of appointments that are generally scheduled in advance is requested. Remember to notify your supervisor just as soon as you are aware of the appointment. UCP may request proof regarding the appointment at anytime.

## Sexual and Other Unlawful Harassment

UCP is committed to providing a work environment that is free of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. UCP has a zero tolerance policy for harassment.

Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religious creed, mental or physical disability, medical condition, ancestry, marital status, sexual orientation, or any other legally protected characteristic will not be tolerated.

UCP provides ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

### ***What Is Harassment?***

Harassment can take many forms, such as hostile work environment, sexual harassment, etc.. Sexual Harassment can be defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser.

The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conducts that includes touching, assaulting, or impeding or blocking movements.

## **Sexual and Other Unlawful Harassment cont.**

- Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
  1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment
  2. Submission or rejection of the conduct is used as a basis for making employment decisions; or,
  3. The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

### ***Responsibility***

All UCP team members, including supervisors and managers, have a responsibility for keeping our work environment free of harassment.

Any team member, who becomes aware of possible sexual or other unlawful harassment, must immediately advise Human Resources or any member of management so it can be investigated in a timely manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary actions up to and including termination.

### ***Reporting***

You have a right to redress for prohibited harassment. In order to secure this right, provide a complaint, preferably in writing, to your own or any other supervisor, Director, Officer, or the Director of Human Resources as soon as possible after any incident you feel is prohibited harassment. Your complaint should include the details of the incident or incidents, the names of the individuals involved and the names of any witnesses. Supervisors must refer all complaints of prohibited harassment to the Director of Human Resources. The Director of Human Resources or his/her designee will undertake an investigation of the harassment allegations. This investigation will be completed and a determination regarding the harassment alleged will be made and communicated to you as soon as practical.

Because of the seriousness of a complaint of prohibited harassment, any team member who makes or knowingly participates in a false complaint shall be subject to discipline up to and including termination.

If the Director of Human Resources, or his/her designee, determines that prohibited harassment has occurred, UCP will take remedial action commensurate with the severity of the offense. Action will also be taken to deter any future harassment. UCP will not retaliate against you for filing a complaint and will not knowingly permit retaliation by anyone.

### ***Additional Information***

The Department of Fair Employment and Housing (DFEH) is the state agency that resolves complaints of unlawful discrimination, including sexual harassment. After a complaint is filed, the DFEH has one year to investigate the complaint. The Fair Employment and Housing Commission (FEHC), decides cases prosecuted by the DFEH at the state level. The Equal Employment Opportunity Commission (EEOC) is the federal agency that also resolves complaints of unlawful discrimination, including sexual harassment. The Fair Employment and Housing Commission (FEHC), headquartered in San Francisco, decide cases prosecuted by the DFEH at the state level. To contact the DFEH, consult the local telephone directory under State Government Offices or ask directory assistance for the number of DFEH headquarters in Sacramento.

## Show-Up Pay

Whenever you are required to report for work and do report but are not put to work, you shall be paid a minimum of two (2) hours at your regular rate of pay. If you are required to report for work a second time in any one workday and are furnished less than two hours of work on the second reporting, you will be paid for two hours at your regular rate of pay.

The preceding reporting time pay provisions are not applicable when:

- Operations cannot commence due to threats to team members or property or when recommended by civil authorities; or
- Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system; or
- The interruption of work is caused by a natural disaster or other causes not within UCP's control.

## Sick Time Off

UCP provides paid sick leave benefits to regular full-time team members. Eligible team members accrue 12 days of sick leave benefits per year. Sick leave benefits are capped at a maximum amount of 80 days. UCP encourages team members to save sick time, as much as possible, to assist in compensation during unexpected and longer-term illnesses.

Team members who are unable to report to work due to illness or injury should notify their direct supervisor prior to scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence (refer to the program specific manuals for your program).

If a team member is absent for more than three (3) consecutive days due to illness or injury, a physician's statement may be required verifying the disability and its beginning and expected ending dates before returning to work.

Paid sick leave is a benefit that is accumulated in order to provide a cushion for incapacitation due to illness. Team members may use up to one-half of their annual accrual to attend to the illness of their child, spouse or registered domestic partner. Do not abuse your sick leave privilege. Patterns of absences, such as absences on days immediately before or after the weekend, may be subject to disciplinary action up to and including termination.

## Smoking and Tobacco Use

UCP, in keeping with our intent to provide a safe and healthful work environment, prohibits smoking in the workplace except in designated areas as approved by management. Smoking may only take place on scheduled breaks during the work day and never in the presence of clients. This policy applies equally to all team members, vendors, customers, and visitors.

## Social Security

As a team member of UCP, you are covered under the provisions of the Federal Social Security law (FICA). Social security benefits are a step to provide you and your family a retirement income. The amount of deduction from team member's wages for social security taxes is matched by UCP. The total contribution by you and the company is credited toward your social security benefits, which may be available at the time you are eligible to retire. In addition, disability and survivors benefits are financed through social security.

## State Disability

Team members who suffer a non-work related illness or injury might be entitled to State Disability Insurance (SDI). SDI benefits are paid by the state and are financed from mandatory payroll tax deductions from all team members' wages.

## Suggestion Program

As team members of UCP, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas. All team members are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit UCP by solving a problem, reducing costs, improving operations or procedures, enhancing customer and vendor service, eliminating waste or spoilage, or making UCP a better or safer place to work. Statements of problems without accompanying solutions or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help. Submit suggestions to Management for review. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

**Advisory Council:** UCP has formed an Advisory Council made up of representatives from each program/department, Management and the Leadership Team, to provide another means of open communication between management and staff. The representatives are responsible for bringing suggestions/concerns to the meetings and reporting the results back to their team mates.

## Team Member Assistance Programs

UCP recognizes that team members may have personal or work related issues for which they need outside assistance. Contact your Supervisor or Director of Human Resources for more information on the programs available.

## Team Member Conduct and Work Rules

The following conduct is prohibited and will result in disciplinary action up to and including termination. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, team member welfare and UCP's operations may also be prohibited.

- Absence without permission (leaving work without approval)
- Abusing company telephone privileges.
- Bringing onto the property of UCP, firearms, ammunition, or concealed weapons of any kind
- Bringing any unauthorized individuals to an in-home assignment
- Breach of confidentiality policy
- Breach of client confidentiality
- Carrying unauthorized passengers in UCP vehicles during working time
- Causing, creating, or participating in a disruption of any kind during working hours on UCP property
- Engaging in relationships with other team members which may be considered a conflict of interest or create a problem of supervision, safety, security, or morale

## **Team member Conduct and Work Rules cont.**

- Entering company property while under the influence of, or having in their possession, any intoxicating beverage or illegal drug. This includes consumption, sale, or transfer of such substances during break times, meal periods, or during work time in personal vehicles
- Engaging in sexual harassment of any kind
- Excessive tardiness or absenteeism
- Failing to immediately report to the supervisor any injury, no matter how slight.
- Failing to observe dress or safety rules
- Failing to safeguard clients
- Failing to notify a supervisor when unable to report to work
- Failing to provide a physician's certificate when requested to do so
- Failure to follow mandated reporting requirements
- Failure to adhere to policies and procedures outlined in program specific manuals
- Falsifying employment application or other documents required by UCP
- Falsifying time records/time clock violations
- Falsification of any documentation
- Intentionally destroying or damaging UCP property or the property of other team members
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management
- Keeping or using client's personal property
- Misappropriation or attempting to steal UCP property or the property of other team members, clients, vendors or customers
- Playing music during work hours that is of vulgar or obscene nature and at a high volume that is uncomfortable for clients and other team members
- No Call/No Shows for a scheduled shift (job abandonment)
- Participating in horseplay or practical jokes on UCP time or on UCP premises
- Performing activities other than company work during working hours
- Provoking a fight or fighting during working hours or on UCP property
- Recording the work time of another team member or allowing any other team member to record your work time, or falsifying any time card, either your own or another team member's
- Removing UCP property without written approval
- Refusing instruction from your supervisor (insubordination)
- Sleeping or malingering on the job
- Threatening, intimidating, coercing, harassing, or interfering with fellow team members or indulging in harmful gossip
- Unauthorized use of UCP vehicles
- Unauthorized use of personal iPods while on work time
- Using profane and/or abusive language at any time on UCP premises
- Verbal, physical and/or sexual abuse of clients
- Violation of cell phone use policy
- Violating any criminal law which has some bearing on work performed for UCP
- Violation of safety rules
- Wearing UCP uniforms while off-duty
- Wearing non UCP-logo'd items while on work time

## **Team Member Orientation**

Each new team member shall be scheduled for an orientation session. This orientation session shall be conducted so that the new team member can receive an introduction to UCP, its history, its operations, its personnel policies and Team Member Handbook, and a review of team member benefits. During this period, team members are also asked to complete new-hire paper work. In addition, team members will receive orientation to their specific departmental procedures by the appropriate department manager.

## **Team Member Reporting**

As required by State Law, it is the policy of UCP to report the name, address, and social security number of all new team members to the Employment Development Department within 20 days of starting work.

## **Timekeeping**

Accurately recording time worked is the responsibility of every nonexempt team member. Federal and state laws require UCP to keep an accurate record of time worked in order to calculate team member pay and benefits.

Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt team members should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. The workweek is midnight Sunday to midnight Saturday. They should also record the beginning and ending time of any split shift or departure from work for personal reasons.

Overtime work must always be approved before it is performed.

We require team members to sign time records and supervisors to verify and initial those records at the end of each timekeeping period.

Altering, falsifying, tampering with time records, or recording time on another team member's time record may result in disciplinary action up to and including termination.

## **Time Off for Attending Child's School Disciplinary Meetings**

If you are the parent or legal guardian of a child who lives with you and you receive written notice from the principal of the child's school requesting your attendance at a disciplinary conference, you are entitled to take an unpaid leave to attend the conference. Check with your manager for eligibility and scheduling before taking any leave to attend a disciplinary conference.

## **Time Off for Attending Child's School Activities**

If you are a parent or legal guardian of a child in grades K-12, and wish to take time off to visit the school of your child for a school activity, you may take off up to eight (8) hours each calendar month (up to a maximum of 40 hours each school year), provided you give reasonable notice to UCP of your planned absence. Team members wishing to take such leave may utilize their existing unused vacation time. UCP requires documentation from the school noting the date and time of your visit.

If both parents of a child work for UCP, only one parent –first to provide notice – may take time off, unless UCP approves both parents taking time off simultaneously.

## **Time Off to Vote**

If your work schedule does not permit you to have sufficient time to vote before or after working hours in public elections, then you will be allowed time off during work hours to go to the polls. In such situations, UCP will pay you for up to the first two hours of absence from regularly scheduled work which is necessary to vote. Any additional time necessary will be without pay. You must give reasonable notice of the need to have time off to vote and must give at least three days' notice when three days' notice is possible. Team members must submit a voter's receipt on the first working day following the Election Day to qualify for paid time off.

## **Unemployment Insurance**

If your employment terminates, you may be eligible to receive unemployment insurance. In most cases, you must file a claim in order to collect this benefit. Should such a situation arise, you should inquire about unemployment insurance at the time of separation from service. We will be happy to explain your rights under the law and provide a pamphlet from The Employment Develop Department (EDD) outlining team member's rights and obligations.

## **Use of Equipment and Vehicles**

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using UCP property, team members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. All property of UCP, including equipment and vehicles are for business purposes only. Personal use of equipment and vehicles is prohibited without prior approval from management.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair.

Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to clients, team members or others. The supervisor can answer any questions about a team member's responsibility for maintenance and care of equipment or vehicles used on the job.

Team members may be required to provide a copy of their current DMV printout at least once per year. Safety belts are to be worn at all times. Team members are required to comply with all traffic laws, rules and regulations. Failure to follow established operator rules may result in disciplinary action up to and including termination. Team members are required to have a valid driver's license at all times. Uninsurable drivers may be immediately discharged.

Any citations or moving violations will be the driver's responsibility, unless the citation exclusively involves the UCP vehicle itself.

Only UCP team members, consumers and pre-approved volunteers/special program participants are permitted in UCP vehicles. Team members driving company vehicles or personal vehicles for company business are required to immediately inform their supervisor or manager if their driver's license is suspended, revoked, expires or if they receive a driving-under-the-influence (DUI) citation. In addition, team members that drive personal vehicles for company business must immediately report to the supervisor or manager if their automobile insurance expires or is cancelled. The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action up to and including termination.

## Use of Telephones

All personal telephone calls from the office should be kept to a minimum. They must not interfere with your work.

Emergency calls regarding illness or injury to family members, changed family plans of a serious nature, or calls for similar reasons may be made at any time. Incoming urgent calls will be directed to you.

Team members will be financially responsible for personal use/abuse of company issued cellular phones and will be subject to disciplinary action. In addition, team members may be required to reimburse UCP for any charges resulting from their personal use of the telephone.

Cellular phones are assigned to on-call team members and are the property of UCP and shall be returned immediately upon request or dismissal. Cellular phones assigned to team members are for the purpose of UCP communication and shall not be abused.

Personal cell phones may not be used during working hours. Personal cell phones may be used during breaks or meal periods only. Emergency contact should be made through the Program phones.

To ensure effective telephone communications, team members should always use the approved greeting and speak in a courteous and professional manner. Always confirm information received from the caller, and hang up only after the caller has done so.

## Vacation Time Off

Paid vacations are granted to regular full-time team members who are scheduled to work a maximum of thirty two (32) hours per week in recognition of continuous service with the intent that the team member may enjoy a period of rest and relaxation. Vacation benefits accrue the first day of employment and can be utilized after completing a 90 day waiting period.

### First – Third Years:

- Exempt team members receive 15 days/year, accruing 1.25 days/month
- Non-exempt team members receive 12 days/year, accruing 1.0 days/month

### Fourth – Fifth Years:

- Exempt team members receive 20 days/year, accruing 1.66 days/month
- Non-exempt team members receive 15 days/year, accruing 1.25 days/month

### Six Plus Year:

- Exempt team members receive 24 days/year, accruing 2.0 days/month
- Non-exempt team members receive 20 days/year, accruing 1.66 days/month

### Additional information:

- Paid vacation time can be used in minimum increments of 1-hour
- Vacation time does not accrue during a period of lay-off of service or leave of absence
- Vacation time will be paid at the rate being earned at the time the vacation is taken
- At the end of the benefit year unused time is carried over, but “capped” at 30 days accrual
- Unused accrued vacation time, up to the maximum allowed by this policy, will be paid out upon a team member’s separation of employment
- All vacation time must be scheduled in advance and approved by the team member’s supervisor before vacation benefits will be paid out
- The business operational needs of each department will be considered in granting a vacation leave

### **Vacation Time Off cont.**

- Vacation can be taken at any time during the calendar year subject to supervisor’s approval
- Approval is on a first-come, first-served basis, in the event more than one request comes in at the same time, the Program Manger will use tenure as a secondary qualifier

### **Vacation Buy-Out Plan**

UCP will honor a request to ‘buy-out’ one half of your current available vacation hours **only one time per calendar year.**

UCP reserves the right to refuse cashing out any vacation wages if its management deems, in its sole discretion, that the financial best interests of the organization are best served by denying the cash out request. Accrued vacation will always be cashed out at employment separation. Further, if the request for cash in lieu of paid time off is denied, the team member may schedule paid time off pursuant to the vacation policy in the Team Member Handbook.

### **Visitors in the Workplace**

To provide for the safety and security of team members and the facilities at UCP, only authorized visitors are allowed in the workplace.

Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards team member welfare, and avoids potential distractions and disturbances.

All visitors should enter UCP at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Team members are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on UCP premises, team members should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

### **Work Schedules**

Work schedules for team members vary throughout our organization. Supervisors will advise team members of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

### **Worker’s Compensation Insurance**

UCP provides a comprehensive worker’s compensation insurance program at no cost to team members. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, worker’s compensation insurance provides pay benefits after a short waiting period or, if the team member is hospitalized, immediately.

Team members who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible team member to qualify for coverage as quickly as possible.

## **Worker's Compensation Insurance cont.**

Neither UCP nor the insurance carrier will be liable for the payment of worker's compensation benefits for injuries that occur during a team member's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by UCP. **All team members of UCP have the right to choose their own health care provider. To be eligible each team member must have completed and turned in the Physician Pre-Designation Form.**

## **Worker's Compensation Fraud**

The company carries worker's compensation insurance coverage as required by law to protect team members who are injured on the job. The insurance provides medical, surgical and hospital treatment in addition to payment of loss of earnings that result from work-related injuries. Compensation payments begin the first day of a team member's hospitalization or after the third day following the injury if a team member is not hospitalized. The cost of this coverage is paid completely by UCP.

UCP wants to remind you:

***"Any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying Worker's Compensation benefits or payments is guilty of a felony," (SB1218)***

***"Every person who violates any provision of this section shall be punished by imprisonment in the county jail for one year, or in the state prison, for two, three, or five years, or by fine not exceeding fifty thousand dollars (\$50,000) or double the value of the fraud, which ever is greater or by imprisonment and fine."***

In other words, if you submit false information, or misrepresent something, in order to obtain Worker's Compensation benefits, you can be sent to jail for up to five years and be fined up to \$50,000.

Moreover, a new provision has been added to the criminal laws which states that if you refer someone to an attorney for the purpose of filing a Worker's Compensation claim either knowing or recklessly disregarding that the person intends to file a fraudulent claim, you can be sent to jail for a period of one to three years and fined up to \$10,000.

## **Workplace Monitoring**

Workplace monitoring may be conducted by UCP to ensure quality control, team member safety, security, customers and vendors satisfaction.

## **Workplace Violence Prevention**

UCP is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, UCP has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All team members, including temporary team members, should be treated with courtesy and respect at all times. Team members are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another team member, a customer, vendor, or a member of the public at any time, including off-duty periods, will not be tolerated.

### **Workplace Violence Prevention cont.**

This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, color, national origin, age, religious creed, mental or physical disability, medical condition, ancestry, marital status, sexual orientation, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by team members, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work areas, do not try to intercede or see what is happening.

UCP will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination.

UCP encourages team members to bring their disputes or differences with other team members to the attention of their supervisors or Human Resources before the situation escalates into potential violence. UCP is eager to assist in the resolution of team member disputes and will not discipline team members for raising such concerns.