



**Focus Counseling, Inc.**  
**EMPLOYEE HANDBOOK**

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# Introduction

## Welcome

We are pleased to have you as our teammate. At Focus Counseling, Inc., we work together as a team. Your input, participation and cooperation, are expected and appreciated. We are aware that our greatest assets are loyal, well-informed employees, who are challenged by their assignments and growing in their careers. Accordingly, this handbook has been prepared to provide you with information about our company, its policies, and the benefits available to you. This handbook gives a general overview of what the company expects from you, and what you can expect from the company. The benefits and policies in this handbook are current and are subject to change. If you have any questions, whether addressed in the Employee Handbook or not, please bring them to the attention of the Business Manager.

Focus Counseling, Inc. takes great pride in being a platform for dedicated providers of substance abuse and mental health services to do what they do best.

We aim to maintain our excellent reputation and to continue to grow and prosper. Your enthusiasm, performance and loyalty as a member of the Focus Counseling, Inc. team are critical to the success of our company.

We are happy to have you join our company and look forward to a mutually beneficial association. We all hope that being a member of this team will provide an opportunity to pursue your ambitions, improve your skills, and experience a sense of pride and accomplishment that comes with the satisfaction of doing a meaningful job well.

Welcome to our company!

Calvin Brace  
CEO

## Background

Focus Counseling was founded in 2017 in partnership with Dane County Comprehensive Community Services. As an agency, Focus Counseling brings together compassionate, hardworking providers dedicated to delivering high quality services to individuals and families in our community.

## Mission

Our mission is to empower, support, and inspire hope along one's path to recovery and wellness.

## Core Values

Focus Counseling employs its core values of **acceptance**, **trust**, **teamwork**, **wellness**, and **hope** while serving anyone that chooses to bring their life into Focus.

## Statement of Purpose

The employee handbook summarizes the employment policies and is provided to ensure clear expectations and efficient operations. It is your responsibility to read and become familiar with this handbook and to follow the policies contained in it. We do not expect this handbook to answer all questions. Management and Business Manager will also serve as a major source of information. Many matters which may be covered by this handbook, such as benefit plan descriptions, are also described in separate Summary Plan Descriptions (SPD's). These Company documents always have precedence over any statement made in this handbook or by any member of Management.

No employee handbook can anticipate every circumstance or question. Therefore, Focus Counseling, Inc. reserves the right to revise, supplement, or rescind any portion of this Handbook from time to time as deemed appropriate, in its sole and absolute discretion, with or without notice. Communication is a joint responsibility shared by Focus Counseling, Inc. and its employees. If you have questions regarding the benefits or policies described in his Handbook, they should be directed to the Business Manager. The final decision on any question regarding interpretation of Focus Counseling, Inc. policies rests solely with the executive Management of Focus Counseling, Inc.

# Employment Relationships

## Employment at Will

Employment with the company is “at-will”. This means that either the employee or the company may terminate employment at any time, with or without notice. No statements by personnel alter this “at-will” employment relationship. This handbook is prepared to provide our employees with information and guidelines. It is not a contract of employment between Focus Counseling and its’ employees.

## Equal Opportunity

To give equal employment and advancement opportunities to all people, the company makes employment decisions based on each person's performance, qualifications, and abilities. The company does not discriminate in employment opportunities or practices on race, color, creed, religion, ancestry, sex, national origin, age, disability, sexual orientation, marital status, political affiliation, arrest or conviction record, or veteran status in accordance with all applicable laws. In addition, the company will comply with applicable state and local laws governing nondiscrimination in employment.

The company’s Equal Employment Opportunity policy covers all employment practices including, but not limited to, selection, job assignment, compensation, discipline, termination, leaves of absence, and access to benefits and training.

## Retaliation

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

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

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

## Misconduct Reporting and Whistleblower Law

Misconduct Reporting - In keeping with this commitment and expectations, staff are strongly encouraged, and under certain circumstances obligated, to report any actual or suspected misconduct involving Focus Counseling, Inc. services and operations in accordance with this policy. Such reporting must be based on a good faith and reasonable belief that the alleged misconduct has both occurred and is a violation of applicable laws, statutes, standards, rules or regulations, or a serious or ongoing violation of Focus Counseling, Inc. policy. Staff who intentionally submit a report knowing the allegations to be false and not in good faith will be subject to disciplinary action, up to and including termination of employment/placement and or legal sanctions.

Examples of reportable misconduct include, but are not limited to:

- Abuse or neglect of a consumer or misappropriation of consumer funds and or property
- Engaging in clinical practices that violate applicable laws, standards, rules, regulations or policies that pose a potential risk to public health or safety
- Billing for services not performed

- Engaging in activities that constitute a conflict of interest
- Theft or misappropriation of Focus Counseling, Inc. property and or resources
- Falsifying records or information
- Destruction of records (including e-mails, voicemails or other forms of electronic communication) in violation of retention requirements or records that relate to or result from an investigation
- Fraud, discrimination, threats, intimidation or harassment

Reports of other known or suspected misconduct in Focus Counseling, Inc. services or operations may be made orally or in writing to the Business Manager, or to a Focus Counseling, Inc. supervisor. The Business Manager is responsible for ensuring that all such allegations are investigated and resolved on a timely basis and that appropriate action is taken to correct any violations found. Suspected violations of applicable statutes, regulations and standards may also be reported directly to any entity that accredits, certifies or approves the facility, unless disclosure is prohibited by law. Investigation into an allegation will begin as soon after the report as possible, but no longer than 14 days after the initial report is made.

Staff are encouraged to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Confidentiality of all involved will be maintained to the extent possible, consistent with the need to conduct an adequate investigation. Concerns may be expressed anonymously, but since it is more difficult to evaluate the credibility of the concern without interviewing the reporting staff, investigation of the allegations will be dependent upon the seriousness of the issue raised and the likelihood of confirming the allegations using available resources.

No Retaliation (Whistleblower Law) carry specific “whistleblower” protections for employees. This Focus Counseling, Inc. Whistleblower Policy is intended to comply with the law and to provide all staff with a means to raise serious concerns within the organization knowing that they will not suffer harassment, retaliation or adverse employment consequences for having done so in good faith. Any staff who retaliates against someone who, in good faith, has reported a concern of misconduct, or against someone who participates in investigations or proceedings relating to the reported concern, will be subject to discipline up to and including termination of employment/placement.

Staff who believe that they have been unfairly disciplined or retaliated against in violation of this Whistleblower Policy should contact the Business Manager. Consistent with the process stated above, the Business Manager will ensure that allegations are investigated, and appropriate steps taken to prevent or correct any unfair treatment that is found to have occurred. The law also gives employees the right to file a complaint directly with certain government agencies or departments, such as the Equal Rights Division of the WI Department of Workforce Development, the U.S. Equal Opportunity Commission, etc.

For more detailed information on this law, review the labor law posters displayed at your work location or contact the Business Manager.

### **Americans with Disabilities Act (ADA) and Reasonable Accommodation**

Any applicant or employee who believes they require an accommodation in order to perform the essential functions of the job should contact Management or the Business Manager to request such an accommodation. Employees should specify what accommodation they need to perform the job and submit supporting medical documentation explaining the underlying physical or mental disability and the basis for the requested accommodation. The Company then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made. The Company will evaluate requested accommodations, and as appropriate identify other possible accommodations, if any. The employee will be notified of the Company's decision regarding the



request within a reasonable period. The Company treats all medical information submitted as part of the accommodation process in a confidential manner.

Focus Counseling, Inc. will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the Company's operations. If you wish to request such an accommodation, please speak to Management.

## **Commitment to Diversity**

Focus Counseling, Inc. is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socioeconomic status, veteran status, and other characteristics that make our employees unique.

Focus Counseling, Inc.'s diversity initiatives are applicable- but not limited to- our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions, transfers, layoffs, and terminations. All employees have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the jobsite, and at all other company-sponsored and participative events.

## **Non-Harassment / Sexual Harassment**

The company is committed to a workplace free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability, status as a veteran, or any other protected status. In addition, the following are protected in Illinois and followed by the organization, sex, arrest record, citizenship status, unfavorable military discharge, retaliation, sexual harassment, physical or mental handicap and orders of protection. Offensive or harassing behavior will not be tolerated. This policy covers vendors, customers, or others who enter our workplace, as well as all employees.

Harassment is defined as any behavior (verbal, physical or visual) that is reasonably considered unwelcome or offensive to another employee and/or creates an intimidating, hostile, or offensive work environment for any other employee.

Anyone who believes he or she is being discriminated against as a result of harassing behavior is encouraged to report it to the Business Manager. All complaints will remain as confidential as possible. Complaints made in good faith will in no way be held against an employee.

All allegations of harassment will be quickly and discreetly investigated by the Business Manager. A claim of harassment may exist even if the employee has not lost a job or some economic benefit. To the extent possible, the confidentiality of an employee, any witnesses and the alleged harasser will be protected against unnecessary disclosure.

The company prohibits retaliation by another employee against any employee for filing a complaint or for filing, testifying, assisting, or participating in any manner in an investigation, proceeding, or hearing related to a harassment or discrimination complaint.

Any employee of the company who is found to have engaged in prohibited harassment is subject to disciplinary action, up to and including discharge from employment.

## **Conflicts of Interest**

The company expects all employees to be ethical in his or her conduct as it affects the company's reputation and success. The company requires employees to carefully follow all laws and regulations and have the highest standards of conduct and personal integrity. The company's continued success depends on client, employee, and community trust.

Employees owe a duty to the company and their clients to act in ways that will earn the continued trust and confidence of the public.

The company will comply with all applicable laws and regulations and expects all employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical. Employees should be familiar with DHS rules on Patient Rights and will be expected to follow those guidelines.

It is the responsibility of every employee to comply with the company's policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

A conflict of interest is defined as an action or actions based on interests other than those of the company, or when an individual's personal economic interest conflicts with his or her actions in his or her business capacity. Some examples of situations to be avoided: loans or excessive entertainment from suppliers, clients, or others dealing with the company, the use of privileged information, outside unauthorized employment, disclosure of confidential data to any outsider, and use of company positions for personal gain. Whenever there is a possible conflict of interest, it should be discussed with the Business Manager.

### **Ethical Standards and Gifts**

Focus Counseling, Inc. expects its employees to observe the highest standards of business ethics.

No employee should take any action on behalf of the Company that they know, or reasonably should know, violates any applicable law or regulation. This includes such activities as bribery, kickbacks, falsehoods, and misrepresentation.

Focus Counseling, Inc. prohibits all employees from accepting gifts, gratuities, or entertainment from individuals and firms with whom Focus Counseling, Inc. does business. It is also a violation to give gifts to individuals or firms with whom Focus Counseling, Inc. does business. Excluded from this prohibition is the exchange of normal business courtesies such as luncheons or dinners, when they are proper and consistent with regular business practice. Also excluded are advertising or promotional materials and holiday or other gifts, which are of nominal value (less than \$25.00).

Failure to comply with the aforementioned provisions may result in corrective action, up to and including termination of employment.

### **Confidential Information and Non-Disclosure**

All employees are required to maintain the confidentiality of information that he or she receives during the course of his or her employment, whether related to the company, clients or co-workers. Confidential information obtained as a result of employment with the company is not to be used for the purpose of furthering any private interest or as a means of making any personal gain. Use or disclosure of such information could result in civil or criminal penalties, both against the employee concerned and the company.

Employees will be required to sign a confidentiality agreement. If an employee improperly uses or discloses a trade secret or confidential business information, he or she will be subject to disciplinary action, up to and including termination of employment and legal action. This applies even if the employee does not get any benefit from releasing the information. This policy is not intended to infringe on any employees' rights under the National Labor Relations Act.

### **Medical Information Privacy**

Duties, as assigned by the company may provide employees with access to individually identifiable health care information protected by state and/or federal law. This information may be acquired orally, in writing and/or

electronically during the course of employment. No part of a client's case history may be given to a third party without permission from the Director and the written consent of the client or his or her guardian.

Use or disclosure of individually identifiable health information is limited to the extent that the information is necessary to perform assigned tasks. Any unauthorized use or unauthorized disclosure of individually identifiable health information may subject employees to immediate suspension, termination, fines and/or penalties under state or federal law.

# Employment Relationship

## Employment Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, Focus Counseling classifies its employees as shown below. Focus Counseling, Inc. may review or change employee classifications at any time.

### Employee Wage Classification

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

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

### Employee Status

**Regular, Full-Time.** Employees who are regularly scheduled to work 40 hours weekly and maintain continuous employment status.

**Regular, Part-Time.** Employees who are not in a temporary status and who are regularly scheduled to work fewer than 40 hours weekly, and who maintain continuous employment status.

**Temporary, Full-Time.** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

**Temporary, Part-Time.** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work fewer than 40 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

## Pre-Employment Background Checks

A caregiver background check is conducted on all employees and consultants (clinical & non-clinical.) Employment, placement or continued employment/placement will be contingent upon the results of this check as related to crimes/offenses identified by the Wisconsin Department of Health Services (DHS) as "permanent bars" to employment, "bar with rehab," and "other crimes/offenses that may bar employment/licensure" if found to be substantially related to the position or license.

The caregiver background check is included as part of the initial screening and hiring process and will be conducted again every year thereafter. If the staff has resided outside of Wisconsin or been discharged from the military within the preceding three years, the check will include a review of out-of-state conviction and military discharge information. If no record is found, or if the date of the reported crime/offense is outside the relevant statute of limitations designated by DHS, results of the check will be available only to the staff and a single, designated person in the Focus Counseling, Inc.'s Business Manager. In all other cases where a record is found, Focus Counseling, Inc.'s Business Manager, will share the information with the supervising director. If the record includes a crime/offense identified on the State's "permanent bar" or "may bar" list, the Business Manager will consult with the appropriate supervisor(s) and arrange a meeting with the staff to discuss the information and make a determination on how to proceed. If the crime/offense is not one included on either list, the supervisor will meet with management and may share the information with the appropriate supervisor(s) prior to making a decision. Results of all background checks will be maintained in a secure file in the Focus

Counseling, Inc.'s Business Office. Focus Counseling, Inc.'s Business Manager will maintain a schedule of background check expiration dates and will conduct the necessary renewals in compliance with relevant statutes and standards.

Staff are required to disclose to Focus Counseling, Inc. any changes in the information provided as a part of their caregiver background check that occur during their employment/placement with Focus Counseling, including: convictions of any crime (misdemeanor or felony); substantiated findings of abuse or neglect of a consumer or misappropriation of a consumer's property; current investigations related to abuse or neglect of a consumer or misappropriation of a consumer's property; professional credential restrictions, limitations or revocations; program licensure limitations, revocations or denials; discharge from any branch of the US Armed Forces, including any reserve component; residency outside of the State of Wisconsin; and Rehabilitation Review requests.

Disclosure must be made to Focus Counseling, Inc. as soon as possible following the occurrence, but no later than the staff's next day of work.

Staff who fail to comply with requests for information needed to maintain a valid caregiver background check, who knowingly give false information or knowingly omit information, or who fail to comply with the requirements for self-disclosure of changes in information may be subject to sanction, including but not limited to suspension and/or termination.

### Work Week and Hours of Work

The standard workweek is from *Monday at 12:00 a.m. until Sunday 11:59 p.m.* Office hours are Monday through Friday 9:00 a.m. to 5:00 p.m., with a 30-minute lunch break. Individual work schedules may vary depending on the needs of each department.

### Meal and Rest Breaks

Employees are entitled to a **30**-minute unpaid meal break each day. If a nonexempt employee is required to work through a meal break, he or she will be paid for the 30-minute period. Meal and rest breaks will be scheduled by the department supervisor or manager.

### Lactation Breaks

The Company will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest periods already provided to the employee. If the break time cannot run concurrently with rest periods already provided to the employee, the break time will be unpaid, subject to applicable law.

The Company will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall for the employee to express milk in private. This location may be the employee's private office, if applicable. The room will be clearly designated and either have a lock on the door or a sign to indicate when the room is in use. The Company may not be able to provide additional break time if doing so would seriously disrupt the Company's operations, subject to applicable law. Please consult the Business Manager if you have questions regarding this policy. Nursing mothers will also be provided with a refrigerator to store their breast milk. Employees are responsible for labeling their milk with their name and the date on which the milk was expressed.

Employees should advise Management if they need an additional break time and/or an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

## Time Records

In compliance with federal and state laws, non-exempt employees will keep daily records of the hours they work on time sheets that are signed by both the Supervisor and employee electronically.

No employee may fill out a timesheet for another employee. It is the employee's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a Supervisor, who will attempt to correct legitimate errors. Completing a timesheet for another employee will subject the employee to disciplinary action, up to and including termination.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence or personal business.

## On Call

An on-call employee who is called back to work outside his or her normal work schedule should be paid for the time worked or a minimum of two hours, whichever is greater. Department directors should establish reasonable maximum response times (between 15 and 60 minutes) for their departments.

Time worked while on call will be calculated at the employee's regular rate of pay. If an employee is called back to work, he or she will be paid for travel time. If an on-call employee is not called back, no pay will be earned. Overtime compensation is applicable only when total hours worked exceed the regular full-time work cycle.

Emergency call-backs that occur during paid holiday leave will be considered overtime. Justification must be provided to the department director to validate that the call-back is an emergency.

Employees who are on call must adhere to all Focus Counseling, Inc.'s policies, including substance abuse and testing. Any variance from such policies may result in disciplinary action, up to and including termination.

## Overtime

Focus Counseling, Inc. compensates all employees paid on an hourly basis at the appropriate overtime rate for all hours worked in excess of 40 hours in a one-week period (Sunday-Saturday). Nonexempt employees will be paid overtime compensation at the rate of one and one half their regular rate of pay for all hours over 40 actually worked in a single workweek. PTO and holidays are not used in determining eligibility for overtime premium. Employees must obtain the approval of their supervisor prior to working any overtime. Overtime worked without manager approval will be subject to disciplinary action.

## Paychecks

Focus Counseling, Inc.'s pay period for all employees is on the 5<sup>th</sup> and 20<sup>th</sup> of the month. Employees who work on special projects may have a different pay schedule. If pay day falls on a federal holiday, employees will receive their paycheck on the next workday after the holiday. Employees will be paid by direct deposit.

Payroll stubs itemize deductions made from gross earnings. By law, the Company is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in an employee's pay, the employee should bring the matter to the attention of their Manager immediately so the Company can resolve the matter quickly and amicably.

## Deductions from Pay/Safe Harbor Exempt Employees

By law, the company is required to withhold certain minimum amounts from wages for Social Security Tax (FICA), Medicare Tax, Federal Income Tax, and any state or local income taxes where applicable.

Upon request, the company may withhold more than the minimum amounts for income taxes. The company is not allowed to withhold less than the required minimum. These requirements and options are explained on the form W-4. With authorization, the company may withhold additional amounts for certain purposes, such as insurance premiums or other purposes by mutual agreement between the company and employees.

Any deductions not required by law must be authorized by the employee, in advance, in writing. There are some situations where an employer is required by law to withhold certain amounts from an employee's payroll and pass them on to a third party. This is called wage garnishment, and it occurs when certain types of unpaid debts, and a creditor has obtained a court judgment against an individual.

## Expense Reimbursement

Employees who need to make a purchase for the company must obtain prior approval from management. Staff must submit a reimbursement request form with the original receipt, and this must be signed by his or her supervisor.

## Mileage Reimbursement

Employees who utilize their personal vehicles for providing CCS services and for travel to required meetings and/or professional conferences may request reimbursement. All employees requesting reimbursement must have a valid driver's license and have car insurance.

A completed and signed Mileage Reimbursement Form must be turned in to the CEO no later than 10 days after the last day of the month. Failure to complete and submit the Mileage Reimbursement Form within the 10 days may result in not being reimbursed.

Unallowable miles include commuting miles between home and the employee's regular work site.

It is the responsibility of the approver to ensure that an employee's monthly Mileage Reimbursement Form:

- Includes all required information (date of travel, purpose of travel, locations traveled to and from, total miles, reimbursement amount, employee printed name, signed name, and date)
- Was submitted timely (no later than 10 days after the end of the month end)
- States a purpose for travel that is considered work-related

When the Mileage Reimbursement Form is reviewed and approved, the form will be forwarded to the accountant to be paid. Timely forms will be submitted to the accountant every Friday.

Any questionable Mileage Reimbursement Forms will be submitted to the Executive Director for a more focused review. Reimbursement will be denied if expenditures are deemed non-work related. An employee who knowingly misrepresents their mileage traveled or who files or signs any reimbursement forms that contain deliberate false statements are subject to disciplinary action, up to and including termination and possible criminal action. Honesty is the best policy.

## Access to Employee Files

Employee files are maintained by Focus Counseling, Inc. and are considered confidential. Managers and Supervisors may only have access to personnel file information on a need-to-know basis. Employee file access by current employees and former employees upon request will generally be permitted within 7 days of the request unless otherwise required under state law. Personnel files are to be reviewed in the **Business Manager's office**. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

## Separation from Employment

In all cases of voluntary resignation, employees are asked to provide a written notice to their Supervisor at least 10 working days in advance of the last day of work. The 10 days must be actual working days. Holidays and paid time off (PTO) will not be counted toward the 10-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

When the employee terminates, he or she will receive his or her final pay in accordance with applicable state law.

The company may conduct an exit interview with the departing employee. If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the employee's home address.

## Wisconsin's Business Closing and Mass Layoff

Focus Counseling, Inc. may periodically notify employees of layoffs. During a layoff, Focus Counseling, Inc. will comply with the Wisconsin's Business Closing and Mass Layoff (WBCML) Law. When there is overlap between federal, state and/or local law, Focus Counseling, Inc. will comply with the law that offers the greatest rights or benefits to the employee.

### Wisconsin's Business Closing and Mass Layoff Law (WBCML)

Wisconsin requires employers with 50 or more employees in the state to give 60 days' notice of a business closing (affecting 25 or more employees) or mass layoff (affecting the greater of 25 percent of the employer's workforce or 25 employees, or termination of 500 or more employees) to:

- affected employees
- union representatives
- the highest official of the municipality in which the employer is located; and
- the state



# Workplace Safety

## Health and Safety

Job safety is a fundamental concern for Focus Counseling, Inc. and its staff. Everyone in the workplace has a role in promoting and maintaining a safe work environment. This entails open dialogue and routine discussion about safety awareness so that staff can address any threats to safety that may occur. Workers will be supported by management and peers, thereby creating a culture of safety.

It is the responsibility of Focus Counseling, Inc. to ensure that the necessary policies and procedures, equipment, training and support are available to staff as they work within their programs or at various locations throughout the community. Focus Counseling, Inc. will provide ongoing oversight and review of all agency and program safety policies, practices and procedures. Staff are expected to be familiar with and follow established policies and procedures, including the reporting of occupational incidents that result in (or may have resulted in) injury, illness or harm to self or others or damage to property or the environment.

Staff are expected to take reasonable and necessary precautions to protect their own safety and the safety of others. Supervisors are responsible for periodically reviewing and ensuring that staff are familiar with Focus Counseling, Inc.'s policies and procedures and will work with staff on problem solving around issues that staff perceive to be dangerous or potentially dangerous. Where staff assess themselves to be in a dangerous situation and circumstances preclude seeking such supervisory consultation in advance, Focus Counseling, Inc. will support staff in decisions made and actions taken to protect their personal safety and/or the safety of others.

## Drug-Free and Alcohol-Free Workplace

While the company has no intention of intruding into the private lives of its employees, the company does expect employees to report for work in a condition to safely do his or her duties. The company recognizes that an employee's off-the-job, as well as on-the-job involvement with drugs and alcohol can have an impact on the workplace and on our ability to accomplish our goal of a drug and alcohol-free work environment.

The company provides a safe and productive work environment for all employees. It is the policy of the company that employees shall not be involved with the unlawful use, possession, sale, or transfer of alcohol, drugs or narcotics in any manner that may impair his or her ability to perform assigned duties or otherwise adversely affect the company's business.

Employees are expected to report to work and remain at work in condition to perform assigned duties free from the effects of alcohol and drugs. Further, employees shall not possess alcoholic beverages, controlled substances, drug paraphernalia, or any combination thereof, on any company premises, including any private vehicles parked on company premises or work sites. Alcohol consumption and/or illegal drug use is further prohibited during rest periods and meal periods.

To ensure compliance with this policy, drug testing may be conducted in the following situations:

**For Cause:** Upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to drug testing will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

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

## Smoke-Free Workplace

The company prohibits smoking and use of tobacco products, including e-cigarettes, in the workplace, including vehicles while transporting clients.

Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly while being courteous of neighbors, vendors and customers.

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

## Workplace Violence Prevention

When any Focus Counseling, Inc. staff person believes that a situation may endanger their physical safety through injury, assault, or exposure to communicable disease, and that worker cannot resolve these concerns through their own actions, the employee should consult with a supervisor to determine what action should be taken. Alternatives could include assistance of a supervisor or co-worker, law enforcement personnel, health professional, or another appropriate person. Where staff assess themselves to be in a dangerous situation and circumstances preclude seeking supervisory consultation in advance, Focus Counseling, Inc. will support staff in decisions made and actions taken to protect their personal safety and/or the safety of others.

Staff are given the opportunity to meet face-to-face with their client if they feel it would be beneficial to the client's well-being. However, this is strictly voluntary at the employee's discretion.

### Incident Reporting:

- In the event of a safety threat, the worker's direct supervisor should be notified as soon as possible. The appropriate law enforcement jurisdiction should then be contacted if the worker or supervisor believe police involvement is warranted.
- In the event of an injury that does not require emergency medical attention, the employee should notify their supervisor as soon as possible. The supervisor should contact the Program Director and encourage the worker to complete all relevant paperwork.
- Whenever there is *any* serious or direct safety concern or incident, the assigned supervisor is responsible for ensuring that all required paperwork is completed and submitted to Focus directors.
- Supervisors and directors are encouraged to speak with workers who have experienced safety threats, and with any other affected co-workers to determine the extent of the impact of the incident on worker(s).

## Weapons

Concealed and non-concealed weapons are NEVER allowed on any Focus Counseling, Inc. property, at any Focus Counseling, Inc., sponsored activity, special event, or at any time while in the course and scope of performing one's job, whether or not the employee is on company premises. Focus Counseling, Inc. staff are prohibited from carrying concealed and non-concealed weapons during work hours (even weapons for which a staff member possesses a valid license). Focus Counseling, Inc., staff may NEVER transport a consumer in any vehicle that contains a concealed or non-concealed weapon.

For purposes of this policy, a weapon is defined as any type of:

- Firearm
- Electric weapon (stun gun, electronic control device, etc.)
- Knife
- Blunt instrument (club, pipe, etc.); or any object which is being used in a threatening manner and is capable of causing bodily harm.

## Inspection

Focus Counseling, Inc. reserves the right to require employees while on Company property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Company or client property, and work areas. This includes lockers, vehicles, desks, cabinets, workstations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Company or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

## Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Employees should notify their Supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of Focus Counseling, Inc.'s intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including termination.

Further, the Company is not responsible for any damage to employees' personal belongings unless the employee's Supervisor provided advance approval for the employee to bring the personal property to work.

## Personal Visits, Telephone Calls and Cell Phones

Employees whose job responsibilities include regular or occasional driving, and who use a cell phone for work purposes, are to refrain from using their phone while driving. Employee and client safety must come before all concerns.

Employees are to pull off to the side of the road and safely stop the vehicle before placing or accepting a phone call, text and reading or composing an email. Under no circumstances should employees place themselves at risk to fulfill any work-related needs. Employees who are charged with traffic violations resulting from the use of their phone while driving will be fully responsible for all liabilities that resulting from those actions.

For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas unless approved by Management.

## Emergency Closings

Focus Counseling, Inc. will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, Management may advise Supervisors to notify their departments that the office is not officially closed, but anyone may choose to leave the office if he or she feels uncomfortable.

If the office is officially closed during the course of the day to permit employees to leave early, nonexempt employees who are working on-site as of the time of the closing will be paid for a full day. If you leave earlier than the official

closing time, you will be paid only for actual hours worked, or you can take PTO time. Exempt employees will be paid for a normal full day but are expected to complete their work at another time.

## Workplace Guidelines

### Conduct

Focus Counseling, Inc. endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, employees must abide by certain rules of conduct- as laid out in this Handbook- based on honesty, common sense and fair play. Unacceptable conduct may subject the offender to disciplinary action, up to and including termination, in the Company's sole discretion. Note that all employees are employed at-will, and Focus Counseling, Inc. will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, Focus Counseling, Inc. will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason. The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

### Attendance

Employees are expected to come to work on a reliable and punctual basis. Excessive absenteeism can negatively affect fellow employees, clients and the company. If a situation arises in which employees cannot avoid being late to work or are unable to work as scheduled, employees should contact Focus Counseling, Inc. by phone no later than 30 minutes prior to start time. Employees who repeatedly fail to report for work without any notifications to the company may be considered to have abandoned their job. Excessive absenteeism or tardiness will result in discipline up to and including termination.

Supervisors will discuss individual work schedules with all employees based on client needs. Schedules may be modified to meet company and client demands. Staff are expected to be available for business needs during regular agency operating hours

### No Call/ No Show

- 2 consecutive days of no call/no shows will be considered a voluntary termination (assumed job abandonment).
- 3 single days of no call/no shows within a rolling 12-months will be considered a voluntary termination.
- Attendance violations are tracked on a rolling 12-month schedule.

### Job Performance

Employee performance reviews provide an excellent opportunity for employees and their supervisor to discuss employment. Ongoing coaching and feedback during the course of a year provides employees with the information he or she needs to enhance his or her current role within the company or to prepare for any increased responsibility. Formal performance evaluations will be conducted upon completion of the ninety-day probationary period, following six months of service with the company and annually thereafter. However, a positive performance evaluation does not guarantee an increase in salary, a promotion or continued employment.

### Outside Employment

The company does not prohibit employees from holding outside employment as long as they satisfactorily perform their job responsibilities with the company and as long as that job does not conflict with the employee's duty of loyalty to the Focus Counseling, Inc. Handbook Effective January 2021

company. All employees will be held to the same performance standards and will be subject to the company's scheduling requirements regardless of any existing outside work requirements.

If the company determines that an employee's outside work interferes with performance or the ability to meet the requirements of their job, the employee may be asked to terminate the outside employment if he or she wishes to remain with the company.

## Training

Initial orientation and training for CCS certification will be paid for by the employer. In addition, Employees will receive at least 8 hours of paid training per year for professional development and CCS credentialing.

Should an employee voluntarily separate employment within 1 year of receiving professional development funds, the company will recover any unreimbursed costs from any monies (e.g., salary, vacation pay) otherwise due to employee on the final paycheck(s). If there are insufficient monies due the employee at separation to repay the amount due, employees are required to make other arrangements with the company to complete the repayment of the monies due within 30 days after separation of employment.

## Dress and Grooming

It is important for all employees to project a professional image of the company. To create this image, please be considerate of co-workers, and clients. Good personal hygiene is mandatory. An employee's appearance should be neat and clean at all times. Employees whose appearance is not suitable for client interaction may be asked to leave work and change and this time will not be paid time.

## Social Media Acceptable Use

Social networking sites present unique opportunities for employees to communicate with friends, family, colleagues and the general public. To the extent employees access these sites during non-company time, employees should keep in mind that the information on such sites is posted in a global forum and, therefore, there is no guarantee of privacy or ability to restrict receipt of posted information. Employees should exercise the same judgment and discretion in posting to social networking sites as he or she would when engaging in any conduct in a non-private setting.

Employees are prohibited from posting any confidential, proprietary company information or client pictures/names on social media. When receiving connection requests from clients, employees should use professional discretion. Nothing in this policy prohibits employees from exercising any legal right under any state or federal law nor will employees be subject to discipline for any posts that are legally protected. However, employees should be aware that not all posts to a personal social networking site outside of work time are entitled to legal protection and any such posts may result in discipline if he or she violate this or any other company policy.

While the company has no general practice of reviewing employees' profiles on such sites, employees should be aware that if such profiles contain information suggesting conduct that violates this or any company policy, such information may form the basis for an appropriate investigation and or discipline. This policy is not intended to infringe on any employees' rights under the National Labor Relations Act. Failure to follow these guidelines may result in discipline, up to and including termination.

## Policy Statement to the Media

All media inquiries regarding the position of the Focus Consulting, Inc. as to any issues must be referred to the CEO. Only the CEO is authorized to make or approve public statements on behalf of the Company. No employees, unless specifically designated by the CEO are authorized to make those statements on behalf of Focus Counseling. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from the CEO.

## Solicitation

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on work time. "Work time" is defined as the time an employee is engaged, or should be engaged, in performing his/her work tasks for Focus Counseling, Inc. Solicitation of any kind by non- employees on Company premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Company is prohibited at all times. Distribution of literature by non-employees on Company premises is prohibited at all times.

## Computers, Internet, Email, and Other Resources

Employees must respect the rights of clients, other employees, and the integrity of company computer and other communication systems. All information on company computers is the property of the company, including but not limited to personal correspondence and email.

The company e-mail systems are to be used for business purposes and with professional language. The company computers are not for personal use. The company will not condone the use of its computers to visit pornographic or objectionable sites on the internet.

Accessing computer documents, confidential and/or secured files, or e-mail of others, without permission, with the intent to read, browse, modify, copy or delete is not appropriate unless given the authority to do so. Any violation of said inappropriate behavior should be reported to the Business Manager immediately.

The company has the obligation and right to ensure that its computer resources are used properly and within the guidelines established by the company. The company reserves the right to review, audit, intercept, access and disclose all information created, received or sent for any purpose. Focus Counseling, Inc. reserves the right to suspend or limit the use of corporate computing resources. Major or repeated infractions may result in more formal disciplinary actions, up to and including termination of employment.

## Client Relations

The success of the company depends on the quality of the relationships between employees, clients, county agencies and the general public. Our client's impressions of the company and their interest and willingness to come to us are greatly formed by the people who serve them.

Every employee has the responsibility to promote continuity of client care through clear communication and harmonious work relationships. All employee and client relationships are to remain professional in nature. Reports or suspicion of inappropriate client care will be quickly and discreetly investigated. Any violation of this policy could result in disciplinary action, up to and including termination.

## Use of Personal Vehicle for Occupational Purposes

Focus Counseling, Inc. staff who may, at any time, transport clients or staff members in a motor vehicle must maintain a valid driver's license and good driving record as a condition of operating a personal vehicle for any Focus Counseling, Inc. business. Upon hire and annually thereafter, staff must provide a copy of their valid driver's license and current insurance coverage for their personal vehicle to Business Manager. [Per Wisconsin state law, vehicle liability insurance is required on all vehicles. See the State of Wisconsin Office of the Commissioner of Insurance – Consumer Publications web page regarding required minimum vehicle insurance coverages. Staff are advised to inform their insurance company if they intend to use their personal vehicle(s) for business.]

Staff are to notify the Business Manager immediately should their driver's license expire; be suspended; be revoked; and or have other restrictions placed upon it that would prevent the staff member from driving to transact Focus Counseling, Inc. business. As a risk management measure, a driving record check may be conducted as part of the staff's initial screening and new hire process and on an annual basis, thereafter.

All Focus Counseling, Inc. staff are required to wear seatbelts while driving on Focus Counseling, Inc. business and must ensure their passengers also wear seatbelts. Infants and toddlers must be fastened in appropriate safety restraints as required by law. While on Focus Counseling, Inc. business, if a staff member uses their own vehicle to transport a consumer, the staff and consumer are prohibited from using any tobacco products (including e-cigarettes) in that staff member's vehicle.

Any staff who use their personal vehicle to transport consumers as part of their Focus Counseling, Inc. employment responsibilities will be provided with a Focus First Aid kit. This kit should be accessible to the employee while performing occupational duties involving clients.

In the event that an employee experiences an auto accident while acting in their professional capacity for Focus Counseling, Inc., the Business Manager should be notified, within 24 hours.

## Progressive Discipline

The company believes it is important to make sure that employees are treated consistently and that disciplinary actions are prompt and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Prior to taking disciplinary actions, the company believes communication and coaching is the key to employee's success in their role. Every effort will be made by Focus Counseling, Inc. to ensure employees have the proper training and mentoring opportunities available to be successful in their role.

We are dedicated to preventing and resolving problems through open, positive communication among all employees. If you have a question, a concern, a problem, or a complaint, we urge you to discuss it with your supervisor and or the Business Manager. It is the company's obligation to listen and respond to employee concerns in an open-minded manner and to work together to find an appropriate solution.

Although employment is based on mutual consent and both the employee and the company have the right to terminate employment at will, with or without cause or advance notice, the company may use progressive discipline at discretion.

Disciplinary action may be any of the following four steps:

**Step 1:** Verbal warning

**Step 2:** Written warning

**Step 3:** Suspension with or without pay or

**Step 4:** Termination of employment

The company will look at how severe the problem is and how often it has happened when deciding which step to take. There may be circumstances when one or more steps are bypassed.

At no time should any employee expect a warning for violation of any policy set forth in this handbook. The company reserves the right, as an “at will” employer, to terminate employment at any time, without prior warning. Violation of any policy set forth in this handbook will be considered grounds for disciplinary action, up to and including termination of employment.



## Time Off and Leaves of Absence

### Holidays

The company observes and allows time off with pay for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day
- Christmas Day

Unless otherwise stated, if one of these holidays falls on a Sunday, it will be observed on the following Monday. If the holiday falls on a Saturday, it will be observed on the preceding Friday.

### Holiday Pay and Eligibility

Holiday pay shall be at the employee's regular straight-time rate, inclusive of shift premiums, times his or her regularly scheduled hours.

To receive holiday pay, an eligible nonexempt employee must be at work or taking an approved absence on the workdays immediately preceding and immediately following the day on which the holiday is observed. An approved absence is a day of paid vacation or paid sick leave. If an employee is absent on one or both of these days because of an illness or injury, the company may require verification of the reason for the absence before approving holiday pay.

### Employee Holiday Exchange/Religious Observances

In an effort to be sensitive to, and inclusive of, all cultures, employees may request to "exchange" one or more of the traditional holidays for holidays recognized within their own cultural/religious values, traditions, and beliefs. Employees must request to exchange holidays, in writing to the CEO.

### Paid Time Off (PTO) Current Policy

Paid Time Off (PTO) is provided to all staff who are full-time to provide time off without loss of income (e.g., for purposes of vacation, sick leave, bereavement leave, etc., or as a supplement to a leave.)

PTO is calculated on an accrual basis. Use of PTO will be monitored by the Business Manager. Requests for time-off must be approved in advance by submitting a "PTO Request Form" to the Business Manager. Supervisors may limit, deny, or require the use of PTO based on program staffing needs, the employee's potential health risk to others, the employee's PTO balance or leave of absence (personal or disability.) With supervisor approval, employees may also take unpaid leave when they no longer have a PTO balance available.

If an employee terminates before the end of the year, there is no payout of unused PTO and the employee may owe a pro-rated amount if their balance has been accessed during the calendar year. Paid Time Off (PTO) Accrual Option 1

Paid Time Off (PTO) is provided to all staff who are full-time to provide time off without loss of income (e.g., for purposes of vacation, sick leave, bereavement leave, etc., or as a supplement to a leave.)

PTO is paid at the employee's base pay rate at the time PTO is taken. It does not include overtime or any special forms of compensation such as incentives, commissions, or bonuses. PTO time used in a workweek does not count as hours worked when computing overtime pay.

PTO accrual is bi-weekly and begins at the date of hire. PTO does not accrue during unpaid leaves of absence. PTO is accrued according to the schedule in this policy, and years of service is based on anniversary date. Any changes to a person's PTO accrual will be processed effective at the start of the pay period in which the change occurred. Team members have the option of taking PTO in full and 1/2-day increments and will be paid based on an 8-hour day (no matter what your regularly scheduled or worked hours per day are).

Years of Service	Paid Time Off Per Year	Accrual Rate Bi-Weekly
Up to but less than 2 years	80 (10 days)	3.076
Two or more years but less than 5 years	120 hours (15 days)	4.615
Five or more years	160 hours (20 days)	6.154

Employees will be permitted to carry-over up to 5 days (40 hours) of accrued PTO to the following calendar year, but the carry-over PTO must be used by March 31 of the following year. Unused PTO will be forfeited unless manager approved based on workload need. Employees are required to request advance approval to use PTO from their department manager at least 2 weeks prior to the commencement of the requested PTO. PTO cannot be requested during the time serving out a notice period.

If an employee requests PTO without having accrued sufficient hours to cover the requested leave, management, at his/her discretion may approve a negative PTO balance up to 40 hours that will immediately be replenished with future accruals. Should an employee's employment end prior to paying back a negative PTO balance the employee will owe the company the cost of the used but not-accrued PTO time. Said cost will be deducted from the employee's final paycheck.

PTO approval or refusal is dictated by the workload and the staffing levels during the time of the requested PTO. PTO requests are generally granted on a first come, first-served basis. PTO approval is at the discretion of the department manager.

Employee forfeits being paid out for accrued but unused PTO in the following situations: Employee is terminated, employee quits without giving a two-week notice, employee quits without returning company materials or supplies or employee quits or gives notice during a layoff period.

## Family and Medical Leave

It is the policy of Focus Counseling, Inc. to provide family and medical leave (FMLA) to our employees as required by state and federal statutes. When an employee's absence qualifies under both state and federal laws, the employee will use his or her entitlement under each law at the same time, to the extent permitted by law. When one law's provisions provide a greater benefit, the employee will receive the greater benefit. If an employee is eligible, he or she will be allowed up to twelve (12) workweeks of unpaid leave in a calendar year as a result of the birth, adoption or foster care placement of a child or when a serious health condition suffered by the employee or the employee's parent, child, spouse, or domestic partner. In addition, if the employee needs to care for a covered service member with a serious injury incurred in the line of duty on active duty, the employee will be allowed up to twenty-six (26) weeks of unpaid leave. If the employee suffers a work-related injury that qualifies as a serious health condition, the leave provided under this policy will be considered as taken along with the leave required under the Workers' Compensation laws. The taking of leave under this policy will not be used against the employee in any employment decision, including the determination of raises or discipline.

This leave may be taken in addition to the paid leave provided for PTO. Wherever possible, all such requests for leaves of absence should be submitted in writing to the employee's Supervisor and to the Business Manager at least ten (10) days before the desired beginning of the leave.

### **Extended Leave Program**

If employees are ineligible for any other Company leave of absence, Focus Counseling, Inc. under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However, a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to management and the request is granted. During the leave, employees will not earn PTO. Focus Counseling, Inc. will continue health insurance coverage during the leave if employees submit their share of the monthly premium payments to the Company in a timely manner, subject to the terms of the plan documents.

Unless otherwise agreed upon in writing, during an absence, employees must contact the company every two weeks regarding their status and confirming the planned return to work date. When the employee anticipates returning to work, he or she should notify Management of the expected return date. This notification should be made at least one week before the end of the leave.

Upon completion of the personal leave of absence, the Company will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise Management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by the Company will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Company-provided Short-Term Disability Leave of Absence.

### **Military Leave**

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

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

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

### **Bereavement Leave**

Employees may take up to five (5) consecutive days of paid bereavement leave upon the death of a member of their immediate family within 2 weeks of the death. "Immediate family members" are defined as an employee's spouse, children, parents, brothers and sisters.

Employees may take up to three (3) consecutive days for the passing of an immediate extended family member within 2 weeks of the death. Immediate extended family is defined as in-laws and grandparents. In either case, one day must be the day of the funeral.

Additional time off may be granted by Focus Counseling, Inc. and will be based on special circumstances related to a bereavement absence including location and duration of the funeral and reasonable travel time involved.

The Company may require verification of the need for the leave. The employee's Supervisor and the Business Manager will consider this time off on a case-by-case basis.

Employees will be paid at the employee's regular straight time pay rate. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

### **Jury Duty/Witness Appearance**

Focus Counseling, Inc. supports employees in their civic duty to serve on a jury. Employees summoned for jury duty must deliver a copy of the summons to the Company within 10 days of the date of issuance of the summons to the employee.

Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for Management, employees may be asked to try to postpone jury duty.

Focus Counseling, Inc. is not obligated to compensate employees for time taken off for jury duty. However, exempt employees will be paid their full salary less jury duty fees for any week in which they performed work for the Company and missed work due to jury service. If an employee is released from jury duty after 4 hours or less of service, he or she must report to work for the remainder of that workday.

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

### **Time Off for Voting**

Focus Counseling, Inc., recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this won't be the case, contact your supervisor to discuss scheduling accommodations.

## Employee Benefits

Focus Counseling, Inc. recognizes the value of benefits to employees and their families. The company supports employees by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the company Summary Plan Descriptions (SPD), contact the Business Manager. To the extent of the information provided here conflicts with the SPD or full plan document, the full plan document will control.

### Medical, Dental, and Vision Insurance

Full-time employees working 40 hours or more per week are eligible for insurance on the first of the month after 30 days. To keep coverage in force, every insured employee must work a minimum of 40 hours per week.

### Group Life Insurance

Focus Counseling, Inc. provides life insurance for full-time employees who work a minimum of 40 hours per week. Employees are eligible for this benefit on the first of the month after 30 days. The life benefit is equal to an employee's annualized base rate. The cost of this coverage is paid for in full by the company.

### Cobra Notification

Focus Counseling, Inc. is required under the Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, to offer continuation of group health and dental coverage to each "qualified beneficiary" who would otherwise lose such coverage under the plan as the result of a "qualifying event."

A qualified beneficiary for COBRA purposes is generally defined by Focus Counseling, Inc. as an employee, the employee's partner or a dependent child covered under a qualifying benefit on the day before a qualifying event, as well as a child born to or adopted by the employee and or employee's partner during any COBRA continuation period.

Qualifying events for COBRA continuation include:

- Death of the covered employee
- The covered employee's reduction in hours or termination of employment (for reasons other than gross misconduct)
- Divorce or legal separation of the covered employee and spouse or dissolution of domestic partner relationship
- The covered employee's disability or entitlement to Medicare
- Loss of a dependent child's dependent status under the qualifying benefit plan (see insurance booklet/plan for terms of eligibility).

Notice requirements under COBRA are triggered when a qualifying event occurs. In the event of divorce, legal separation, dissolution of domestic partner relationship, or a child's ceasing to be covered as a dependent under plan rules, the qualified beneficiary has the responsibility to notify the Business Manager within 30 days of either the qualifying event or the date coverage is lost due to the event, whichever is later. Such notification, including the type of qualifying event and the date on which it occurred, must be provided to the Business Manager, in writing. Failure to provide such notification by the end of the 30-day period will jeopardize the rights of the employee, partner or dependent child to continuation of coverage. Consult the Business Manager for further details.

### Workers' Compensation

The company provides a comprehensive workers' compensation insurance program to employees. There is no cost to the employee for this program. The workers' compensation program covers injuries or illnesses that might happen during the course of employment that require medical, surgical, or hospital treatment. Subject to legal requirements, workers'

compensation insurance begins after a short waiting period, or if the employee is hospitalized, the benefits begin immediately.

It is very important that the employee tell the Business Manager immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Prompt reporting helps to make sure that the employee qualifies for coverage as quickly as possible and allows the company to investigate the matter promptly.

Workers' compensation covers only work-related injuries and illnesses. Neither the company nor its insurance carrier will pay workers' compensation benefits for injuries that might happen if the employee voluntarily participates in an off-duty recreational, social, or athletic activity that the company might sponsor.

The company is committed to providing employees with the opportunity to return to work as soon as their abilities allow them to contribute to the company. It is the policy of the company to accommodate temporary work assignments to employees who have been injured and are unable to immediately perform their regular job duties. Our ultimate goal is to return the injured employee to work within 24 hours following the injury or release from the treating physician. Obviously, this goal may not always be attainable, but each case must be addressed with the appropriate sense of urgency and with open communication by all parties. Most importantly, the company believes our employees are important resources, not expendable commodities. Every effort will be made to help with their rehabilitation.

### Unemployment Compensation

Unemployment Insurance provides temporary financial assistance to qualified individuals who have lost their job and who meet eligibility requirements of state law. The program is not a right for all who have lost their job. Employees who have separated employment involuntarily through discharge or layoff should contact the state unemployment office to inquire about a claim. It is important for individuals to accurately report the reason for separation and any wages they have earned after employment (i.e., paid time off). The company does not provide decisions regarding unemployment and will answer any and all inquiries made by the state unemployment office as required by state law.

## **EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT**

I hereby acknowledge receipt of the employee handbook of Focus Counseling, Inc. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, company practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the president of the company may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the president of the company.

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Employee's Name in Print

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Signature of Employee

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Date Signed by Employee

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**

## Receipt of Harassment Policy

It is Focus Counseling, Inc.'s policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that at the Company all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include- but is not limited to- unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments.

Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If any employee believes he or she is a victim of any form of sexual or discriminatory harassment, that employee may indicate when another employee's conduct in the workplace is unwelcome and may make a written or verbal complaint with the Management. Focus Counseling, Inc. will investigate the complaint immediately and take whatever action it deems necessary and appropriate to correct misconduct and keep offending behavior from becoming pervasive or reoccurring. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate.

All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to Management or who cooperate in the investigations of such reports in accordance with this policy. If an employee feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the employee would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination. All employees must cooperate with all investigations.

I have read and I understand the Company's Harassment Policy.

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Employee's Name in Print

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Signature of Employee

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Date Signed by Employee

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**