



EMPLOYEE HANDBOOK 2011-2012

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INTRODUCTION

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New Direction Institute Inc.

Personnel Policy Manual

Welcome new employee/consultant!

On behalf of your colleagues, I welcome you to NDI and wish you every success here.

We believe that each employee/consultant contributes directly to NDI's 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 employees/consultants and to outline the policies, programs, and benefits available to eligible employees as may be differentiated from the contractual agreements with consultants. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with NDI. Some of the areas of the Handbook also outline areas that affect consultants

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

Sincerely,

Gracelyn E. Brooks, D.D. IBCC
Chief Executive Officer

HISTORY OF ORGANIZATION

New Direction Institute, Inc was incorporated in April of 1996, with the focus of increasing the quality of life for children, families and communities. New Direction was created as a grass roots, culturally competent agency to meet the needs of each and every person who presents for services as possible within the agency's scope of services.

New Direction is also known as NDI. NDI has had visions and implemented them since 1996 with holistic approaches in regards to individuals who are in need of specific services, i.e. emotional stability, spiritual growth, and meeting the physical needs of the individual.

Since its inception, NDI has operated various programs, which include prevention, intervention, outpatient, outreach and educational services. NDI also has a clothing bank and food pantry service to meet the physical needs of the communities that we serve.

NDI's staff is very sensitive to Broward County's multi-cultural populations. The staff both employees and consultants both professional or non-professional have multi-ethnic backgrounds and speak various languages (English, Creole, French, Spanish).

Capabilities Statement

New Direction Institute is a grass roots, community based organization committed to helping improve the quality of life of inner-city neighborhoods. We accomplish this through developing and implementing opportunities for extremely low, low and moderate-income persons served.

New Direction Institute has developed strong working relationships with community organizations that are willing to help needy children and families. Additionally, we provide ongoing services for persons served to help them meet their immediate, short and long term needs. These support mechanisms can be instrumental in helping a person served succeed. We are committed to helping people. Our initiatives help raise the person's self-esteem and address issues utilizing help to meet their personal needs.

ORGANIZATION DESCRIPTION

Mission Statement:

The mission of New Direction Institute is to assist in enhancing the quality of life for children, families and senior adults. Good stewardship is fundamental to the way we conduct business as a grassroots agency.

INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with NDI and provide you with information about working conditions, employee benefits, consultant expectations and some of the policies affecting your employment or contracting. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee or consultant and outlines the programs developed by NDI to benefit employees or consultants. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No handbook can anticipate every circumstance or question about policy. As NDI continues to grow, NDI reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or NDI to end our relationship for any reason at any time. Employees/consultants will, of course, be notified of such changes to the handbook as they occur.

All consultants are expected to understand that their relationship with the agency is solely based on the contractual agreement with NDI and to be aware that as a consultant there are differences between the employer/employee relationship and that of a contractor and the agency. However all contractors are expected to follow read, understand and abide by the policies and procedures of the agency.

PRIVATE PRACTICE

New Direction Institute, Inc. depends upon the public trust for its continued funding and its ability to meet the needs of the families of our community. In order to maintain this trust and confidence it is absolutely imperative that any semblance of conflict of interest be avoided at all costs. No staff member or consultant will ever be permitted to refer a person served of the agency to his or her private practice.

Case records and files are the property of New Direction Institute, Inc. and will remain in confidential folders within locked cabinets at all times. Agency files and records are not available to private practitioners (consultants or employees) or other entities unless specifically authorized in writing by the person served guardians.

Staff members/ consultants with outside practices will not attach, either directly or indirectly, his or her private practice to that of the agency as a means of obtaining persons served or

implying agency sponsorship of that practice. Staff members/consultants whose practices have even the remotest contact with past or current person served of the agency are required to report that contact immediately in writing to the Chief Executive Officer.

ORIENTATION FOR EMPLOYEES/CONSULTANTS

The orientation of a new employee is the final step in the hiring process and for consultants as contractors it is the beginning of developing an understanding of how the agency operates. At the conclusion of orientation, you should be cognizant of all agency policies and procedures and how your position relates to the rest of the organization. To ensure that these objectives are accomplished, each new employee and consultant will attend a formal orientation session.

- Orientation shall consist of at least the following for all new employees:
 - ✓ Review of the Personnel Manual.
 - ✓ Review of the agency's history, purpose, philosophy and programs.
 - ✓ Receipt of a copy of your job description/contract.
 - ✓ An orientation to the various physical locations.
 - ✓ A review of the agency's policies on confidentiality.
 - ✓ A review of the Code of Ethics and Standards of Behavior
 - ✓ A review of the Written Plan for Professional Services(Clinical Staff Only)

- Participation in the orientation process is required and will be documented in your personnel file.

- It is expected that consultants complete the following:
 - ✓ Review of the agency's history, purpose, philosophy and programs.
 - ✓ Receive and review a copy of the job description.
 - ✓ An orientation to the various physical locations.
 - ✓ A review of the agency's policies on confidentiality.
 - ✓ A review of the Code of Ethics and Standards of Behavior
 - ✓ A review of the Written Plan for Professional Services(Clinical Consultants Only)

EMPLOYEE ACKNOWLEDGMENT FORM

The employee handbook describes important information about New Direction Institute, and I understand that I should consult the Human Resources Department regarding any questions not answered in the handbook. I have entered into my employment relationship with New Direction Institute voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or New Direction Institute can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to New Direction Institute policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of NDI has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook at orientation, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. I was also made aware of my access to this handbook in the administrative office.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

CONSULTANT ACKNOWLEDGMENT FORM

The employee/consultant handbook describes important information about New Direction Institute, and I understand that I should consult the Chief Executive Officer or Designee regarding any questions not answered in the handbook. I have entered into my consulting relationship with New Direction Institute voluntarily and acknowledge that there is no specified length of consultation beyond the initial contract. Accordingly, either I or New Direction Institute can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to New Direction Institute policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of NDI has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract for employment or consultation services nor is it a legal document. I have received the handbook at orientation, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. I was also made aware of my access to this handbook in the administrative office.

CONSULTANT'S NAME (printed): _____

CONSULTANT'S SIGNATURE: _____

DATE: _____

100 Employment/Contractor-General Information

- ❖ Board and Staff Relations
- ❖ Formulation of Personnel Policies
- ❖ Nature of Employment-Contracting
- ❖ Coverage
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101. Board and Staff Relations

Sound working relationships are based on a full and open understanding of conditions of employment/consultation between staff/consultants and the administrators, supervisors and the Board of Directors. This manual has been developed for the purpose of fostering such relationships.

102. Formulation of Personnel Policies

This handbook is designed to acquaint you with New Direction Institute and provide you with information about working conditions, employee benefits and some of the policies effecting your employment or consultation. You should read, understand and comply with all provisions of the handbook. It describes many of your responsibilities as an employee/consultants and outlines the programs developed by NDI's to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. All employees/consultants are expected to conduct themselves according to the standards outlined in this manual, while they are employed by or consulting with the New Direction Institute Inc. hereinafter referred to as "NDI".

No handbook can anticipate every circumstance or question about policy. As NDI continues to grow, the need may arise and NDI reserves the right to revise, supplement or rescind any policies or portion of the handbook from time to time, as it deems appropriate, in its sole and absolute discretion. Employees/consultants will, of course, be notified of such changes to the handbook as they occur. This document will be reviewed at least annually by the CEO. Final review of the rules, policies and practices will be accomplished by the Board of Directors.

103. Nature of Employment/Contracting

Employment with NDI is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, NDI may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between NDI's and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at will, may be amended or canceled at any time, at NDI's sole discretion,

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of New Direction Institute.

104. Coverage

Covered under these policies are: Regular Full Time, Part Time, Casual, Per Diem, Independent contractors, Interns, Students, Temporaries and Volunteers, except as stated herein for special situations.

105. Employee Relations – Contractual Relations

NDI believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that NDI's amply demonstrates its commitment to employees by responding effectively to employee concerns.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between NDI and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at NDI's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of New Direction Institute Inc..

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at NDI will be based on merit, qualifications, and abilities. NDI does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

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

In addition to a commitment to provide equal employment opportunities to all qualified individuals, NDI has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees 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 of employment.

106. Federal Fair Labor Standards Act

NDI shall comply with all applicable provisions of Federal Fair Labor Standards Act and shall review and/or amend the Personnel Policies at least annually to ensure continued compliance with the act.

107. Affirmative Action/Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at NDI's will be based on merit, qualifications and abilities. NDI's does not discriminate in employment or contracting opportunities and practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristics protected by law, except when such requirement constitutes a bona fide occupational qualification necessary to perform the tasks associated with the position.

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

In addition to a commitment to provide equal employment opportunities and affirmative action to all qualified individuals, NDI's has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees/contractors with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees 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 of employment.

Any problems or concerns regarding Equal Employment Opportunity shall be directed to the Human Resource Department for review.

108. Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships. However for those persons who were the original of founding staff of the agency the tenets of this portion of the policy are amended to allow for grandfathering of those relatives.

Relatives of persons currently employed by NDIs' may be hired only if they will not be working directly for or supervising a relative or will not be working directly above the relatives immediate supervisor or directly for the relatives immediate subordinate. NDIs' employees cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred. If that decision is not made within 30 calendar days, management will decide.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons served who are related by blood or marriage.

109. Immigration Law Compliance

NDIs' is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with NDIs' within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

110. Conflicts of Interest

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

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of NDIs' 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 employee 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 employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of NDIs' as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which NDIs' does business, but also when an employee or relative receives any kickback, bribe, substantial gift,(of \$25 within a year) or special consideration as a

result of any transaction or business dealings involving NDIs'.

It is the policy of NDIs' that employees never accept gifts from persons served, vendors or other material parties. In the event that a service or gift is provided to you that you have offered to pay the fair market value for and the vendor or other material party refuses your payment, this event MUST be reported to NDI Executive Management. In this case, the gift or the value of the gift or services must be transferred to NDI.

111. Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with NDI. All employees will be judged by the same performance standards and will be subject to NDI' scheduling demands, regardless of any existing outside work requirements.

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

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside NDI for materials produced or services rendered while performing their jobs.

112. Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of NDI's. Such confidential information includes, but is not limited to, the following examples:

- + computer processes
- + computer programs and codes
- + pending projects and proposals
- + person lists
- + compensation data
- + financial information
- + labor relations strategies
- + marketing strategies
- + new materials
- + pending projects and proposals
- + proprietary production processes
- + research and development strategies
- + scientific data
- + scientific formulae
- + scientific prototypes
- + technological data
- + technological prototypes

Employees or consultants who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment, dissolution of the contract and legal action, even if they do not actually benefit from the

disclosed information.

113. Copyrights and Interventions

Employees may publish books and articles, market interventions and accept payment for same when the work is accomplished as an independent contractor and is outside the normal scope of their jobs. Such publications and interventions may not contain materials supported or funded by NDI.

When a publication or intervention is the result of an NDI project or program, NDI shall receive the remuneration. In all cases, NDI's shall be credited in the book, article or intervention, as appropriate. Use of any intervention with persons served by NDI must be approved and consistent with the guidelines established in the NDI Code of Ethics and Standards of Behavior as well as the Written Plan for Professional Services. Experimental procedures and research is prohibited in the NDI programs. Upon completion, a copy of such work shall be presented to the CEO for authorization before any material is published.

114. Disability Accommodation

NDI's is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment and contracting for qualified persons with disabilities. All employment/contracting practices and activities are conducted on a non-discriminatory basis and are consistent with the Auxiliary Aids Policy.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment/contracting decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

NDI is also committed to not discriminating against any qualified employees/consultants or applicants because they are related to or associated with a person with a disability. NDI will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. NDI is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

115. Job Posting

NDI provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular,

full-time job openings are posted, although NDI reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and normally remain open for 5 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 365 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the Supervisor hiring for the position with a copy to the current Supervisor and the Human Resources Department listing job-related skills and accomplishments. It should also describe how their current experience with NDI and prior work experience and/or education qualifies them for the position.

NDI's recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may be posted in the workforce one employment as well as in the daily newspapers/ and will also be used to fill open positions in the best interest of the organization.

116. Authority and Scope

Adoption of these personnel policies by the Board of Directors of NDI's delegates authority and responsibility to the CEO for execution and administration of these policies.

The authority and responsibility for determining compensation levels for employees is delegated to senior mgmt; however, the authority to approve or disapprove Pay grades, as well as, hiring and firing of all employees, remain with the CEO.

1. Adhere to the policies and practices contained herein.
2. Meet the standards as outlined in this manual.
3. Sign the statement acknowledging that they have read the manual and abide by New Direction Institute Inc rules, policies and practices.

117. Compliance Program

Ethics and integrity are the backbone of our organization. It is therefore imperative that all personnel/consultants adhere to all guidelines, rules, laws and proper ethical conduct which governs our profession and organization. To that end, all personnel are responsible for maintaining the highest level of personal and organizational integrity possible. Additionally, all are charged with reporting any suspected act of impropriety to their Department Head or our Compliance Officer. Employees may feel comfortable in reporting information without the fear of reprisal and all information and situations will be immediately reviewed.

200 EMPLOYMENT STATUS & RECORDS

- ❖ Employment Categories
- ❖ Access to Personnel Files
- ❖ Employment Reference Checks / Primary Source Verification
- ❖ Personnel Data Changes
- ❖ Initial Probation Period
- ❖ Employment Applications
- ❖ Department of Law Enforcement Criminal Record Checks
- ❖ Performance Evaluation
- ❖ Orientation / Training

201. Employment Categories

It is the intent of NDI to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and New Direction Institute Inc.

Each employee is designated as either NONEXEMPT or Independent contractor, EXEMPT from federal and state wage and hour laws. Employees are entitled to overtime pay under the specific provisions of federal and state laws. Independent contractors are excluded from specific provisions of federal and state wage and hour laws.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work NDI full-time schedule of at least 35 hours per week. Generally, they are eligible for NDIs' benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 35 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of NDI's other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with NDI's is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

TEMPORARY employees are those who are hired as interim replacements, 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 employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of NDI' other benefit programs.

PER DIEM employees are those who routinely work either a full-time or a part-time schedule and who accept additional compensation in lieu of participation in all but legally mandated benefit programs. NDI's offers this category in limited classifications and to limited numbers of employees. Individuals participating in this program must sign waivers of their rights to participate in the benefit programs applicable to regular employees. Service in this category cannot be credited in any way toward any benefit program, even if the employee is later assigned to a benefit-eligible category. A change to or from this category can be accomplished only with the written consent of NDI.

CASUAL employees are those who have established an employment relationship with NDI's but who are assigned to work on an intermittent and/or unpredictable basis. While they receive

all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of NDI's other benefit programs.

202. Access to Personnel Files

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

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

Employees who wish to review their own file should contact the Human Resources Department. With reasonable advance notice, employees may review their own personnel files in NDI's offices and in the presence of an individual appointed by NDI's to maintain the files.

203. Employment Reference Checks/Primary Source Verification

To ensure that individuals who join NDI's are well qualified and have a strong potential to be productive and successful, it is the policy of NDI's to check the employment references of all applicants and consultants.

The Human Resources Department will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

204. Personnel Data Changes

It is the responsibility of each employee to promptly notify NDI's of any changes in personnel data or consultant personal status. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department.

205. Initial Probation Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. NDI uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or NDI may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 180 calendar days after their date of hire. Employees who are promoted or transferred within NDI must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If NDI determines that the designated introductory period does not allow sufficient time

to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

If you are absent from work during your initial probationary period, and since you do not have access to benefits to cover periods of absence, you will not be paid for such absence.

In cases of promotions or transfers within NDI, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and NDI' needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. They may also be eligible for other NDI's-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Employment status is not changed during the secondary introductory period that results from a promotion or transfer within.

206. Employment Applications

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

207. Department of Law Enforcement Criminal Record Checks

In accordance with Chapter 394.457(6), F.S. NDI is required to screen all mental health personnel and consultants. Such standards for screening shall ensure that no mental health personnel have been found guilty of any offense prohibited under sections of the Florida Statutes as outlined in Chapter 394.

208. Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Introductory period evaluations are conducted at 180 days from the start of employment or promotion of an employee. Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire or date of promotion, if applicable. The review shall be discussed with the employee and the employee may respond in writing to the review. The review and the employee's comments, if any, shall become part of the employee's personnel file.

Merit-based pay adjustments are awarded by NDIs' in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

When an employee disagrees with their performance review, the employee shall discuss the differences with the supervisor in an effort to reach a mutually satisfactory resolution. If unable to achieve such a resolution, the employee should note any unresolved issues on the written performance review. The employee shall also be advised that the dispute can be appealed to their supervisor's supervisor and/or Executive Management for review

209. Orientation/Training

Starting a new job can be overwhelming. To assist you in understanding your benefits, the function of the Human Resources Department, and to give you an overview of some of NDI policies and procedures, all staff will receive basic orientation and training provided by the Human Resources Department. Training specific to your new position will be provided by your immediate supervisor. Additional training opportunities will be arranged by your administration staff, or Human Resource department. Requests for specific training and education shall be made to your supervisor. Requests for Department or agency-wide training may be made to supervisor, administration department to the CEO/or designee.

300 EMPLOYEE BENEFIT PROGRAMS

- ❖ Employee Benefits
- ❖ Workers' Compensation Insurance
- ❖ Extended Illness Days
- ❖ Jury Duty
- ❖ Benefits Continuation (COBRA)
- ❖ Paid Days Off (PDO)
- ❖ Health Insurance
- ❖ General and Professional Liability Coverage

301. Employee Benefits

Eligible employees at NDI are provided with benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your Human resource as per policy and procedure can identify the programs for which you are eligible. .

The following benefit programs are available to eligible employees:

- * Dental Insurance
- * Educational Leave without pay
- * Family Leave with/or without pay based upon years with NDI
- * Holidays
- * Jury Duty Leave
- * Long-Term Disability
- * Major Medical Insurance
- * Medical Leave with or without pay, based upon years with NDI
- * Paid Days Off (PDO) based upon years with company
- * Personal Leave
- * Retirement Plan
- * Tax-Sheltered Annuities

Some benefit programs require contributions from the employee, some 50% and with contribution from New Direction Institute INC.

302. Workers' Compensation Insurance

NDI provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees 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 employee to qualify for coverage as quickly as possible.

Neither NDIs' nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by NDI.

303. Extended Illness Days

NDI provides paid extended illness days all eligible employees for periods of temporary absence due to illnesses or injuries not covered by workmen's compensation.. Eligible employee will

receive 7 days extended leave pay, classification(s):

* Regular full-time employees

Eligible employees will accrue sick leave benefits at the rate of 6 days per year (.50 of a day for every full month of service). Sick leave benefits are calculated on the basis of an "anniversary year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Employees can request use of paid sick leave after completing a waiting period of 90 calendar days from the date they become eligible to accrue sick leave benefits. Paid sick leave can be used in minimum increments of one day. Eligible employees may only use sick leave benefits for an absence due to their own illness or injury. EID may be accessed after the usage of five (5) PDO days.

Employees who are unable to report to work due to illness or injury shall notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for five or more consecutive days due to illness or injury, a physician's statement must be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits. Before returning to work from a sick leave absence of 6 calendar days or more, an employee must provide a physician's verification that he or she may safely return to work.

Extended Illness Days benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Unused sick leave benefits will not be allowed to accumulate. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit. Sick leave benefits are intended solely to provide income protection in the event of illness or injury, and may not be used for any other absence. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

304. Jury Duty

NDI encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request up to three (3) days of paid jury duty leave over any 2 year period.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

* Regular full-time and part-time employees employed a minimum of three (3) months prior to being called for jury duty as cited in F.S. 40.24

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (for example, PDO) if eligible or may request an unpaid jury duty leave of absence. If PDO is used, any payments from the court will be deducted from the

employees' regular pay.

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

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

NDI will continue to provide health insurance benefits until the end of the month in which the unpaid jury duty leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from jury duty, benefits will again be provided by NDI' according to the applicable plans.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during unpaid jury duty leave and will resume upon return to active employment.

305. Benefits Continuation (COBRA)

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

Under COBRA, the employee or beneficiary pays the full cost of coverage at NDI's group rates plus an administration fee. NDI provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under NDI health insurance plan. The notice contains important information about the employee's rights and obligations. Following the notice or the actual loss of coverage, (whichever comes later), there is a 60-day election period in which the qualified beneficiary may choose to continue group coverage for a period of time called the "continuation coverage" period.

306. Paid Days Off (PDO)

Paid Days Off (PDO) is an all purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PDO as described in this policy:

* Regular full-time employees

Once employees enter an eligible employment classification, they begin to earn PDO according to the schedule below. However, before PDO can be used, a waiting period of 90 calendar days must be completed. After that time, employees can request use of earned PDO including that accrued during the waiting period.

Months of Service	Days Accrued Per Year	Left intentionally blank
	PDO	
1-5 Years	7	Left intentionally blank
5-10 Years	14days	
10 years	21days	

The amount of PDO employees receive each year increases with the length of their employment as shown in the following schedule:

- * Upon initial eligibility the employee is entitled to 7days each year, accrued monthly and is not carried to the following year.
- * After 5 years of eligible service the employee is entitled to14days, not carried forward to the following year.
- * After 10 years of eligible service the employee is entitled to 21days not carried forward to the next year.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn PDO. An employee's benefit year may be extended for any significant leave of absence upon notification to the supervisor and approved by the executive director, except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PDO can be used in minimum increments of one-half hour. Employees who have an unexpected need to be absent from work shall notify their direct supervisor before the scheduled start of their workday, or may make a request two weeks prior to leave of absence. The direct supervisor must also be contacted on each additional day of unexpected and supervisor will report to the executive director or designee accordingly.

To schedule planned PDO, employees shall request advance approval to their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

PDO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As an additional condition of eligibility for PDO, an employee on an extended absence for illness or injury must apply for any other available compensation and benefits, such as workers' compensation. PDO will be used to supplement any payments that an employee is eligible to receive from state disability insurance, workers' compensation, or NDI-provided disability insurance programs. The combination of any such disability payments and PDO cannot exceed the employee's normal weekly earnings.

The length of eligible service is calculated on the basis of an "anniversary year" This is the 12 month period that begins when the employee starts to earn PDO. An employee's benefit year may be extended for any significant leave of absence. Employees who are on leave of absence

without pay during a pay period do not accrue PDO or EID benefits for that pay period. In the event that available PDO is not used by the end of the anniversary year, employees may not carry over any unused leave.

Upon termination of employment, employees will not be paid for unused PDO work or resignation, whichever comes first. However, if NDI in its sole discretion, terminates employment for cause, forfeiture of unused PDO may result.

307. Health Insurance

NDI health insurance plan provides employees and their dependents access to medical and dental insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- * Regular full-time employees (employee will be responsible for 50%)

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between NDI and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

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 employees. Contact the Human Resources Department for more information about health insurance benefits.

Insurance costs for eligible employees are paid in part by the agency with a portion of the cost for coverage being paid by the employee through voluntary payroll deduction. (Deductions may be made with either pre-tax dollars or after tax dollars.) Membership shall become effective the first day of the month following the first (90) days of employment for all employees working thirty-five 35 hours or more. Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between NDI and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance may qualify for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation policy for more information.

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 employees. Contact the Human Resources Department for more information about health insurance benefits.

308. General and Professional Liability Coverage

All NDI employees are covered by the Agency's General and Professional Liability Insurance to the extent required by law.

400 WORK CONDITIONS & HOURS

- ❖ Safety
- ❖ Work Schedules
- ❖ Use of Phone and Mail Systems
- ❖ Smoking
- ❖ Rest and Meal Periods
- ❖ Overtime
- ❖ Use of Equipment, Vehicles and Driver's Licenses
- ❖ Emergency Closings
- ❖ Business Travel Expenses
- ❖ Visitors in the Workplace
- ❖ Computer and E-mail Usage
- ❖ Workplace Monitoring

401. Safety

To assist in providing a safe and healthful work environment for employees, consultants, customers, and visitors, NDI has established a workplace safety program. This program is a top priority for NDI. The Safety Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

NDI provides training and information to employees and consultants about workplace safety and health issues through annual training updates, regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. A Safety and Risk Management Quality Improvement Committee has been established to assist in these activities and to facilitate effective communication between employees, consultants and management about workplace safety and health issues. The NDI Health and Safety Policy and Procedure is to be used at all times as a reference for responses in the area of health and safety issues.

Employees, supervisors and consultants receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees/consultants. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of a member of the safety advisory group. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee/consultant is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employee or consultants who violate safety standards, who cause hazardous or dangerous situations, or who fail to report incidents or, where appropriate, remedy such situations, will be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Safety Director or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

402. Work Schedules

The normal work schedule for all Residential Staff employees is 8 hours a day, 5 days a week. The normal work schedule for all Non-Residential Staff employees is 7.5 hours a day, 5 days a week. Supervisors will advise employees of the times their schedules will normally begin and end. 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.

403. Use of Phone and Mail Systems

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse NDI for any charges resulting from their personal use of the telephone.

The use of NDI-paid postage for personal correspondence is not permitted.

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

404. Smoking

In keeping with NDI's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

This policy applies equally to all employees, consultants, customers, and visitors.

405. Rest and Meal Periods

All full-time employees are provided with one meal period of 30 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

406. Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. 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 employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees 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.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

407. Use of Equipment, Vehicles and Driver's Licenses

Equipment and vehicles essential in accomplishing job duties are 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.

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 employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

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 of employment.

The organization carries non-owner automobile liability insurance for the protection of the organization. All employees must have and maintain automobile insurance and supply proof of current automobile insurance to the Human Resources. All accidents involving NDI vehicles must be reported immediately by the employee to NDI.

Employees authorized to use their personal automobile for agency business shall obtain a valid Florida Driver's License within thirty (30) days of employment. In the event of an accident, the employee's insurance would be the first payer and the organization's insurance would become the secondary payer.

Department heads will designate by name, those employees who may have a need to transport persons served to activities outside of the using agency vehicles. The names of these employees will be provided to the Human Resources Department. These employees must possess a valid State of Florida chauffeur's license. This license may be obtained at any State of Florida Motor Vehicle License Office. The fee shall be reimbursed to the employee by the agency after successful completion of the test and issuance of license,

The Human Resources shall review all Drivers' License Records brought by the potential employee. If the employee has any of the following violations in his/her driving record or a physician note stating that the employee is unable to drive, permission to operate agency vehicles shall be denied:

1. Reckless Driving
2. Speed in excess of 25MPH over posted speed limit.
3. Criminal conviction
4. Three or more at fault accidents and /or moving violations in the past three years.
5. Two or more at fault accidents and/or moving violations in the past year.

This DLR check will be obtained prior to the prospective employee being hired. After the initial DLR check, NDI shall obtain DLR checks on existing drivers every year or as needed.

In case of emergency, an employee who may not possess a chauffeur's license may operate an agency vehicle after obtaining approval from a Senior Manager at the time of the emergency.

408. Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or hurricanes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work

facility. In the event of a disaster the agency Disaster and Emergency Preparedness Plan and Continuation of Operations Plans will be activated by the CEO.

When the decision to close is made AFTER the workday has begun, employees will receive official notification from their immediate supervisor. In these situations, time off from scheduled work will be paid. When the decision to close is made BEFORE the workday has begun, time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

In the event of an emergency closing, please be aware that due to the potential loss of organization revenue, the CEO or designee may choose to have the organization remain open and services continue to be delivered unless to do so would be counter to any declared governmental directive.

409. Business Travel Expenses

NDI will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the CEO.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by NDI. Employees are expected to limit expenses to reasonable amounts.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by NDI may not be used for personal use without prior approval.

When travel is completed, employees shall submit completed travel expense reports within 3 days. Reports shall be accompanied by receipts for all individual expenses. Employees shall contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

410. Visitors in the Workplace

To provide for the safety and security of employees and the facilities at NDI, 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 employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter NDI at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on NDI' premises, employees shall immediately notify their supervisor or, if necessary, direct the individual to the reception area.

411. Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are NDI property intended for business use. Employees 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. Consultants who use NDI computer files, e-mail and other NDI furnished software are subject to the same rules as employees.

NDI strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, NDI' 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 is 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.

NDI 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, NDI does not have the right to reproduce such software for use on more than one computer.

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

Employees shall notify their immediate supervisor, the MIS Department or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

412. Workplace Monitoring

Workplace monitoring may be conducted by NDI to ensure quality control, employee safety, security, and customer satisfaction. Computers furnished to employees are the property of NDI.

As such, computer usage and files may be monitored or accessed.

Because NDI is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

500 TIME KEEPING / PAYROLL

- ❖ Timekeeping
- ❖ Paydays
- ❖ Employment Termination
- ❖ Severance Pay
- ❖ Administrative Pay Corrections
- ❖ Pay Deductions and Setoffs

501. Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee and consultant. Federal and state laws require NDI to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Independent contractors/consultants shall accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They shall 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.

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

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

502. Paydays

All employees are paid monthly on the fourth Friday of each month. Pay checks are provided beginning at 4:45pm. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day holiday, employees will receive pay on the day of work before the regularly scheduled payday. If a regularly scheduled payday falls during an employee's vacation, the employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

503. Employment Termination

Termination of employment is a part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- *Resignation - voluntary employment termination initiated by an employee.
- *Discharge - involuntary employment termination initiated by the organization.
- *Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- *Retirement -voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

NDI will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to NDI, or return of NDIs-owned property.

Suggestions, complaints, and questions may also be voiced. At the time of the termination of employment or the consultant's contract all outstanding reports and documentation must be completed and received prior to receipt of any final payment for work completed.

Since employment with NDI is based on mutual consent, both the employee and NDI have the right to terminate employment at will, with or without cause, at any time. Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance. Note: Once a resignation is submitted, no PDO or leave time may be used.

Layoff is removal from a position owing to its abolition because of organization retrenchment. When there is a shortage of funds or work, or there is a material change in the duties or organization of NDI' it may be necessary to abolish positions and lay off employees. Layoffs will conform to established layoff procedures as approved by the CEO.

Abandonment of position results when an employee is absent from work for three (3) consecutive work days or three (3) consecutive work shifts without authorized leave. An employee who is separated under such circumstances shall not have the right to appeal as abandonment is considered resignation. The employee's Supervisor/Department Head must notify the Human Resource Department the first day an employee is absent from work without authorized leave.

504. Severance Pay

NDI provides severance pay to eligible employees whose employment is terminated for reasons that are not prejudicial to NDI's, as determined by NDI in its sole discretion. Severance pay will be provided to the following eligible employee classifications:

- * Regular full-time employees

Specifically excluded from benefits under this provision are employees who: were hired as temporary employees for a specified period of time; were offered but refused to accept another suitable position with the organization; were provided the opportunity to be retained for any length of time by a successor employer.

505. Administrative Pay Corrections

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

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Payroll Office so that corrections can be made as quickly as possible.

506. Pay Deductions and Setoffs

The law requires that NDIs make certain deductions from every employee's compensation.

Among these are applicable federal, state, and local income taxes. NDI also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." NDI matches the amount of Social Security taxes paid by each employee.

NDI offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by NDI, usually to help pay off a debt or obligation to NDI or others.

If you have questions concerning why deductions were made from your pay check or how they were calculated, contact administration the next business working day in having your questions answered.

600 LEAVES OF ABSENCE

- ❖ Medical Leave (FMLA)
- ❖ Educational Leave
- ❖ Military Leave

601. Medical Leave (FMLA)

NDI provides Family and Medical leaves of absence without pay to eligible employees only who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

NDI provides family leave of absence without pay to eligible employees and consultants who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption or placement of a foster child; or to care for a child, spouse or parent with a serious health condition means an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential medical care; or continuing treatment by a healthcare provider. However at the return to work the contractor may have new assignments as it relates to their caseload or other duties and NDI can make no guarantee of the same amount or quantity of available work.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:

- * Regular full-time employees

Eligible employees may request medical leave only after having worked for at least 12 months at NDI.

Eligible employees shall make requests for medical 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 medical leave and its beginning and expected ending dates. Any changes in this information shall be promptly reported to NDI. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Employees requesting family leave related to the serious health condition of a child, spouse or parent, may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates and the amount of time required.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within a 12 month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption or placement of a foster child; or to care for a parent with a serious health condition.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will continue to be provided by NDI. Employees will continue to be responsible for their costs of these benefits. If the employee fails to return from leave, NDI reserves the right to recover any payments made to continue health insurance coverage for the employee during the leave period.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide NDI with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, NDI will assume that the employee has resigned.

602. Educational Leave

NDI provides educational leaves of absence without pay to eligible employees who wish to take time off from work duties to pursue course work that is applicable to their job duties with NDI. Employees in the following employment classification(s) are eligible to request educational leave as described in this policy:

- * Regular full-time employees

Eligible employees who have completed 365 calendar days of service may request educational leave. Requests will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by NDI until the end of the month in which the approved educational leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from educational leave, benefits will again be provided by NDI according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When an educational leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, NDI cannot guarantee reinstatement in all cases.

If an employee fails to report to work at the end of the approved leave period, NDI will assume that the employee has resigned.

603. Military Leave

A military leave of absence will be granted to employees who are absent from work because of

service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Human Resources Department for more information or questions about military leave.

700 EMPLOYEE CONDUCT & DISCIPLINARY ACTION

- ❖ Employee Conduct and Work Rules
- ❖ Drug and Alcohol Use
- ❖ Sexual and Other Unlawful Harassment
- ❖ Workplace Threats and Violence
- ❖ Attendance and Punctuality
- ❖ Personal Appearance
- ❖ Return of Property
- ❖ Resignation
- ❖ Security Inspections
- ❖ Solicitation
- ❖ Drug Testing
- ❖ Progressive Discipline
- ❖ Problem Resolution

701. Employee/Consultant Conduct and Work Rules

All staff/consultants are expected to conduct themselves in an ethical manner and exercise sound judgment in working with NDI staff, persons served and former persons served. The NDI Code of Ethics and Standards of Behavior are to be followed at all times. These rules govern the standards and ethical conduct of all employees, consultants, volunteers and students. These standards are in place, so that persons served or former persons served do not experience personal or psychological harm due to contact with NDI staff and so that the reputation and/or effectiveness of NDI is not threatened nor damaged. Failure to adhere to any of the following standards in this chapter will be adequate cause for termination. Please remember, once a person, always a person, therefore, personal relationships are **NEVER PERMITTED BETWEEN STAFF AND PERSONS SERVED**.

Staff-Person Served Relationships:

To guard against suspicion and/or false accusations, all staff/consultants shall adhere to the guidelines set forth in the National Association of Social Workers Code of Ethics.

1. Staff/consultants shall serve persons with devotion, loyalty, determination and the maximum application of professional skill and competence.
2. Staff/consultants shall not exploit relationships with persons served for personal advantage, profit, satisfaction or interest.
3. Staff/consultants shall not practice, condone, facilitate, collaborate with any form of discrimination on the basis of race, color, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical handicap, any other preference or personal characteristic, condition or status.
4. Staff/consultants shall avoid relationships or commitments that conflict with the interest of persons served.
5. Under no circumstances shall staff//consultants engage in sexual activities with persons served.
6. Staff/consultants shall provide persons served with accurate and complete information regarding the extent and nature of the service available to them.
7. Staff/consultants shall apprise persons served of their risks, rights, opportunities and obligations associate with services to them.
8. Staff/consultants shall seek advice and counsel of colleagues whenever such consultation is in the best interest of persons served.
9. Staff/consultants shall terminate services to persons served and professional relationships with them, when such services and relationships are no longer required or no longer serve the persons served needs or interest.
10. Staff/consultants shall withdraw services precipitously only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects.

11. Staff/consultants who anticipates the termination or interruption of service to persons shall notify persons served promptly and provide for transfer, referral or continuation of service in relation to persons served needs and preferences.

To ensure orderly operations and provide the best possible work environment, NDI expects employees/consultants to follow rules of conduct that will protect the interests and safety of all employees/consultants and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- * Theft or inappropriate removal or possession of property
- * Falsification of timekeeping records
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- * Insubordination or other disrespectful conduct
- * Violation of safety or health rules
- * Smoking in prohibited areas
- * Sexual or other unlawful or unwelcome harassment
- * Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- * Excessive absenteeism or any absence without notice
- * Unauthorized absence from work station during the workday
- * Unauthorized use of telephones, mail system, or other employer-owned equipment
- * Unauthorized disclosure of business "secrets" or confidential information
- * Violation of personnel policies
- * Unsatisfactory performance or conduct

Employment with NDI is at the mutual consent of NDI and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702. Drug and Alcohol Use

It is NDI's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on NDI premises and while conducting business-related activities off NDI premises, no employee 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 an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or

treatment program. Such violations may also have legal consequences.

To inform employees about important provisions of this policy, NDI has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through NDI's health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all NDI policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause NDI any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify NDI of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the Human Resources Department without fear of reprisal.

703. Sexual and Other Unlawful Harassment

NDI is committed to providing a work environment that is free of discrimination and unlawful harassment. Any form of harassment which violates federal, state or local law, including, but not limited to, harassment related to an individual's sex, race, ethnicity, age, religion, national origin, citizenship status, handicap or disability is a violation of this policy. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

In addition to the above listed conduct, a sexual harassment can also include unwanted sexual advances, offering an employee benefit in exchange for sexual favors, verbal abuse of a sexual nature, unwanted touching, impeding or blocking movements, making sexual gestures, and displaying of sexually suggestive objects or pictures, cartoons or posters.

Any employee who wants to report an incident of sexual or other unlawful harassment shall promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee shall immediately contact the Human Resources Department or any other member of management. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment shall promptly advise the Human Resources Department or any member of management who will handle the matter in a timely and confidential manner.

All complaints of unlawful harassment which are reported to management will be investigated as promptly as possible and corrective action will be taken where warranted. NDI prohibits

employees from hindering our own internal investigations and our internal complaint procedures. All complaints of unlawful harassment which are reported to management will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

Harassment of our persons served, vendors, or suppliers by our employees is also strictly prohibited. Any such harassment will subject an employee to disciplinary action.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

704. Workplace Threats and Violence

Nothing is more important to NDI than safety and security of its employees. Threats, threatening behavior, or acts of violence against employees, persons served, visitors or other individuals by anyone on NDI property will not be tolerated. Violations of this policy will lead to disciplinary action which may include dismissal, arrest and prosecution.

Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts on NDI property shall be removed from the premises as quickly as safety permits and shall remain off NDI premises pending the outcome of an investigation. NDI will initiate an appropriate response. This response may include, but not be limited to, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons served involved.

No existing NDI policy, practice or procedure shall be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life threatening situation from developing.

All NDI personnel are responsible for notifying Management of any threats which they have witnessed, received or have been told that another person has witnessed or received. Even without an actual threat, personnel shall also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related or may be carried out on a company controlled site, or is connected to company employment. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons served who were threatened or were the focus of threatening behavior.

All individuals who apply for or obtain a protective or restraining order which list NDI locations as being protected areas, must provide a copy of the petition and declarations used to seek the order, a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent.

NDI understands the sensitivity of the information requested and has developed confidentiality procedures which recognize and respect the privacy of the reporting employee(s).

705. Attendance and Punctuality

To maintain a safe and productive work environment, NDI expects employees to be reliable and

to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on NDI. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

706. Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees/consultants and affect the business image NDI presents to customers and visitors.

During business hours, employees are expected to present a clean and neat and professional appearance. Employees are expected to dress according to the requirements of their positions. Employees who appear for work inappropriately dressed in revealing, too tight, too short or wearing clothing that is indicative of part attire will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work. Monday through Thursdays are considered as professional dress days and Fridays are considered casual dress days, however the same rules will apply for clothing that is inappropriate for the work place.

Consult your supervisor or department head if you have questions as to what constitutes appropriate attire.

707. Return of Property

Employees are responsible for all NDI property, materials, or written information issued to them or in their possession or control. Employees must return all NDI property immediately upon request or upon termination of employment. Where permitted by applicable laws, NDI may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. NDI may also take all action deemed appropriate to recover or protect its property.

708. Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with NDI. Although advance notice is not required, NDI requests at least 2 weeks' written notice of resignation from nonexempt employees, 4 weeks' notice from exempt employees and 8 weeks notice from Senior Managers.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire and will forfeit accrued Paid Days Off to be applied to the notice period which would have otherwise been paid upon termination and final payment, at NDI's discretion. There is no payment for EID at the time of termination.

709. Security Inspections

NDI wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, NDI prohibits the possession, transfer, sale, or use of such materials on its premises. NDI requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of NDI. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of NDI at any time, either with or without prior notice.

NDI likewise wishes to discourage theft or unauthorized possession of the property of employees, NDI, visitors, and customers. To facilitate enforcement of this policy, NDI or its representative may inspect not only desks and lockers but also persons served entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials shall not bring such items onto NDI' premises.

710. Solicitation

In an effort to ensure a productive and harmonious work environment, persons served not employed by NDI may not solicit or distribute literature in the workplace at any time for any purpose.

NDI recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- * Employee announcements
- * Internal memoranda
- * Job openings
- * Organization announcements

If employees have a message of interest to the workplace, they may submit it to the Office Manager for approval. All approved messages will be posted by the Office Manager.

711. Drug Testing

NDI' is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment. Copies of the drug

testing policy will be provided to all employees. Employees will be asked to sign an acknowledgment form indicating that they have received a copy of the drug testing policy. Questions concerning this policy or its administration should be directed to the Human Resources Manager.

712. Progressive Discipline

The purpose of this policy is to state NDI' position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

NDI' own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

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

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

NDI' recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and NDI.

713. Problem Resolution

NDI' is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem,

complaint, suggestion, or question receives a timely response from NDI supervisors and management.

NDI strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism. If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with NDI in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor within 5 calendar days, after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Human Resources Department or any other member of management.
2. Supervisor responds to problem during discussion or within 5 calendar days, after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Human Resources Department within 5 calendar days, if problem is unresolved.
4. Human Resources Department counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to Chief Executive Officer for review of problem.
5. Employee presents problem to Chief Executive Officer in writing.
6. Chief Executive Officer reviews and considers problem. Chief Executive Officer informs employee of decision within 5 calendar days, and forwards copy of written response to Human Resources Department for employee's file. The Chief Executive Officer has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

The employee may obtain an "Employee Grievance Form" from the Human Resource Department.

800 MISCELLANEOUS

- ❖ Life-Threatening Illness in the Workplace
- ❖ Universal Policy & Risk Exposure to Communicable Disease
- ❖ Recycling
- ❖ Suggestion Program

801. Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. NDI supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, NDI will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. NDI will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the Human Resources Department for information and referral to appropriate services and resources.

802. Universal Policy & Risk Exposure to Communicable Disease

It is the policy of NDI to limit risk and exposure to communicable and infectious conditions / disease. NDI mandates the use of Universal Precautions at all times. Universal Precautions are outlined in the agency Safety Manual.

803. Recycling

NDI supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set up to promote the separation and collection of the following recyclable materials at NDI:

- * computer paper
- * white high grade or bond paper
- * ledger paper
- * mixed or colored paper
- * newspaper
- * corrugated cardboard
- * brown paper bags
- * printer cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. Employees are encouraged to make a commitment to recycle and be a part of this solution.

NDI encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace

practices as:

- * communication through computer networks with e-mail
- * posting memos for all employees
- * two-sided photocopying
- * computerized business forms
- * routing slips for reports
- * minimum packaging
- * eliminating fax cover sheets
- * reusing paper clips, folders, and binders
- * reusing packaging material
- * reusing wooden pallets
- * turning off lights when not in use

Whenever possible, employees of NDI are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, NDI is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the Human Resources Office.

804. Suggestion Program

As employees of NDI, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program. However, exempt employees are only eligible to submit suggestions that are beyond the scope of their assigned duties and areas of responsibility.

A suggestion is an idea that will benefit NDI by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making NDI a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are considered based on the appropriateness of the suggestions.

All suggestions must be submitted on a suggestion form and 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 the Department Manager and, after review, they will be forwarded to the Leadership Performance Improvement Committee. As soon as possible, you will be notified of the decision and any accompanying action based on the Committees deliberations. Special recognition will be given to employees who submit a suggestion that is implemented.