



Arkansas Support Network

Employee Handbook Updated:

January 27, 2025

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Core Policies

1.0 Welcome

1.1 A Welcome Policy

Welcome! You have just joined a dedicated organization. We hope that your employment with Arkansas Support Network will be rewarding and impactful. We take pride in our employees as well as in the services we provide.

The Company complies with all federal, state and local employment laws, and this handbook generally reflects those laws.

The employment policies and/or benefits summaries in this handbook are written for all employees.

Please take the time now to read this handbook carefully. An electronic acknowledgment form will be captured to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact Human Resources at

asnhdepartment@supports.org. We wish you success in your employment here at Arkansas Support Network!

All the best,

Syard Evans, Ph.D, Chief Executive Officer
Arkansas Support Network

1.2 At-Will Employment

Your employment with Arkansas Support Network is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the Chief Executive Officer has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the Chief Executive Officer.

If a written contract between you and the Company is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

2.0 Introductory Language and Policies

2.1 About the Company

Arkansas Support Network, Inc., supports the presence and participation of people with disabilities in their homes and communities. The services we provide are designed to empower individuals with disabilities to live the lives they desire in the homes and communities of their choice and to support the full participation of individuals with disabilities in all aspects of community life.

Arkansas Support Network, provides, promotes and advocates for person-centered, home and community-based services for individuals with disabilities to support the full participation and inclusion of people with disabilities in all aspects of daily life.

2.2 Mission Statement

We recognize and support every person's right to be included in the life of the community.

Arkansas Support Network delivers quality services to individuals who have disabilities and their families in Arkansas, and through the delivery of these services provides tangible benefits to the community at large. We accomplish this by:

- Advocating for the rights of individuals who have disabilities and their families
- Providing training and education to staff, service providers, individuals with disabilities, and family members
- Influencing public policy in order to create access to the community and to improve the delivery of services to people with disabilities and their families throughout Arkansas.

2.3 Our Organization

Our team embodies the spirit of our organization's values and beliefs in providing high-quality resources and supports to individuals with disabilities and their families.

ASN's Chief Officers

Syard Evans, PH.D.	Chief Executive Officer
Ginnie Trammell	Chief Revenue Officer
Harold Watts	Chief Business Officer
Tenille Hunter	Chief People Officer
Lindsey Parker	Chief Wellness Officer
James Wilks	Chief Supports Officer

2.4 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Arkansas Support Network policies and procedures. The handbook is not a contract. The Company reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

3.0 Hiring and Orientation Policies

3.1 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on or prior to the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Arkansas Support Network. If you are currently employed and have not complied with this requirement or if your status has changed, inform Human Resources at asnhrdepartment@supports.org.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Company.

3.2 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

Arkansas Support Network recognizes the importance of supporting employees experiencing limitations related to pregnancy, childbirth, or related medical conditions by providing reasonable accommodations. We are committed to complying with the federal Pregnant Workers Fairness Act (PWFA) and any applicable state or local laws offering additional protections.

Examples of reasonable accommodations include:

- Additional break time for restroom use, meals, hydration, and rest.
- Seating options allowing for sitting or standing as needed.
- Schedule changes, part-time work, and paid and unpaid leave.
- Flexible work hours to accommodate medical appointments and physical needs.
- Telework (Determined on a case by case basis based on the essential functions of the position. Remote work cannot be offered with a direct support position that requires in-person support, but the opportunity for reassignment may be available).
- Closer parking spots to the workplace entrance.
-

Light duty.

- Making existing facilities accessible or modifying the work environment. (Modifying the work environment may be beyond our control for Direct Service Providers working in the homes of the people ASN supports).

- Job restructuring.
- Temporarily suspending one or more essential functions of your job.
- Acquiring or modifying equipment or devices.
- Adjusting or modifying examinations or policies.

If you require an accommodation, notify Human Resources at asnhrdepartment@supports.org. Requests for an accommodation will be evaluated on a case-by-case basis. You may be asked to provide:

- The reason an accommodation is needed.
- A description of the proposed accommodation.
- Information on how the accommodation will effectively address your limitations.
- Medical documentation supporting your requested accommodation.

The Company will engage in an interactive process with you to identify suitable accommodations. While we strive to accommodate all requests, certain accommodations may not be provided if they would result in undue hardship to the Company. Factors considered include the nature and cost of the accommodation, the overall financial resources of the facility, and the impact on operations, including safety and efficiency.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act (FMLA) and/or any other applicable leave as permitted by law.

The Company strictly prohibits retaliation against employees who request or utilize an accommodation under this policy.

3.3 Religious Accommodation

Arkansas Support Network recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, the Company complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. The Company will reasonably accommodate the sincerely held religious beliefs of employees if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship or infringe on the rights of a person receiving services from ASN.

Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, make the request with Human Resources at asnhrdepartment@supports.org. Requests for an accommodation will be evaluated on a case-by-case basis. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, the Company will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Company encourages you to suggest specific reasonable accommodations. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

The Company will not discriminate or retaliate against employees who, in good faith, request a religious accommodation under this policy.

3.4 Disability Accommodation

Arkansas Support Network complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your Supervisor and Human Resources at asnhrdepartment@supports.org. Requests for an accommodation will be evaluated on a case-by-case basis. You may be asked to

include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Company will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Company in connection with a request for accommodation will be treated as confidential.

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

Where state or local law provides greater protections to employees than federal law, the Company will apply the law that provides the greatest benefit to employees.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Company will not discriminate or retaliate against employees for requesting an accommodation.

3.5 Conflicts of Interest

Arkansas Support Network seeks to negate actual or potential conflicts that could compromise supervision, safety, confidentiality, security, and morale at Arkansas Support Network. It is your obligation to inform the Company of any potential conflicts of interest so the Company can determine how best to respond to the particular situation. Some of the following may be considered conflicts of interest:

- A second job or separate business that materially detracts from or interfere with your work schedule, job responsibilities, or ability to perform your role for ASN;
- A second job or separate business that requires you to use confidential information learned while working for ASN; or
- Having a significant financial or other personal interest in a company or organization that has some type of business relationship with ASN.

3.6 Job Descriptions

Arkansas Support Network attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from Human Resources at asnhdepartment@supports.org.

Job descriptions prepared by the Company serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Company may have to revise, add to, or delete from your job duties per business needs. On occasion, the Company may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with Human Resources at asnhdepartment@supports.org.

4.0 Wage and Hour Policies

4.1 Introduction to Wage and Hour Policies

At Arkansas Support Network, pay depends on a wide range of factors, with the most significant influence being service reimbursement rates. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, reach out to Human Resources at asnhdepartment@supports.org.

4.2 Employment Classifications

The Company designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

- **Exempt Employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt Employees.** Nonexempt employees are entitled to minimum wage and overtime pay.

The Company also assigns each employee to one of the following categories:

- **Regular Full-Time Employees.** Regular full-time employees are normally scheduled to work at least 30 hours per workweek, except for approved time off. Full-time employees are eligible for most Company benefits after. Occasionally, an employee's schedule may change from full-time to part-time. When this happens, the employee will maintain his full-time status for six weeks as long as the employee and his supervisor are actively pursuing full-time status.
- **Regular Part-Time Employees.** Regular part-time employees are normally scheduled to work 29 hours or less per workweek. Part-time employees are not eligible for most Company benefits.
- **Interns.** Interns are hired on a temporary basis in partnership with a qualifying educational institution. Interns are not eligible for most Company benefits.

You will be informed of your classification, status, and responsibilities at the time of hire and at any time your classification, status, or responsibilities change. If you have a question regarding this information, contact Human Resources at asnhrdepartment@supports.org. These classifications do not alter your employment at-will status.

4.3 Attendance

Arkansas Support Network requires regular and punctual attendance by employees. You are expected to arrive at your assigned workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you are not going to arrive at work or return from a break on time, you must notify your Supervisor as soon as possible but at least 3 hours before your scheduled start time. If your Supervisor is not available, contact another member of management.

If you must miss work due to an emergency or other unexpected circumstance, notify your Supervisor as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Supervisor immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

Absences will be considered excused if you requested the time off in accordance with Company policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval. This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures.

Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the smallest impact possible on business operations.

The Company reserves the right to apply unused paid time off to unauthorized absences when permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to this policy.

If you fail to report to work for 3 or more consecutive days and have not provided proper notification, the Company will assume that you have voluntarily resigned your position and will proceed with the termination process.

4.4 Recording Time

Arkansas Support Network is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Company has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using Company SETworks. Employees will receive individualized SETworks training with specific instructions on time entry.

You must accurately record all of your time to ensure you are paid for all hours worked, and must follow established Company procedures for recording your hours worked.

If you are unable to record your time for your shift, please reach out to your Supervisor immediately. It is your responsibility to notify your Supervisor of the unrecorded time to ensure that you are paid correctly.

Notify Human Resources at asnhrdepartment@supports.org of any pay discrepancies, unrecorded or misrecorded work hours.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or

the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to Human Resources any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.5 Paycheck Deductions

Arkansas Support Network is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your Supervisor.

The Company will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your Supervisor.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

The Company will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.6 Direct Deposit

Arkansas Support Network encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, ask Human Resources at asnhrdepartment@supports.org for instructions on how to enroll through the HRIS System, Datis.

If you have selected the direct deposit payroll service, a written explanation of your deductions will be provided to you on paydays in lieu of a check.

4.7 Posting of Work Schedules

Arkansas Support Network's Administrative Staff are expected to maintain a typical workday/workweek schedule. Direct Service Professionals' schedules will be posted within SETworks.

Arkansas Support Network's pay periods are Friday-Thursday, with a 2-week processing period.

5.0 Benefits

5.1 Federal Jury Duty Leave

Arkansas Support Network encourages employees to fulfill their civic duties related to federal jury duty service. If you are summoned for federal jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

Time spent for federal jury duty service is unpaid; however, if you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are eligible for PTO, You may opt to use PTO in place of unpaid leave.

5.2 Health Insurance

Arkansas Support Network offers group health insurance benefits to all regular full-time employees and their eligible dependents after the plan's defined waiting period. Health insurance benefits are described in detail in the Summary Plan Description (SPD), which may be obtained from Human Resources at asnhrdepartment@supports.org.

Other Company Insurance that all regular full-time employees and their eligible dependents may be eligible for include:

- Company Vision Insurance
- Company Dental Insurance
- Flexible Spending Accounts (FSA)
- 403b Retirement
- Employer-Sponsored Disability Benefits

Additional details can be found in the Benefits Guide.

Your group health benefits are paid in part by the Company. The remainder of the costs are paid by you through deductions from your paycheck.

Benefits may be canceled or changed at the discretion of the Company, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with the Company, you may have the right to continue your health benefits under federal or state law. In such event, the Company will provide you with information about your rights to continue your benefits coverage.

5.3 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible Arkansas Support Network employees and their beneficiaries to continue health insurance coverage under the Company health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Human Resources at asnhrdepartment@supports.org to learn more about your COBRA rights.

5.4 Bereavement Leave

Arkansas Support Network recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, the Company will provide bereavement leave as follows:

All employees are eligible for 3 days of paid bereavement leave for the death of an immediate family member.

You may use accrued but unused paid time off if additional time is needed. Additional unpaid time off may be granted at the discretion of the Company on a case-by-case basis.

For purposes of this policy, **immediate family member** includes the following and applies both to the family of the employee and the employee's spouse: child (including foster child and stepchild), spouse, sister, brother, parents (including foster parents and stepparents), grandparents.

You must provide notice of your need for bereavement leave as far in advance as possible. The Company may require documentation supporting your need for bereavement leave.

5.5 Holidays

Arkansas Support Network offers the following paid holidays each year:

New Year's Day

Martin Luther King Jr. Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Thanksgiving

Friday after Thanksgiving

Christmas Eve

Christmas Day

The office is closed on holidays and Direct Support Professionals are paid a holiday rate of time and a half.

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

If a holiday falls on your regular day off, ask your Supervisor how it affects you.

You will be compensated for holidays in accordance with federal and state law.

5.6 Paid Time Off (PTO)

Arkansas Support Network provides employees with paid time off (PTO). PTO may be used for vacation, sick time, or other personal matters.

Eligibility

All full-time regular employees are eligible to receive PTO. PTO will accrue from the date of employment, but will not be available for use until the employee has completed 90 days of employment. No vacation may be taken before it is earned.

Employees who feel that there is a discrepancy in the calculation of their vacation pay or eligibility for vacation should contact Human Resources at asnhrdepartment@supports.org

Employees may not receive vacation pay in lieu of time off.

If a paid holiday falls within an employee's vacation period, an additional day of vacation will be granted. This may be taken at the beginning or end of the employee's vacation period, or may be used at another time during the year.

Vacation scheduling must be cleared with the supervisor in advance. Whenever possible, requests for vacation time should be presented at least 10 days in advance.

Deposits Into Your Leave Account

PTO is calculated according to the calendar year, January 1 through December 31 each year. Full-time employees will accrue paid vacation according to the following schedule:

Years of Service	Accrual	Max Carry Over
1-2	104 hours	104 hours
3-5	128 hours	128 hours
6-9	152 hours	152 hours
10-14	176 hours	176 hours
15-19	200 hours	200 hours
20-24	224 hours	224 hours
25+	248 hours	248 hours

Leave Usage and Requests for Leave

The Company encourages you to use your PTO time. You are eligible to begin using PTO after 90 days of employment.

You must request PTO from your Supervisor as far in advance as possible, but at least 3 days in advance. The Company will generally grant requests for PTO when possible, taking business needs into consideration.

Paid leave, excluding Family Medical leave, may not exceed more than 10 business days at a given time without written request. Factors that will be reviewed when considering such a request include job requirements, business needs, and the employee's performance. The approval or denial of extended leave is at the discretion of the department director and Human Resources.

During a Leave of Absence

The Company may require you to use any unused PTO during disability or family medical leave, or any other leave of absence, where permissible under local, state, and federal law.

You will not accrue PTO during unpaid leaves of absence, or other periods of inactive service, unless PTO accrual is required by

applicable federal, state, or local law.

Carryover

Unused PTO can be carried over to the following year as reflected in the above chart.

Separation of Employment

. Upon separation of employment for any reason, you will forfeit any earned but unused PTO time unless state law dictates otherwise.

5.7 Family and Medical Leave (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), Arkansas Support Network provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

- Have worked for the Company for at least 12 months, although that time need not be consecutive;
- Have worked at least 1,250 hours in the last 12 months; and
- Be employed at a worksite that has 50 or more employees within 75 miles.

Reasons for Leave

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period, which is a rolling 12-month period based on the first day of leave, for any of the following reasons:

- The birth of a child and to care for that child (leave must be completed within one year of the child's birth);
- The adoption or foster care placement of a child with you and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition that makes you unable to perform the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave, to care for a spouse, child, parent, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service.

As used in this policy:

- **Spouse** means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.
- **Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.
- **Parent** means a biological, adoptive, step, or foster parent, or any other individual who stood in loco parentis to you when you were a child.
- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as their caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

Notice

If the need for leave is foreseeable because of an expected birth, adoption, or a planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practical (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to a planned medical treatment or a series of

treatments for yourself, a family member, or covered service member, you must first consult with the Company regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the Company.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including requests for absences under this policy. Failure to provide appropriate notice may result in the delay or denial of leave.

Please reach out to Human Resources at asnhrdepartment@supports.org for leave request forms.

Certification

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant healthcare provider must supply appropriate medical certification. You may obtain medical certification forms from Human Resources at asnhrdepartment@supports.org. When you request leave, the Company will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the Company may require an examination by a second healthcare provider designated by us. If the second healthcare provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practical, may delay further leave until it is provided.

The Company also reserves the right to require certification from a covered military member's healthcare provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid; however, you will be required to use available paid leave during FMLA leave as permitted by law.

FMLA leave runs concurrently with other leaves, such as accrued paid leave that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by applicable law. The substitution of paid leave for unpaid FMLA leave does not extend the 12 or 26 weeks (whichever is applicable) of FMLA leave. In addition, the substitution of paid leave for unpaid leave may not result in you receiving more than 100% of your salary.

If you are receiving short- or long-term disability or workers' compensation benefits during a personal medical leave, you will not be required to use accrued paid leave. However, where state law permits, you may elect to use accrued paid leave to supplement these benefits.

Leave Increments

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the Company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the Company may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis. Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a healthcare provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced schedule basis.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until certification is provided.

Health Insurance

Maintaining Coverage During Leave

Your health insurance coverage will be maintained by the Company during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage lapses that coverage will terminate unless payments are promptly made.

Payment of Premiums

Alternatively, at our option, the Company may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the Company may require reimbursement for the health insurance premiums paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If both you and your spouse work at the Company, you are collectively eligible for 12 weeks of leave for the birth or placement of a child or to care for a parent with a serious health condition. Similarly, spouses employed by the Company will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The Company is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

Interaction with State and Local Laws

Where state or local laws intersect with the FMLA, the Company will comply with the law that is the most favorable to you.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action, up to and including termination.

Designation of Leave

If the Company becomes aware of any qualifying reason for FMLA leave, the Company will designate it as such. You may not refuse FMLA designation under this policy.

Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Required Notice

The Company is required to provide you with a copy of the *Your Employee Rights Under the Family and Medical Leave Act* notice, which is attached as an addendum at the end of this handbook.

5.8 Military Leave (USERRA)

Arkansas Support Network complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must notify the Company through Human Resources at asnhrdepartment@supports.org, if you receive notice that you will require a military leave of absence unless providing such notice is precluded by military necessity, impossible, or unreasonable. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources at asnhrdepartment@supports.org.

6.0 Performance, Discipline, Layoff, and Termination

6.1 Standards of Conduct

Arkansas Support Network wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, individuals served, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Company property (including in Company vehicles), or on Company business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, service documentation, intra-company communications, or expense records.
- Taking or destroying Company property or property belonging to a person receiving services.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or person served.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in nondesignated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees in Company work areas during working hours.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling during working hours with Company.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

6.2 Conflict Resolution Process

Arkansas Support Network strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your Supervisor and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

GRIEVANCE PROCEDURE

Arkansas Support Network recognizes that there are times when the need arises for employees to express concerns or complaints around safety, management, and working conditions in a formal manner. The following procedures will ensure that employees receive a fair and unbiased review of workplace concerns.

Procedures

Written complaint to Supervisor and Human Resources

If the employee has discussed their concerns or complaints with their direct supervisor and are unhappy with the outcome, the employee may submit a written complaint to his or her immediate supervisor and human resources to include:

- The nature of the complaint.
- Detailed information including evidence of the issue, witnesses, related policies, etc.
- The remedy or outcome desired.

If the employee complaint is regarding illegal harassment, discrimination or retaliation, or the employee's direct supervisor, the employee should submit the written complaint directly to human resources at asnhrdepartment@supports.org.

All employee complaints/concerns will be promptly investigated. Employees will be advised of the findings and conclusions. All employees are expected to cooperate fully in such investigations.

Recordkeeping

Human resources will maintain records of the grievance process confidentially and securely.

Retaliation

Retaliation against any employee for making a complaint under this procedure or for providing information during an investigation is strictly prohibited, will not be tolerated, and is a violation of this procedure

6.3 Criminal Activity/Arrests

Arkansas Support Network will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Company, whether on or off Company property, may result in disciplinary action including suspension or termination of employment.

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

6.4 Disciplinary Process

Violation of Arkansas Support Network's policies or procedures may result in disciplinary action, including demotion, transfer, leave without pay, or termination of employment. The Company encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Company is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis consistent with applicable law. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

In appropriate circumstances, management will first provide you with coaching, a verbal warning, then with one or more written warnings, a final written warning, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, suspension, or termination of employment. Your Supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Company is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

6.5 Performance Reviews

Arkansas Support Network will make efforts to periodically review your work performance. The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Your completion of mandatory training.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative, etc.).

The performance review process will take place annually, or as business needs dictate.

The performance review process is intended to increase the quality and value of your work performance. The review process may be used:

- As a basis for employment decisions, such as promotions and demotions.
- To improve the performance of underperforming employees.
- To document employee growth at the Company.

A positive performance review does not guarantee a pay raise or continued employment.

6.6 Training Program

In most cases, and for most departments, training employees is done on an individual basis by the department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. The following training sessions are required:

All employees will receive a minimum of 12 hours of staff development training each year.

All employees are required to complete an agency overview, blood-borne pathogens, and community inclusion training annually.

Direct Support Professionals are required to maintain CPR and First Aid Certifications.

Direct Support Professionals are required to maintain current training in mental health wellness and de-escalation strategies.

Function/job specific trainings may be available to the employee to support credentials/licensure. Contact your Supervisor for additional information.

6.7 Promotions

To match you with the job for which you are best suited and to meet the business needs of Arkansas Support Network, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

6.8 Transfers

Arkansas Support Network may transfer your employment from one position to another with or without notice, as required by business needs, or upon request by you and with management approval. Transfers in excess of 90 days may be considered final and your paycheck may be increased or decreased consistent with the pay scale for your new position.

6.9 Workforce Reductions (Layoffs)

If necessary based upon business needs, Arkansas Support Network management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the Company will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

6.10 Exit Interview

You may be asked to participate in an exit interview when you leave Arkansas Support Network. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the Company in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

6.11 Post-Employment References

Arkansas Support Network policy is to confirm dates of employment and job title only. Forward any requests for employment verification to Human Resources or Human Resources at asnhrdepartment@supports.org.

7.0 General Policies

7.1 Employer Sponsored Social Events

Arkansas Support Network holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Supervisor prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner and you assume all risks. Do not drink and drive. Instead, please arrange a ride or appoint a designated driver.

7.2 Personal Appearance

All employees of Arkansas Support Network are required to report to work in functional attire that is appropriate for your job responsibilities according to the plan of care for the people served. If you are unsure of what attire is appropriate for your position, please reach out to Human Resources at asnhrdepartment@supports.org.

7.3 Personal Data Changes

It is your obligation to provide Arkansas Support Network with your current contact information, including current mailing address, telephone number, email address and emergency contact information. You should also inform the Company of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, employees must enter the changes in Datis.

7.4 Use of Company Technology

This policy is intended to provide Arkansas Support Network employees with the guidelines associated with the use of the Company information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Company, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.

General Provisions

Company IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in Company IT resources and communications systems are the property of the Company. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Company electronic information and communications systems.

The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Company IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without prior consent.

The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or

business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on Company IT resources and communications systems.

Do not use Company IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

7.5 Computer Security and Copying of Software

Software programs purchased and provided by Arkansas Support Network are to be used only for creating, researching, and processing materials for Company use. By using Company hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Company policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Company is and will be deemed Company property. It is the policy of the Company to respect all computer software rights and to adhere to the terms of all software licenses to which the Company is a party.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Company to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Company.

7.6 Employer-Provided Cell Phones/Mobile Devices

Arkansas Support Network may issue certain employees a Company cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

We understand that you may use the cell phone/mobile device for personal use; however, such personal use should not exceed the plan allowance. When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the Company, you are responsible for the cost of that usage, including all applicable taxes unless prohibited by law.

The Company owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them.

You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Company in operable condition.

Violation of this policy may result in discipline, up to and including termination of employment.

7.7 Personal Cell Phone/Mobile Device Use

While Arkansas Support Network permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Company property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Company policies regarding the protection of confidential and proprietary information when using

personal devices.

While operating a vehicle on work time, the Company requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may not connect your personal device to the Company network or to Company equipment (computers, printers, etc.).

You may have the opportunity to use your personal devices for work purposes. Before using a personal device for work-related purposes, you must obtain written authorization from the IT department. The use of personal devices is limited to certain employees and may be limited based on compatibility of technology.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

7.8 Telephone Use

Arkansas Support Network phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Company telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

7.9 Security

All employees are responsible for helping to make Arkansas Support Network a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Supervisor immediately. Refrain from discussing specifics regarding Company security systems, alarms, passwords, etc. with those outside of the Company.

Immediately advise your Supervisor of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company. Safety and security is the responsibility of all employees and we rely on you to help us keep our premises secure.

7.10 Social Media

Arkansas Support Network recognizes that many of its employees use social media such as Facebook, Twitter, LinkedIn, YouTube and Instagram, to name a few. However, employees' use of social media could become a problem if it:

- Interferes with the employee's work
- Is used to harass or discriminate against co-workers or the individuals and families we support
- Creates a hostile work environment as defined in the Handbook
- Divulges confidential information about our agency or the people we support; or
- Harms the goodwill and reputation of our organization

Social media include, but is not limited to: Facebook, Instagram, Twitter, LinkedIn, and media outlets used to distribute individual information.

Because of the confidential nature of ASN services, it is inappropriate for an employee to describe activities engaged in with a specific individual receiving services or to display pictures of an individual receiving services without the express written consent of that individual or his/her guardian.

If consent to publicize has been achieved, proof of that consent must be presented to the Director of Employment and Policy concurrent with the publication of the statement or photograph.

Failure to get consent before publication of a photograph or a statement regarding a specific individual receiving services will result in a request to remove the offending item from an individual's social media feed and may result in disciplinary action, up to and including termination based on the seriousness of the offense.

Representations of your personal opinions as being endorsed by ASN is strictly prohibited. Accordingly, ASN names or logos may not be used to endorse, denigrate, or comment on any opinion, product, private business, cause, or political candidate.

Don't forget that you are responsible for what you write or present on social media. You can be sued by other employees or any individual that views your social media posts as defamatory, harassing, libelous, or creating a hostile work environment.

All organizational policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to illegal harassment, code of conduct, nondiscrimination, and protecting confidential and/or proprietary 61 information.

Employees may not use organizational equipment for non-work-related activities without permission. Personal use of our computers, including personal social media activities, should not interfere with your duties at work. Our facilities may be monitored to ensure compliance with this restriction.

Violations of this policy will result in discipline, up to and including termination of employment.

Nothing in this policy is intended or will be applied to preclude or restrict employees from communicating with other employees about workplace issues, including wages and benefits or other working conditions.

7.11 Authorization for Use of Personal Vehicle

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. Arkansas Support Network may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the Company.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

7.12 Driving Record

All employees required to operate a motor vehicle as part of their employment duties at Arkansas Support Network must maintain a valid driver's license and acceptable driving record. The Company may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the Company.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews.

7.13 Third Party Disclosures

From time to time, Arkansas Support Network may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, seeking nonpublic confidential or proprietary information about ASN or the individuals that it serves or legally-privileged information regarding a legal proceeding, you should not speak on behalf of the Company and should refer any call requesting the position of the Company to the Chief Executive Officer and the Chief Strategy Officer. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Chief Executive Officer and the Chief Strategy Officer.

7.14 Nonsolicitation/Nondistribution Policy

Arkansas Support Network prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our nonsolicitation/nondistribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

For the purposes of this policy, **solicitation** includes various activities such as selling items or services, seeking contributions, or seeking support for an organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other employees is prohibited in work areas. **Working hours** refers to periods when either you or the employees you intend to solicit are expected to be actively engaged in work-related activities. You are permitted to engage in solicitation during authorized nonworking times, such as breaks, in nonworking areas provided that the recipients of the solicitation are also on nonworking time and in a nonworking area.

Distribution

To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the Company's equal employment opportunity (EEO) and nonharassment policies, or knowingly spreads false information, is strictly prohibited. Nonemployees are not permitted to distribute materials on company premises under any circumstances.

Statutory Rights and Communication

This policy is not meant to curtail the statutory rights of employees, including their right to discuss terms and conditions of employment. Open communication remains a vital part of our workplace culture.

Reporting Violations

If you become aware of violations of this policy, report them to your Supervisor.

We appreciate your cooperation in maintaining a respectful and focused work environment.

7.15 Workplace Privacy and Right to Inspect

Any Arkansas Support Network workplace area is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any workplace areas. We assume no responsibility for the loss of, or damage to, your property maintained in Company workplace areas.

8.0 Safety and Loss Prevention

8.1 General Safety

It is the responsibility of all Arkansas Support Network employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the Company health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The Company also requires that all occupational illnesses or injuries be reported to your Supervisor and the Company Nurse Line at 1-844-989-2166 as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.2 Drug and Alcohol Policy

Arkansas Support Network is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Company to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

The Company expressly prohibits employees from engaging in the following activities when they are on duty or conducting Company business or on Company premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug

under federal law. The Company does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the Company Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Supervisor if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

From time to time, the Company may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times.

Treatment and/or Rehabilitation

The Company may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Company may consider your continued employment as long as concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed. The Company may also require you to obtain a medical clearance and agree to random testing and a "one-strike" rule as a condition of continued employment.

Violations

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

8.3 Workplace Tobacco Usage

Arkansas Support Network is concerned about the detrimental effects of smoking and secondhand smoke inhalation. Smoking (including the use of electronic vaping products such as e-cigarettes) is prohibited in the following:

- Company offices, outside of designated areas.
- Company vehicles.
- In the homes of the individuals ASN supports.
- While in a vehicle with an individual ASN supports.
- Ultimately, Arkansas Support Network supports the right of individuals receiving services to regulate their homes and environments.

The Company also prohibits the use of smokeless tobacco (e.g., chewing tobacco, dip, and snuff) in such areas.

The Company will not discriminate against employees based on their off-premises, off-duty tobacco usage.

8.4 Workplace Violence

As the safety and security of our employees, and the general public is in the best interests of Arkansas Support Network, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Company has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Arkansas Support Network employees understanding that some of the individuals Arkansas Support Network supports may have behavioral health support needs. If an employee supports an individual with these types of needs, they will be informed and trained on how to handle these needs prior to supporting the individual.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a weapon on Company property or while performing Company business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your Supervisor and Human Resources at asnhrdepartment@supports.org, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence. If an imminent danger or threat exists, employees should contact the local Police Department or dial 911.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to Human Resources at asnhrdepartment@supports.org.

8.5 Airborne Illness Protection

Arkansas Support Network (ASN) is committed to the health and safety of the people served and employed by the organization. Reducing the transmission of airborne illnesses is essential to maintaining a safe and healthy living and work environment.

To ensure that all individuals remain as safe as possible while engaging with ASN, the organization will adhere to the guidelines listed in this policy regarding safety precautions to protect against the transmission of airborne illnesses.

a) This policy applies to all ASN employees

b) Point of contact – Human Resources. Contact the HR Team at asnhrdepartment@supports.org for any questions, resolutions of problems, or special circumstances.

Definitions

a) DSP - Direct Support Professional

b) Executive Leadership - Chief Executive Officer, Chief Operating Officer, Chief Program Officer, Chief Strategy Officer

c) CDC - Centers for Disease Control d) High-Risk Category - categorical designation for individuals served by ASN determined by a standard nursing assessment that includes health-related diagnoses and medical support needs according to CDC High-Risk Categories

Masking Requirements

a) Masks are required for support teams that have been identified as supporting a person who possesses a "high-risk" designation as identified by the ASN nursing team or the individual's medical professionals. This designation is reflected in the Mask Safety Awareness Acknowledgment. This acknowledgment will provide the option for the Individual and/or the Individual's Guardian to require masks in the person's home and while receiving direct services from ASN. DSPs working in these homes will receive documented training indicating the requirement to wear masks when supporting the individual and will sign off acknowledging receipt of the information.

- Nursing staff will identify individuals with a "high-risk" designation based on CDC guidelines. "High-risk" designations will be

determined by a standard nursing assessment that includes health-related diagnoses and medical support needs.

- "High-Risk" designation will be based on the CDC High-Risk Categories: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/clinical-care/underlyingconditions.html>

b) Masks will be required for employees who are providing direct support to individuals who have elected to maintain a mask mandate in their homes and while receiving direct support. Individuals who elect to maintain mask mandates while receiving support can do so without the requirement of any additional documentation or justification of need. The decisions of individuals to maintain mask mandates as a part of their services will be respected and honored by ASN.

Testing and Quarantine Requirements

ASN's current testing and quarantine requirements for employees who have been exposed to the virus or are experiencing symptoms of COVID-19 are detailed below. If an employee has been exposed to any contagious virus, they are required to contact their Direct Supervisor AND the Operations Team immediately and follow the guidance provided by the Operations Team.

Direct exposure to someone with COVID-19:

1. If the employee provides documentation of current vaccination:

- The employee will wear a mask for the first five days while working with an individual and will test on day 5. Day 0 is considered the date of exposure.
- If symptomatic, the employee will test and quarantine for 5 days. If symptoms are improving, the employee may come out of quarantine but is required to wear a mask through day 10.
- If no symptoms are present, the employee will test and continue to monitor for symptoms.

2. If the employee does not provide documentation of vaccination:

- The employee must quarantine for 10 days. Secondary exposure to someone with COVID-19:
- The employee will monitor for symptoms. If the employee becomes symptomatic, test for COVID-19.
 - If the exposure receives a positive result, the employee will quarantine for 5 days. If symptoms are improving, the employee may come out of quarantine but is required to wear a mask through day 10.
 - If the exposure receives a negative result and no symptoms are present, the employee will continue to monitor for symptoms.

8.6 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at Arkansas Support Network, no matter how slightly, you are to report the incident immediately to your Supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Human Resources immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report and call the Company Nurse Line at 1-844-989-2166. You will be required to submit a medical release before you can return to work.

Arkansas Policies

Hiring and Orientation Policies

EEO Statement and Nonharassment Policy

Equal Opportunity Statement

Arkansas Support Network is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation on the basis of the following protected classes: age (40 and older); race; color; national origin; ancestry; religion; sex; sexual orientation (including transgender status, gender identity or expression); pregnancy (including childbirth, lactation, and related medical conditions); sensory, physical, or mental disability; genetic information (including testing and characteristics); veteran status; uniformed servicemember status; or any other status protected by federal, state, or local laws. Discrimination based on race and natural origin includes discrimination based on natural, protective, or cultural hairstyles, including, but not limited to, afros, dreadlocks, twists, locs, braids, cornrow braids, Bantu knots, curls, and hair styled to protect hair texture or for cultural significance.

The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Company will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Company will take appropriate corrective action, if and where warranted. The Company prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Supervisor or any other designated member of management.

Policy Against Workplace Harassment

Arkansas Support Network has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's membership in a protected class. All forms of harassment of, or by, employees, vendors and visitors are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or another person's body;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Company or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's membership in a protected class.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Human Resources at asnhrdepartment@supports.org or any member of management.

The Company prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Wage and Hour Policies

Accommodations for Nursing Mothers

Arkansas Support Network will provide nursing mothers reasonable break time to express milk for their infant child.

If you are nursing, the Company will provide you a private, secure, and sanitary room or other location in close proximity to the work area, other than a restroom, to express milk. The room or location will be shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. You may also bring a personal cooler for storage.

For Employees that work within individual's homes, the Employee must work with their Supervisor to create a plan for nursing and clear it for that individual's home.

The break time must, if possible, run concurrently with any break time already provided to you.

You are encouraged to discuss the length and frequency of these breaks with your Supervisor.

The Company will not discriminate or retaliate against employees who express milk in the workplace in accordance with this policy.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your Supervisor.

At certain times Arkansas Support Network may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

Pay Period

At Arkansas Support Network, the standard pay period is weekly for all employees. Pay day is Friday, with a 2 week processing period. Special provisions may be required from time to time if holidays fall on pay dates. Check with your Supervisor if this type of date arises.

Review your paycheck for accuracy. If you find an issue, report it to your Supervisor or Human Resources at asnhrdepartment@supports.org immediately.

Travel Time Pay

It is Arkansas Support Network's policy to reimburse out of pocket travel expenses incurred by employees and board members in the line of duty in accordance with the guidelines established below: Travel reimbursement within the program area: if in the course of duty, an employee must use his or her vehicle for business-related travel; this expense will be reimbursed at a rate not to exceed the IRS allowable reimbursement. This rate will be reviewed annually by the CEO and will be approved by the board of directors as part of the annual agency budget. Travel and expense reimbursement outside the program area: with prior approval of the CEO, board members and employees who travel outside of the program area for conferences, meetings, etc., on behalf of the agency, may be reimbursed for lodging, meals, and mileage. A per-diem rate approved by the board of directors in the annual budget may be paid in advance for meals. Lodging should be arranged and approved in advance and will be reimbursed at actual cost. Mileage reimbursement, where appropriate, will be reimbursed at the established agency rate. Reimbursement for travel will be made regularly on a schedule to be determined by the CEO and management team. All mileage must be approved by the supervisor or other CEO designee.

General Policies

Access to Personnel and Medical Records Files

Arkansas Support Network maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, you must give the Company reasonable notice. Inspection must occur in the presence of a Company representative.

All requests by an outside party for information contained in your personnel file will be directed to the Human Resources Department, which is the only department authorized to give out such information.

Benefits

Bone Marrow and Organ Donation Leave

Arkansas Support Network will provide eligible employees with up to 90 days of unpaid leave to serve as a bone marrow or organ donor.

All employees in Arkansas are eligible for bone marrow or organ donation leave; however, if you are eligible for leave under the federal Family and Medical Leave Act, you may not take leave under this policy. To request leave under the policy, provide reasonable written notice of the need for leave to your Supervisor.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Crime Victim Leave

Arkansas Support Network will provide employees who are the victim, or the representative of a victim, of a violent crime or sex offense with time off to:

- Participate, at the prosecuting attorney's request, in the preparation of a criminal justice proceeding relating to the crime; or

- Attend a criminal justice proceeding if attendance is reasonably necessary to protect the interests of the victim.

You will be eligible for time off if you are:

- The victim of the violent crime (felony resulting in physical injury to the victim or involving the use of a deadly weapon, terroristic threatening, and stalking) or sex offense at issue in the proceedings;
- A minor who is a victim of kidnapping, false imprisonment, permanent detention, or restraint;
- The victim's spouse, child by birth or adoption, stepchild, parent, stepparent, or sibling; or
- An individual designated by the victim or by a court in which the crime is being, or could be prosecuted.

Time off under this policy will be unpaid; however if you are classified as exempt you may be paid as required by applicable federal or state law. If you are accountable for the crime or a crime arising from the same conduct, you will not be eligible for leave under this policy.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Jury Duty Leave

Arkansas Support Network encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave if it is available to you.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Voting Leave

If your work schedule prevents you from voting on Election Day, Arkansas Support Network will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Supervisor, consistent with applicable legal requirements.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our current policies and guidelines. We look forward to working with you to create a successful Company and a safe, productive, and pleasant workplace.

Syard Evans, Ph.D, Chief Executive Officer

Arkansas Support Network

Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the Arkansas Support Network Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the CEO of the Company. I also understand that any delay or failure by the Company to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Company or affect the right of the Company to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Company representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Company representative) or a collective bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Arkansas Support Network.

If I have any questions about the content or interpretation of this handbook, I will contact Human Resources at

asnhrdepartment@supports.org.

The system is designed to record and verify the acknowledgment of receipt and review of the signature, ensuring comprehensive documentation and compliance.No physical signature is captured on this document.

Signature

Date

Print Name

APPENDIX

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, **to request FMLA leave you must**:

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must**:

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing**:

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call **1-866-487-9243** or visit **dol.gov/fmla** to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

scan me

