



MORGAN SUPPORT SERVICES, INC.

EMPLOYEE HANDBOOK

Welcome to Morgan Support Services, Inc.

Starting a new job is exciting, but at times it can be overwhelming. This Employee Handbook has been developed to help you become acquainted with our agency and answer many of your initial questions.

As an employee of Morgan Support Services, Inc. through The SHOPPE or The Oasis, you are very important. The importance of your contribution cannot be overstated. Our goal is to provide high quality support services. By helping the people we support in reaching their goals, we ensure our good standing in the community, our growth as an agency, and our ability to thrive as a business.

You are an important part of this process because your work directly influences our agency's reputation.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding.

Sincerely,

Russell L. Morgan
Executive Director

Our Mission Statement

Morgan Support Services raises the bar in the provision of support services for people in our community living with behavioral health diagnoses and/or developmental disabilities by creating a responsive, inviting and professional environment in which those we support, those we employ and our community partners may begin to believe the unbelievable, imagine the unimaginable, and achieve that which may have seemed unachievable.

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Section 1 : The Way We Work

A Word About This Handbook

This Employee Handbook contains information about the employment policies and practices of the agency. We expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the agency. The policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business will require changes from time to time. The agency retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial for the people we support, our employees and the Morgan Support Services as a whole. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

Except for the policy of at-will employment, which can only be changed by the Executive Director of the agency in a signed written contract, the agency reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by the Executive Director of the agency. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period.

OUR AGENCY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR

THE AGENCY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE AGENCY IS AUTHORIZED TO ENTER INTO AN AGREEMENT— EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY THE EXECUTIVE DIRECTOR OF THE AGENCY.

This Employee Handbook refers to current benefit plans maintained by the agency. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

Equal Employment Opportunity

Our agency is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis [“protected class”] including, but not limited to: veteran status, uniform servicemember status, race, color, religion, sex, national origin, age, physical or mental disability, genetic information or any other protected class under federal, state, or local law.

Our agency will also not discriminate based on sexual orientation or gender identity.

In North Carolina, the following are a protected class: race, religion, color, national origin, age, sex, military service, disability, sickle cell trait [as to discharge or refusal to employ], hemoglobin C trait [as to discharge or refusal to employ] and genetic information or on account of having requested genetic testing or genetic counseling services [as to discharge or refusal to employ].

You may discuss equal employment opportunity related questions with Program Manager or any other member of management.

Pregnancy Accommodation

The agency will provide reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business.

Whenever an employee requests a reasonable accommodation, the agency will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;
- assisting with manual labor;
- modifying job duties;
- modifying work hours/schedules;

- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

The agency may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with any other leave where permitted by state and federal law.

For more information, or if you require any sort of work accommodation, please contact the Program Manager.

Americans with Disabilities Act

Our agency is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify the Program Manager of the need for accommodation. Upon doing so, the Program Manager may ask you for your input or the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The agency will not seek genetic information in connection with requests for accommodation. All medical information received by the agency in connection with a request for accommodation will be treated as confidential.

A Word About our Employee Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We commit to taking into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

No Harassment

We prohibit harassment of one employee by another employee, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law ("protected class").

In North Carolina, the following also are a protected class: race, religion, color, national origin, age, sex, military service, disability, sickle cell trait [as to discharge

or refusal to employ], hemoglobin C trait [as to discharge or refusal to employ], off duty use of lawful products, including tobacco and alcohol, and genetic information or on account of having requested genetic testing or genetic counseling services [as to discharge or refusal to employ].

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

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy. At a minimum, the term “harassment” as used in this policy includes any of the following activities pertaining to an individual’s protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation

of this policy, or (2) participating in an investigation conducted under this policy.

All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including vendors, people we support, and employees of contractors or subcontractors. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to (one of) the individual(s) listed below:

1. Russell L. Morgan, Executive Director at (336) 323-2870 or 500 Spring Garden Street Greensboro NC 27401.
2. Amanda Andrews, Administrative Director at (336) 323-2870 or 500 Spring Garden Street Greensboro NC 27401.

If an employee makes a report to any person listed above and that person either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other persons on the list above to receive complaints.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. The agency will protect the confidentiality of employees reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other agency policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

Categories of Employment

INTRODUCTORY PERIOD: Full-time, part-time regular, and part-time employees are on an introductory period during their first 90 days of employment.

During this time, you will be able to determine if your new job is suitable for you and your supervisor will have an opportunity to evaluate your work performance. However, the completion of the introductory period does not guarantee employment for any period of time since you are an at-will employee both during and after your introductory period.

For the purposes of this handbook, **FULL-TIME EMPLOYEES** regularly work at least a 30-hour workweek. For other purposes, such as eligibility for health care benefits, the definition of **FULL-TIME EMPLOYEES** may be different.

PART-TIME REGULAR EMPLOYEES regularly work 30 hours or more each week.

PART-TIME EMPLOYEES work less than 30 hours each week.

In addition to the preceding categories, employees are also categorized as "exempt" or "non-exempt."

NON-EXEMPT EMPLOYEES are entitled to overtime pay as required by applicable federal and state law.

EXEMPT EMPLOYEES are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, your supervisor will notify you of your employment classification.

Certification, Licensing and Other Requirements

You will be informed by the Program Manager if there are any licensing, certification or testing requirements for your job. Failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

Immigration Reform and Control Act

In compliance with the federal Immigration Reform and Control Act of 1986 (IRCA), as amended, and any state law requirements, if applicable, our agency is committed to employing only individuals who are authorized to work in the United States.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a limited time period, the individual will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the agency.

New Employee Orientation

You will also undergo required orientation regarding health and safety, confidentiality, and other areas of importance for your work in this agency. If you are hired to provide direct support services, you will undergo a clinical orientation, followed up with regular clinical supervision, to ensure that you have the core competencies necessary for your position.

Your supervisor is responsible for the operations of your department. (S)he is a good source of information about the agency and your job.

Suggestions and Ideas

We are always interested in your constructive ideas and suggestions for improving our operations. Your suggestions should be submitted to your supervisor.

After we investigate your suggestion, you will be notified whether it is feasible to be put into practice.

Specific recognition for suggestions may be reflected in different ways, including time off or additional compensation (cash awards) based on the value of the suggestion.

You also may make suggestions anonymously by utilizing this link: <https://mssconfidential.online/anonymous>

Talk to Us

We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your supervisor so that the problem can be settled by examination and discussion of the facts. We hope that your supervisor will be able to satisfactorily resolve most matters.

If you still have questions after meeting with your supervisor or if you would like further clarification on the matter, request a meeting with quality enhancement coordinator. (S)he will review the issues and meet with you to discuss possible solutions.

Finally, if you still believe that your problem has not been fairly or fully addressed, request a meeting with the Executive Director.

Your suggestions and comments on any subject are important, and we encourage you to take every opportunity to discuss them with us. Your job will not be adversely affected in any way because you choose to use this procedure.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

Section 2 : Your Pay and Progress

Recording Your Time

Non-exempt employees must record their hours as dictated by the policy of the worksite. If you work at a site that utilizes a timeclock, do not punch the card of another employee under any circumstances. All employees are expected to work until the end of their allotted time period.

Exempt employees may be required to accurately record their time worked in accordance with federal and state wage and hour law.

All employees subject to this policy are required to accurately record all time worked. Recording inaccurate or fraudulent time may be subject to disciplinary action, up to and including termination.

The workweek starts on Monday and ends on Sunday.

Payday

You will be paid biweekly on Friday for the period that ends on the previous Friday.

When our payday is a holiday, you normally will be paid on the first working day after the holiday.

You may sign up for Direct Deposit. If you do not use Direct Deposit, you may pick up your paycheck after 3:00 p.m. from your supervisor.

Please review your paycheck for errors. If you find a mistake, report it to the Program Manager immediately. The Program Manager will assist you in taking the steps necessary to correct the error.

Paycheck Deductions

The agency is required by law to make certain mandatory deductions from your paycheck each pay period. Mandatory deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

The agency will not make deductions to an employee's pay which are prohibited by state or federal law or regulation, including those established by the United States Department of Labor.

If questions or concerns about any pay deductions arise, discuss and resolve them with the Program Manager.

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.

Garnishment/Child Support

When an employee's wages are garnished by a court order, our agency is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our agency will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

Performance Reviews

Your performance is important to our agency. Upon hire, you will undergo evaluation at 30, 60 and 90 days, upon your one-year anniversary, and annually thereafter. Your supervisor will review your job progress within our agency and help you set new job performance plans.

Our performance review program provides the basis for better understanding between you and your supervisor, with respect to your job performance, potential and development within the agency. In addition to these scheduled evaluations, your performance will be observed and evaluated on an on-going basis to ensure any areas in need of improvement receive the attention needed.

Job Descriptions

The agency maintains a job description for each position in the agency. The job description outlines the essential duties and responsibilities of the position. When the

duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see your supervisor.

Due to the requirements of the Commission on the Accreditation of Rehabilitation Facilities (CARF), job descriptions are reviewed annually to ensure accuracy. Whether or not changes are made, you will be required to review and sign an updated job description each year.

Promotions and Transfers

We believe that career advancement is rewarding for both the employee and the agency. We will promote qualified employees to new or vacated positions whenever possible. In addition, you can discuss transfer opportunities with your supervisor.

Job openings may be posted in-house. If you are interested in applying for one of these positions, notify your supervisor.

Overtime

There may be times when you will need to work overtime so that we may meet the needs of our people we support. Although you will be given advance notice when feasible, this is not always possible. If you are a non-exempt employee, you must have all overtime approved in advance by the Executive Director.

Non-exempt employees will be paid at a rate of time and one-half their regular rate of pay for hours worked in excess of 40 hours in a workweek, unless state law provides a greater benefit in which case, we will comply with the state law.

Only actual hours worked count toward computing weekly overtime.

If you have any questions concerning overtime pay, check with the Executive Director.

Section 3 : Time Away From Work and Other Benefits

Employee Benefits

Our agency has developed an employee benefit programs to supplement our employees' regular wages. Our benefits represent a hidden value of additional income to our employees.

This Employee Handbook describes the current benefit plans maintained by the agency. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

The agency reserves the right to modify and/or terminate its benefits at any time. We will keep you informed of any changes.

Holidays

Our agency will be closed on the following holidays:

New Year's Day
Thanksgiving Day
Christmas Day

In addition to the above holidays, you may take one unpaid day off with management approval. You will receive your birthday off, or another day in your birth month, with pay. Birthday holidays must be approved in advance by your supervisor.

Employees will not be paid for the above holidays, except where state or federal wage and hour law dictates otherwise. If you provide a service for Morgan Support Services other than through the day program, you may be required to work on weekends and/or holidays. You will be paid at the prevailing regular or overtime rate, whichever is applicable.

Paid Time Off (PTO)

Full-time employees are eligible for Paid Time Off (PTO).

PTO is calculated according to your anniversary date as follows:

After 1 full anniversary year, you shall be entitled to five days of PTO annually.

After 3 full anniversary years, you shall be entitled to eight days of PTO annually.

After 5 full anniversary years, and each year thereafter, you shall be entitled to ten days of PTO annually.

Exempt employees will receive sick pay in compliance with state and federal wage and hour laws.

Submit PTO requests in writing at least two weeks in advance to the Program Manager. When possible, PTO requests are granted, taking into account operating requirements. Length of employment may determine priority in scheduling PTO times.

PTO can be used as vacation time, sick time or to take care of personal matters.

You may use accrued PTO to care for a child who is sick.

PTO cannot be carried over from one year to the next nor is vacation pay granted in lieu of taking the actual time off.

PTO cannot be taken during “blackout” periods, which is determined annually by management, and posted at the worksite.

PTO should be taken in whole day increments.

Eligible employees who provide at least two weeks' advance notice of their resignation will be paid for accrued but unused PTO, unless state law dictates otherwise. All other employees will not be paid for accrued but unused PTO upon discharge.

Jury Duty

Employees summoned for jury duty are granted an unpaid leave in order to serve.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

We reserve the right to request proof of jury service issued by the Court upon return.

Make arrangements with your supervisor as soon as you receive your summons.

When permitted by state law, we expect you to return to your job if you are excused from jury duty during your regular working hours.

Military Leave

Employees who are required to fulfill military obligations in any branch of the Armed Forces of the United States or in state military service will be given the necessary time off and reinstated in accordance with federal and state law.

The time off will be unpaid, except where state law dictates otherwise. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Accrued paid time off (PTO) (if any) may be used for this leave if the employee chooses, but the agency will not require the employee to use paid time off (PTO). Military orders should be presented to the Program Manager and arrangements for leave made as early as possible before departure. Employees are required to give advance notice of their service obligations to the agency unless military necessity makes this impossible. You must notify the Program Manager of your intent to return to employment based on requirements of the law. Your benefits may continue to accrue during the period of leave in accordance with state and federal law.

Additional information regarding military leaves may be obtained from the Program Manager.

Disaster Response Leave

An employee who serves as a member of a volunteer fire department, rescue squad, or emergency medical service agency who is called into service after the Governor or General Assembly proclaims a state of disaster, will receive unpaid leave. The agency reserves the right to limit the amount of leave if the employee's services are required to address an on-going emergency or disaster relief activities within the agency.

Although the agency will not require the employee to use otherwise available paid time off, the employee may choose to do so.

Employees taking leave must present the agency with a letter from the Director of the Division of Emergency Management or the head of the local emergency management agency requesting the services of the employee.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Witness Leave

Employees are given the necessary time off without pay to attend, participate or prepare for a court proceeding. We ask that you notify your supervisor of the need to take witness leave as far in advance as is possible.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

School Visitation Leave

Employees who are parents, guardians or acting in place of the parents of a school-aged child are allowed four hours without pay per year, at a mutually agreed upon time, to attend or otherwise be involved at that child's school. You must provide a written request 48 hours prior to the leave and verification from the school that you attended or were otherwise involved at the school during the time of the leave.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Bereavement Leave

Full-time and part-time employees are eligible immediately upon hire for three paid days for the death of an immediate family member. Members of the immediate family include spouses, domestic partners, parents, brothers, sisters, children, children of domestic partners, grandchildren, grandparents, parents-in-law and parents of domestic partners.

Full-time and part-time employees are eligible immediately upon hire for one paid day to attend the funeral of aunts, uncles, nieces and nephews.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Requests for bereavement leave should be made to the Program Manager as soon as possible. Our agency reserves the right to request written verification of an employee's familial relationship to the deceased and his or her attendance at the funeral service as a condition of the bereavement pay.

Leave of Absence

Under special circumstances, full-time employees who have completed one year of employment may be granted a leave of absence without pay. The granting of this type of leave is normally for compelling reasons and is dependent upon the written approval of the Executive Director.

Leaves may not exceed two weeks.

We will make reasonable efforts to return you to the same or similar job you held prior to the leave of absence, subject to our staffing and business requirements.

Domestic Violence Leave

The agency will grant reasonable leave from work without pay to employees who require time away from work in order to pursue legal action to protect themselves from domestic violence. For the purposes of this policy, domestic violence occurs when an employee or a minor child residing with, or in the custody of, the employee is subject to actual or threatened physical harm, including sexual offenses, by a current or former spouse, a person of the opposite sex who lives with (or lived with) the employee, a parent, a party who stands in loco parentis to the minor child, a grandparent, a person who has a child in common with the employee, a current or former household member, or a person of the opposite sex who is in a dating relationship with the employee, or who is a victim of stalking as defined by N.C.G.S. § 14-277.3.

The agency may require an employee who takes leave under this policy to submit documentation to support the employee's request for leave.

When feasible, affected employees must provide the agency with advance notice of the need for leave. If an employee is not able to provide advance notice of the need for leave, the agency may require the employee to provide documentation of the emergency(ies) that prevented the employee from providing advance notice.

Exempt employees who take leave under the policy may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Victims of Crime Leave

The agency will grant reasonable leave from work without pay to employees who require time away from work in order to pursue protective orders and civil no contact orders to protect themselves against nonconsensual sexual conduct and stalking as defined by N.C.G.S. § 14-277.3.

The agency may require an employee who takes leave under this policy to submit documentation to support the employee's request for leave.

When feasible, affected employees must provide the agency with advance notice of the need for leave. If an emergency prevents an employee from providing advance notice of the need for leave, the agency may require the employee to provide documentation of the event(s) that prevented the employee from providing advance notice.

Exempt employees who take leave under this policy may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Section 125 Plans

Our agency offers a pretax benefits contribution option for employees. This employee benefit is known as a Section 125 plan.

A Section 125 plan is a benefit plan that allows you to make contributions toward dependent care expenses on a "before tax", rather than an "after tax" basis. Your contributions and qualified expenses are deducted from

your gross pay before income taxes and Social Security is calculated.

To participate in this plan, complete an election form and return it to the Program Manager.

You cannot make any changes to your elections until the next open enrollment period, unless your family status changes. Family status changes include marriage, divorce, death of a spouse or child, birth or adoption of a child or discharge of employment of your spouse. A change in election due to a change in family status is effective the next pay period.

Social Security

During your employment, you and the agency both contribute funds to the federal government to support the Social Security program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Information about unemployment insurance can be obtained from the Program Manager.

Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your supervisor. All on-the-job injuries requiring medical attention of more than general first aid will result in a drug test. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition that could lead to or contribute to an employee accident.

401(k) Qualified Retirement Plan

Our agency provides eligible employees with a 401(k) Qualified Retirement plan which is an excellent means of long-term savings for your retirement.

You can obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions from the Executive Director. In the event of any conflict in the description of any plan, the official plan documents, which are available for your review, shall govern. If you have any questions regarding this plan, see the Executive Director.

Section 4 : On the Job

Attendance and Punctuality

Attendance and punctuality are important factors for your success within our agency. We work as a team and this requires that each person be in the right place at the right time.

If you are going to be late for work or absent, notify your supervisor as far in advance as is feasible under the circumstances, but no later than one hour before the start of your workday.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible.

If you are absent for two days without notifying the agency, it is assumed that you have voluntarily abandoned your position with the agency, and you will be removed from the payroll.

Standards of Conduct

Each employee has an obligation to observe and follow the agency's policies and to maintain proper standards of conduct at all times. Failure to adhere to the agency's policies will result in corrective disciplinary measures.

Disciplinary action may include a verbal warning, written warning, suspension with or without pay, and/or discharge. The appropriate disciplinary action imposed will be determined by the agency. The agency does not guarantee that one form of action will necessarily precede another.

Among other things, the following may result in disciplinary action, up to and including discharge: violation of the agency's policies or safety rules; failing to work in a cooperative manner with management, co-workers, people we support, and others who do business with the agency; unauthorized or illegal possession, use or sale of alcohol or controlled substances on work premises or during working hours, while engaged in agency activities or in agency vehicles; unauthorized possession, use or sale of weapons, firearms or explosives on work premises; theft or dishonesty; inappropriate or violent physical contact; harassment; discrimination or retaliation in violation of the agency's EEO and No Harassment policies; performing outside work or use of agency property, equipment or facilities in connection with outside work while on agency time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

Nothing in this policy is designed to modify our employment-at-will policy.

Public Relations

Our agency's reputation is built on excellent service and quality work. To maintain this reputation requires the active participation of every employee.

The opinions and attitudes that people we support, the provider community, and our communities at large may be affected by the actions of one employee. It is sometimes easy to become complacent in our day-to-day work, but in doing so, we run the risk of losing perspective of why our agency exists in the first place. The effects of one bad experience on any of our stakeholders may affect our reputation and our ability to grow and thrive as an agency.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

Non-Solicitation

The agency believes employees should have a work environment free from interruptions of a non-work-related nature, as work time is for work. When you are to be working you should focus on your duties and not engage in activities that would interfere with your own work or the work of others. For the purpose of this policy, solicitation includes, but is not limited to, for collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc.). Such interruptions can be both detrimental to the quality of work and efficiency, and may not be respectful of others job responsibilities and right not to be interrupted.

Employees may not engage in solicitation for any purpose during his/her work time, which includes the working time of the employee who seeks to solicit and the employee who is being solicited. Although solicitation is not encouraged, it is permitted as long as it is limited to the employee's break and lunch time and kept out of active working areas. Nothing in

this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Distribution

Distribution by employees of any type (materials, goods, paper) is prohibited in work areas at any time, whether or not the employees are on working time. Electronic distribution is subject to the agency's Acceptable Use of Electronic Communications policy, and may not occur during the employee's working time. Non-employees are prohibited from distributing materials to employees on agency premises at any time. Literature that violates the agency's EEO and No Harassment policies, includes threats of violence, or is knowingly and recklessly false is never permitted. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be given to the Program Manager promptly. There are some changes you can make yourself via your Heartland Self Service Access.

Care of Equipment

You are expected to demonstrate proper care when using the agency's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, break or damage any property, report it to the Program Manager at once.

Acceptable Use of Electronic Communications

This policy contains guidelines for electronic communications created, sent, received, used, transmitted, or stored using the agency's communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic communications" include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants, pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as "systems."

Acceptable Uses of Our Systems: Employees may use our systems to communicate internally with co-workers or externally with people we support and other business acquaintances for business purposes.

Agency Control of Systems and Electronic Communications: All electronic communications contained in agency systems are agency records and/or property. Although an employee may have an individual password to access our systems, the systems and communications belong to the agency.

The systems and electronic communications are accessible to the agency at all times including periodic unannounced inspections. Our systems and electronic communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The agency's right to use, access, monitor, record and disclose electronic communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems: Personal communications in our systems are treated the same as all other electronic communications and will be used, accessed, recorded, monitored, and disclosed by the agency at any time without further notice. Since all electronic communications and systems can be accessed without advance notice, employees should not use our systems for communication or information that employees would not want revealed to third parties. Personal use of our system should be limited to non-working time. Personal use of our system must be conducted in such a manner that it does not affect smooth system operation or use a disproportional amount of the system's functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to the agency's trade secrets, business models, business services, sales agreements, pricing information, drawings, designs, blue prints, manufacturing processes, people we support lists, inventions, recipes, formulas, vendor agreements, clinical records, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information and other information that derives economic value by being protected from public consumption or competitors may only be used on agency systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal

storage device, or personal email account under any circumstances without advance written approval from a member of management. Proprietary business information does not restrict employee rights to discuss their wages, hours or other terms of employment.

Prohibited Uses of Our Systems: Employees may not use agency systems in a manner that is unlawful, wasteful of agency resources, or unreasonably compromises employee productivity or the overall integrity or stability of the agency's systems. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of agency policies.

In addition, employees may not use our agency systems:

- To download, save, send or access any discriminatory, obscene, or malicious or knowingly false material;
- To download, save, send or access any music, audio or video file unless business related;
- To download anything from the internet (including shareware or free software) without the advance written permission of the Executive Director;
- To download, save, send or access any site or content that the agency might deem "adult entertainment;"
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the agency or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- In connection with the violation or attempted violation of any law; and
- To transmit proprietary business information or agency material such as pricing information or trade secrets.

Electronic Forgery: An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using electronic communications; make changes to electronic communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption: All systems passwords and encryption keys must be available and known to the agency. You may not install password or encryption programs without the written permission of the Executive Director. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to electronic communications. The agency complies with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the agency may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask the Executive Director for advance clarification.

Social Media

The agency has in place policies that govern use of its own electronic communication systems, equipment, and resources which employees must follow. The agency may also have an interest in your electronic communications with co-workers, people we support, vendors, suppliers, competitors, and the general public on your own time. Inappropriate communications, even if made on your own time using your own resources, may be grounds for discipline up to and including immediate termination. We encourage you to use good judgment when communicating via blogs, online chat rooms, networking internet sites, social internet sites, and other electronic and non-electronic forums (collectively "social media"). The following is a general and non-exhaustive list of guidelines you should keep in mind:

1. Make it clear that the views expressed in social media are yours alone. Do not purport to represent the views of the agency in any fashion.
2. Do not disclose confidential or proprietary information regarding the agency, your co-workers or the agency's vendors and suppliers. Use of copyrighted or trademarked agency information, trade secrets, or other sensitive information may subject you to legal action. If you have any doubt about whether it is proper to disclose information, please discuss it with the Executive Director.
3. Do not use agency logos, trademarks, web addresses, email addresses or other symbols in social media. You may not use the agency name or other identifying

information to endorse, promote, denigrate or otherwise comment on any product, opinion, cause or person.

4. Be respectful of the privacy and dignity of your co-workers. Do not use or post photos of co-workers without their express consent.
5. Harassing, obscene, defamatory, threatening, or other offensive content must be avoided. Harassing or discriminatory comments, particularly if made on the basis of gender, race, religion, age, national origin, sexual orientation or gender identity or other protected characteristic, may be deemed inappropriate even if the agency name is not mentioned. If social media communications in any way may adversely affect your relationships at work or violate agency policy, you may be subject to discipline up to and including immediate termination under various agency policies.
6. Ensure that engaging in social media does not interfere with your work commitments.
7. Social media and similar communications have the potential to reflect on both you and the agency. We hope that you will show respect for our employees, people we support, affiliates and competitors.

Confidentiality of Agency Matters

The law and our professional ethics require that each employee maintain confidentiality when handling client matters.

To maintain this professional confidence, no employee shall disclose agency information to outsiders, including other agencies, third parties or members of one's own family.

Confidential information may not be released or disclosed except in accordance with G.S. 122C-51 through 122C-56 and the rules in Morgan Support Services policies.

Confidential information regarding substance abuse shall be released or disclosed in accordance with the federal regulations 42 C.F.R. Part 2, "Confidentiality of Alcohol and Drug Abuse Patient Records," which are adopted by reference pursuant to G.S. 150B-14(c), unless the rules in this manual are more restrictive, in which case the rules in this manual shall be followed.

It is the responsibility of all MSS staff to ensure that confidential information is not released to any unauthorized person(s). Confidential information, for the purposes of this policy, includes but is not limited to:

- Clinical records, either paper or electronic
- Personnel files, either paper or electronic
- Verbal information relating to the people supported
- Photographs
- Videotapes
- Audiotapes

Any disclosure of confidential information will result in disciplinary action up to and including discharge.

Our company has policies and procedures regarding HIPAA compliance and you are expected to follow them. Failure to follow our policies and procedures may result in disciplinary action, up to and including termination of employment.

Protecting Agency Information

Protecting our agency's information is the responsibility of every employee. Do not discuss the agency's confidential business or proprietary business matters, or share confidential, personal employee information (such as social security numbers, personal banking or medical information) with anyone who does not work for us such as friends, family members, members of the media, or other business entities. You may be required to sign a nondisclosure agreement as a condition of your employment, in accordance with state and federal law.

Confidential information does not include information pertaining to the terms and conditions of an employee's employment, including wages. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

All telephone calls regarding a current or former employee's position/compensation with our agency must be forwarded to the Program Manager.

The agency's address shall not be used for the receipt of personal mail.

Conflict of Interest/Code of Conduct

An agency's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the agency, or affiliation with the people we support, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities. During orientation, you will have the

opportunity to review our complete Code of Conduct, and a signed acknowledgment of receipt will be completed by you and retained in your personnel file.

The agency adheres to the highest legal and ethical standards applicable in our business. The agency's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the agency shall conduct their personal affairs such that their duties and responsibilities to the agency are not jeopardized and/or legal questions do not arise with respect to their association or work with the agency.

If You Must Leave Us

Should you decide to leave your employment with us, we ask that management staff provide at least four weeks' advance notice to the agency. All other employees are asked to provide at least two weeks' advance written notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the agency.

Employees, who are rehired following a break in service, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Our agency does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment and job title.

Additionally, all resigning employees should complete a

brief exit interview prior to leaving. All agency property must be returned upon discharge. Otherwise, the agency may take action to recoup any replacement costs and/or seek the return of agency property through appropriate legal recourse.

You should notify the agency if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

Section 5 : Safety in the Workplace

Workplace Violence

Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to agency property in the event someone, for whatever reason, may be unhappy with an agency decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the agency's investigation, may result in disciplinary action, up to and including discharge.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating agency machinery, equipment or vehicles for work-related purposes or while engaged in agency business off premises is forbidden except where expressly authorized by the agency and permitted by state and local laws. This policy applies to all employees, including but not limited to, those who have a valid permit to carry a firearm.

If you are aware of violations or threats of violations of this policy, you are required to report such violations or threats of violations to your supervisor immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

Substance Abuse

The agency has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the people we support we serve. The unlawful or improper presence or use of controlled substances in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the agency the following substance abuse policy.

Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's

orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances in the workplace including: on agency paid time, on agency premises, in agency vehicles, or while engaged in agency activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and break periods.

Your employment or continued employment with the agency is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge.

Consistent with its fair employment policy, the agency maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The agency will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the agency's policies and applicable federal, state or local laws.

The agency further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of agency issued lockers, desks or other

suspected areas of concealment, as well as an employee's personal property when the agency has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines. For more information, please speak to the Program Director.

Please acknowledge your receipt and review of this Employee Handbook by going to this link:

<https://mssconfidential.online/employeehandbookacknowledgment>