



WELCOME TO BOUNDLESS BEHAVIORAL HEALTH!

**We are glad you are here!**

*Welcome to the Boundless family. Let me thank you in advance for your commitment and dedication to our agencies and the people we support. At Boundless, you will always be empowered to be your best and appreciated for what you do and for the excellence in how you do it. I am proud to be here as the CEO and look forward to our very bright, prosperous, and successful future.*

*-Patrick Maynard, CEO*

Introduction

**This personnel policies and procedures handbook applies to all Boundless BBH (Boundless) employees and is intended to provide guidelines and summary information about Boundless' personnel policies, procedures, benefits, and rules of conduct. It is designed to provide information of a general nature. Specific policies and procedures may be communicated to you verbally or in the form of written procedure statements. Employees are responsible for reading and understanding additional policy handbooks including, but not limited to, the Employee Orientation and the Behavior Procedures Manual. Additional information regarding Boundless BBH Policies and Procedures is available on the agency's public drive or by contacting the HR or Compliance department. Employees are also responsible for familiarizing themselves with all applicable ODMHAS, ODE, and CARF policies and procedures. Policies regarding billing procedures and Medicaid procedures must also be reviewed thoroughly as Boundless BBH is a certified Medicaid service provider. Copies are available for your review by contacting the Compliance Officer.**

**It is important that you read, understand, and become familiar with the handbook and comply with the standards that have been established. Please talk with your supervisor or a member of the HR team if you have any questions or need additional information.**

**It is not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. As a result, the Boundless leadership team (hereinafter "leadership") reserves the right to modify, supplement, rescind, or revise any policy, benefit, or provision from time to time, with or without notice, as it deems necessary or appropriate. THIS HANDBOOK DOES NOT CONSTITUTE A CONTRACT OF EMPLOYMENT.**

## Objectives

Boundless recognizes that a personnel system which recruits and trains competent, dependable personnel is indispensable for the effective delivery of services to our clients. The policies and procedures set forth in this manual are designed to:

- Support high quality, cutting edge clinical care to consumers.
- Promote high morale and foster good working relationships among employees of Boundless by providing for the uniform application of personnel policies, equal opportunities for advancement, equitable compensation and benefits, and consideration of employee needs.
- Enhance the attractiveness of a career with Boundless and encourage each of its employees to give his or her best effort to Boundless and the persons served by Boundless.
- Encourage courteous and dependable service to the public and the individuals enrolled in the programs.
- Provide fair and equal opportunity for qualified persons to enter and progress in their jobs based on merit and fitness as determined through objective and practical personnel management methods.
- Ensure that all operations and programs are conducted in an ethical and legal manner so as to promote the company's reputation as an efficient, progressive organization in the community and the state.

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**OUR MISSION:** Boundless BBH offers excellence in the care of individuals and families with mental health and developmental disorders to be able to live, work, and thrive in their community.

## **SECTION 1**

### 1.1 Changes in Policy

**THIS HANDBOOK SUPERSEDES ALL PREVIOUS EMPLOYEE HANDBOOKS AND MEMOS THAT MAY HAVE BEEN ISSUED FROM TIME TO TIME ON SUBJECTS COVERED IN THIS HANDBOOK.**

Boundless reserves the right to interpret, change, suspend, or cancel all or any part of our policies, procedures, and benefits at any time. Boundless will attempt, if practicable, to give reasonable notice to employees in advance of changes in Boundless policies. Boundless Supervisors are not authorized to permit employees to deviate from these policies. **IF YOU HAVE QUESTIONS ABOUT ANY POLICY OR PROCEDURE, SPEAK WITH YOUR DIRECT SUPERVISOR, MANAGER OR THE HUMAN RESOURCES DEPARTMENT.**

### 1.2 Employment Applications

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

### 1.3 Employment At-Will Relationship

Employment with Boundless is governed by the employment-at-will doctrine. This means that Boundless is free to terminate the employment of employees at any time, with or without cause. Similarly, employees are free to resign at any time for any reason or no reason at all. Please note, however, that an employee's eligibility to become reemployed by Boundless after resigning is contingent on the advance notice of resignation the employee provided to Boundless, as addressed in Section 3.14.

## **SECTION 2 – DEFINITIONS**

### **Employee**

An “employee” of Boundless is a person who regularly performs work for Boundless on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with Boundless who are subject to the control and direction of Boundless in the performance of their duties.

### **Exempt**

Exempt Employees are those whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and Ohio law who are exempt from minimum wage and overtime pay requirements. Such positions include, but are not limited to, executive, administrative and professional positions as defined by federal law.

### **Non-Exempt**

Non-exempt employees are those whose positions do not meet the exemption criteria outlined by the FLSA and Ohio law. These employees are paid one and one-half times (1 1/2) their regular hourly rate of pay for all hours worked in excess of forty hours per week or such other standard work period authorized by federal law.

### **REGULAR FULL-TIME**

Employees who are regularly scheduled to work thirty or more hours per week are “regular full-time” employees. Generally, these employees are eligible for Boundless’ benefits package after they have completed 90 days of work with Boundless, subject to the terms, conditions, and limitations of each benefit program and subject to the total number of hours of their job description.

### **REGULAR PART-TIME**

Employees who are regularly scheduled to work less than thirty hours per week are considered regular part-time employees. Generally, these employees are not eligible for Boundless’ benefits package.

### **TEMPORARY (FULL-TIME or PART-TIME)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with Boundless is appropriate or individuals who are hired as interim replacements and/or to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any benefit programs.

### **INDEPENDENT CONTRACTORS/VENDORS**

Independent contractors are not “employees” of Boundless. These are persons engaged to work pursuant to an independent contractor agreement outside of the normal “employer- employee” relationship. The key distinctions between an employee and an independent contractor are that the contractor: (a) is in a business or profession; (b) is not closely supervised (c) may not have her or his hours set by Boundless; (d) may use his or her own space and equipment to complete the work. If an Independent contractor/vendor uses Boundless equipment to complete his/her work, that equipment cannot be taken off Boundless premises. Independent contractors/vendors are not eligible for Boundless benefits.

It is the policy of Boundless to ensure that all consultants, independent contractors/vendors, students, trainees, and interns, used by this organization are provided with appropriate supervision or direction, are qualified to provide the services they offer and are recruited and trained as necessary. All independent contractors/vendors, consultants, students, trainees, and interns are provided a written list of the qualifications and expectations required for their job specifications or assignments.

Independent contractors/vendors, consultants, students, trainees, and interns may provide professional services in connection with their work for Boundless only if they meet requirements applicable to staff for providing such professional services.

Prior to commencing work for Boundless, Independent Contractors must sign an Independent Contractor Agreement that outlines the terms and conditions of their assignment.

### **STANDARD WORK WEEK**

On the Worthington and Newark Campuses, the standard workweek for full-time Boundless administrative staff is forty hours. The standard workweek for full-time Boundless clinical staff is forty hours, including an unpaid 1/2-hour lunch daily. Employees are required to follow the lunch and break schedule to ensure adequate coverage at all times. To meet various job demands, Executive Management may revise employee work schedules. Administrative and preparation times are included in the daily schedule of behavior technicians prior to consumer arrival and following consumer dismissal. In the schools, staff will have a schedule around the school hours with time before and after the student's arrival for administrative, prep, and training time.

## **SECTION 3 - EMPLOYMENT POLICIES**

### 3.1 Non-Discrimination

Boundless is an equal opportunity employer. It is the policy of Boundless to recruit, hire, and promote for all job classifications without regard to race, religion, color, creed, national origin, sex, marital status, age, disability, citizenship, sexual orientation, gender expression or veteran status. This policy governs all aspects of employment, including selection, transfer, compensation, discipline, termination of employment, training, promotion, and access to benefits. All Staffing decisions are based solely on the qualifications of each individual, the needs of Boundless and its Consumers.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager. If necessary, employees may bypass their immediate manager and report their concerns to Human Resources. Employees may raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to corrective action, up to and including termination of employment.

#### 3.1a Employment of Relatives

It is the policy of Boundless not to discriminate in its employment and personnel actions with respect to its employees and applicants on the basis of marital or familial status.

Nevertheless, Boundless retains the right to refuse to hire/appoint a person to a position in a department, room or building, wherein his/her relationship to another employee or person served has the potential for creating an adverse impact on supervision or morale or involves a potential conflict of interest. Executive Management shall have the authority and responsibility for determining if such a potential for adverse impact exists or does not exist. This policy applies to individuals who are related by blood, marriage or adoption including the following relationships: spouse, child, step-children, parent, step-parent, grandparent, grandchild, brother, sister, half-brother, half-sister, aunt, uncle, niece, nephew, cousin, parent-in-law, daughter-in-law, son-in-law, brother-in-law and sister-in-law. In implementing this policy, Boundless may ask an applicant to state whether he or she has an immediate family member as defined in this policy who is presently employed or served by Boundless. Such information will not be used as a basis for an employment decision except as stated herein.

For purposes of this policy, "manager" means any employee, regardless of job description or title, having authority in the interest of the employer to hire, transfer, suspend, layoff, recall, promote, discharge, assign, reward, or discipline other employees, or responsibility to direct them, or to adjust their grievances, or effectively to recommend this action, if, in the connection with the foregoing, the exercise of this authority is not of a merely routine or clerical nature, but requires the use of independent judgment.

If two existing employees marry, and a determination has been made that the potential for creating an adverse impact as described above exists, Executive Management, in conjunction with Human Resources, shall make reasonable efforts to minimize problems of supervision, or morale through reassignment of duties, change of buildings/rooms. If Boundless is unable to make an acceptable accommodation, then the two individuals will be notified by Human Resources that one of the employees must separate from Boundless within sixty days. The choice of who shall separate shall be the employees'. In the event the employees do not agree with respect to which one shall resign, the employee with the least seniority shall be separated.

### 3.2 Recruitment Procedures

Responsibility for hiring and terminating staff rests with the Executive Management and Human Resources. Whenever feasible, open positions will be posted internally. If a new position cannot be filled

from within, a notice of the opening shall be posted publicly. Boundless cannot guarantee that every position will be filled from within, but it will attempt to provide reasonable opportunities for existing employees.

Any positions to be posted internally will be sent to employees via Boundless email. Postings will last anywhere from 3-7 days, depending upon how quickly the position must be filled. Applications to apply for the open position will be available in the email or from Human Resources. A current resume must also accompany the posting. Applicants must follow the directions and must meet the criteria of the posting in order to apply. Those who do not meet the criteria as posted will not be considered. Please understand that simply applying for and interviewing for a posted position does not guarantee you will be successful.

### 3.3 Data

Boundless is a clinical treatment center that uses data-based procedures. Data collection is the basis for any behavioral intervention and is a vital aspect of our work here at Boundless. It ensures objectivity and supplies a basis for comparison between procedures and programs. Data also provides accountability in treatment intervention and shows clearly whether or not progress is occurring. Attention to detail when collecting data is a vital part of a staff member's duty. Comments and notations should be restricted to objective statements written in a professional manner. All documents are part of Boundless' official records and are subject to audit or legal proceedings. Inaccurate or unprofessional record keeping could be detrimental to Boundless. Failure to maintain these standards and the confidentiality of our data may result in the termination of the staff member.

### 3.4 New Employee Orientation and Training

New employees of Boundless will participate in new employee orientation and training programs designed to acquaint and train the employee with the agency, its programs, services, facilities, and regulations. Orientation and training are a formal welcoming process that is designed to make the new employee feel comfortable, informed about Boundless, and prepared for his/her position. New Employee Orientation and training includes an overview of Boundless history, an explanation of its core values, vision, and mission; and its goals and objectives. In addition, the new employee will be given an overview of benefits and the opportunity to complete any necessary paperwork.

Employees are presented with procedures needed to navigate within the workplace as determined by their positions. A Human Resources representative and a trainer will then introduce the new employee to staff, review the new employee's job description and scope of position, explain the evaluation procedures, and help the new employee get trained on specific functions.

Within the first few days of employment, the employee will be provided with employee orientation materials by the trainer or a Human Resources representative. Human Resources will be responsible for coordinating an orientation schedule with other service and administrative components within the Agency.

The orientation program will include the following:

- New employees will be instructed on various safety procedures of the Agency.
- New employees will watch (either prior to the first day or during training) via the internet, a series of compliance videos on various safety and social work topics.
- New employees will be informed of performance Improvement and Staff Development activities.
- New employees will receive training specific to their position.

New employees will initial and date each identified area of the New Employee Orientation Checklist indicating understanding and completion of the orientation and training process.

During the first 90 days of employment, if a new hire misses more than two days during their initial training and does not submit a doctor's note for the missed time then, he/she may be terminated for failure to report to work.

### 3.5 Seniority

Employees shall not receive credit for any other service with any other employer, nor for any time of employment with Boundless which was prior to a break in service (voluntary resignation, discharge, lay off, etc.). If rehired, employees will begin as a new employee with a new hire date.

### 3.6 Office Hours

Boundless (multiple locations) is open for business from 8 a.m. to 4:30 p.m. Monday through Friday, except for Holidays and Center Breaks (See Section 6.2). Please review the Boundless yearly calendar. Staff located in schools will follow a schedule around the school start and end times as well as holidays and breaks. Boundless' salaried, overtime-exempt employees are expected to maintain regular office hours, though they may need to arrive at work before and/or after regular office hours in order to complete their assigned work obligations. Non-exempt, hourly employees must adhere to their work schedules unless they have received prior authorization to deviate from that schedule from their supervisors.

### 3.7 Lunch and Break Periods

All non-exempt, hourly employees, who work six or more hours per day, will be given an unpaid, thirty-minute lunch break. There may be times when staff to consumer ratios are at a level when the lunch break may not occur. In these instances, staff will be permitted to leave thirty minutes early in that same workweek.

If employees have unexpected personal business to take care of, they must notify their manager to discuss time away from work and make provisions for coverage as necessary. Personal business should be conducted on the employee's own time.

Employees who do not adhere to the break policy will be subject to corrective action, up to and including termination.

### 3.7 Accommodation for Lactating Mothers

For up to one year following a child's birth, an employee who is breastfeeding her child will be provided reasonable break times to express breast milk for her baby. A private space within the employees building or another building will be available for this purpose. Refrigerators are in all buildings (or closely located buildings) for the storage of breast milk. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any non-conforming products stored in the refrigerator may be disposed of, and employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration, and tampering. If there are multiple nursing mothers wishing to use the private space within their building, a schedule should be posted on the door, and the employee should schedule in advance of the need. Breaks of more than twenty minutes in length will be unpaid, and the employee should indicate this break via the timekeeping system.

### 3.8 Inclement Weather/Emergency Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt Boundless operations. The decision to close some or all of the Boundless locations will be made by Executive Management (or designee).

Boundless will allocate three days per year (January 1 through December 31) that emergency closings will be paid. If Boundless must close for additional days beyond the third day, that additional day(s) may not

be paid.

### **Non-Weather-Related Closing**

When the decision is made to close the center for Non-Weather-related incident(s), employees will receive official notification from their Supervisors or through television or radio stations, through the Boundless website and phone system.

### **Weather-Related Closings**

Employees can access the Boundless Weather Notification Line by dialing Boundless at 614-436-7837 and following the prompts or can access the Boundless website to ascertain if Boundless will have weather-related closings. Both of these sources will be updated early in the morning of closure as soon as possible.

Employees can listen to the following radio stations:

- WTVN 610 AM
- WNCI 97.9 FM
- WCOL 92.3 FM
- WYTS 1230 AM
- WODC 93.3 FM
- WXZX 105.7 FM

Employees can watch for information on television:

- Channel 6 WSYX
- Channel 4 WCMH
- Channel 10 WBNS

Employees can log onto the following internet sites:

- <http://www.iamboundless.org>
- the internet sites for the TV and radio stations listed above

Please note: Press the refresh button to keep updating information.

As Boundless is located within several different counties, Boundless will follow County levels for snow emergencies. Boundless will likely be open during Level One snow emergencies; Executive Management will decide whether or not to open during Level Two snow emergencies, and Boundless will likely be closed during Level Three snow emergencies. Staff members who live in areas designated as Level Three snow emergency should not attempt to report to work. All aspects of the Attendance Policy (Sections 4.2 through 4.6) of this handbook will apply to missed days due to weather.

For staff located in schools, those schools will determine weather-related closings and/or delays, and Boundless staff will be subject to those decisions.

### 3.9 Personnel Files

Personnel files (which may be paper, electronic or a combination of both) are the property of Boundless, and access to the information is restricted. Management personnel of Boundless who have a legitimate reason to review the file are allowed to do so. All personnel files will remain in the Human Resources Department.

Requests for employment verification should be directed to Human Resources. Boundless will only verify the accuracy of information provided by the employee to the inquiring company. No other information will be provided without prior employee authorization. When contacted by a prospective employer, Boundless will only verify dates of employment and position title at Boundless. If an employee wants other information released, a request must be made to Human Resources.

Employees who wish to review their own files should contact Human Resources. With reasonable advance notice, the employee may review his/her personnel file in the Human Resources Department. Boundless recognizes its responsibility to protect employee privacy, and so will not reveal contents of personnel files to parties without appropriate legal mandate, in which case concurrent notice will be provided to the employee.

### 3.10 Personnel Data Changes

It is the responsibility of each employee to update any changes in personnel data such as: mailing address, numbers, name, and individuals to be contacted in the event of an emergency by using the online payroll system. Phone calls are not acceptable ways to notify Boundless of data changes.

An employee's personnel data should be accurate and current at all times. Failure to furnish this information or failure to keep the information current can be grounds for discipline. This policy applies to all employees, including those on leave.

### 3.11 Employee Performance Review and Planning Sessions

managers will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees at a minimum of one time per year after one year of service (for Behavior Technicians, annual reviews will begin one year after the attainment of BT 2.) managers may conduct performance reviews/planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the manager and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals and note areas where performance may not be meeting the set standard and to discuss ways to improve said performance. Together, employee and manager discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her manager to make and agree on new goals, skills, and areas for improvement. To ensure the most accurate review, the manager will solicit information from peer(s)/manager(s) of the employee to be reviewed. Additionally, the manager will request the employee to be reviewed furnish name(s) of employees from whom the employee wishes feedback to be sought. This information will be incorporated into the annual review written by managers. Prior to the review taking place, the employee will prepare a self-review and will bring it to the meeting in which the review will be discussed. After the initial review, the employee will be reviewed according to the regular annual schedule.

Boundless directly links wage and salary increases and/or bonuses with performance and attendance. Your performance review and planning sessions will have a direct effect on any potential changes in your compensation.

### 3.12 Confidentiality

Boundless employees have an obligation to protect the confidentiality of all information related to Boundless business. Confidential information includes, but is not limited to, any information regarding consumers, their families, Boundless administrative, business, or program procedures, billing information, program documentation and data forms, curriculum, and programs, employee information or any other information that is not generally known to the public. Confidential information shall not be disclosed by employees nor used for anyone's benefit except as required in the performance of services during employment with Boundless. Any unauthorized disclosure of confidential information may expose Boundless to liability and therefore, may result in corrective and/or legal action against you.

All employees are required to sign Confidentiality Agreements as a condition of employment.

Boundless employees have an obligation to protect the confidentiality of consumer's Protected Health Information (PHI) under the federal guidelines set forth by the Health Information Portability and Accountability Act (HIPAA).

### 3.13 Conflict of Interest

Boundless strives to be known as an organization with the highest standards of business and professional ethics and integrity. For this reason, among others, it is important that employees disclose, in advance, any potential conflict of interest that may affect their ability to perform services on behalf of Boundless

Employees may not use their relationship with Boundless for personal advantage. Furthermore, Boundless employees should not have an outside business interest or association that interferes with or appears to impair their judgment or performance of their duties at Boundless.

The employee is expected to submit in writing to Human Resources, other activities such as lecturing, consulting and instructing, working, or providing therapy services that may have a conflict with the business practices of Boundless. Working on a home team does not require pre-approval, and the employee may participate in other such activities that are not found to conflict with his/her performance or professionalism under this agreement. These activities must not be in violation of the Employee Non-Disclosure Agreement and Confidentiality Agreement.

Outside activities cannot interfere with or take place during the normal working hours of Boundless. Employees cannot use PTO for any outside employment, volunteer, or other activities that involve conflicts of interest with the employees' employment relationship with Boundless.

### 3.13 BCBA Supervision

Boundless will not permit outside Board Certified Behavior Analysts (BCBAs) to provide supervision for on-campus fieldwork experience. This also excludes the use of videotaping sessions for supervision outside of Boundless. The only exception would be for students who may need to submit videos or receive supervision from their university professor as part of the university's requirements, and this must be approved in advance by the Compliance manager. Boundless will enforce the signed BCBA Agreement should an employee not fulfill his or her responsibilities under said Agreement.

### 3.14 Employment Termination Notice

All employees at Boundless are "employees-at-will." This means that any employee may resign his/her employment at any time, for any reason or for no reason at all, with or without notice.

Likewise, Boundless may terminate any person's employment at any time, for any reason or no reason at all, with or without notice.

However, in order to ensure continuity of care and to maintain the highest level of services to our consumers, we request that:

- hourly staff who choose to resign their employment, for any reason, provide Boundless with written notice at least two weeks prior to departure;
- salaried, non-manager positions to provide at least three-week written notice; and
- managers to provide at least four-week written notice;

unless otherwise mutually agreed upon with Executive Management and/or Human Resources. Employees are expected to work the entire notice period as well. Failure to provide requested written notice could result in being designated as "ineligible for rehire." Boundless reserves the right to deny the

use of PTO during the resignation period. If an employee calls off during the notice period, he/she must present a doctor's note to Human Resources that states he/she was unable to work on the missed day(s). If an employee does not present the doctor's note on the day of return, the last day worked prior to the missed time will be considered the employee's last day and he/she will be considered ineligible for rehire.

Any employee who terminates employment with Boundless shall return all files, records, keys, uniforms, computers, electronic tablets, cell phones, and any other materials and/or property that has been provided by or paid for by Boundless and is the property of Boundless. All stimuli, trainings, licensure binders, etc. are expected to be accounted for in your room. Final settlement of an employee's pay may be delayed until all items are returned in appropriate condition. As such, final checks may be a live check rather than direct deposit if all items are not returned in a timely manner.

Upon termination, the employee will be notified via mail of the benefits that may be continued and of the terms, conditions, and limitations in accordance with COBRA regulations.

All employees leaving Boundless will be requested to participate in an exit interview with Human Resources, at which time all Boundless materials will be returned.

### 3.15 Safety and Workers Compensation

Boundless provides information to employees about workplace safety and health issues through regular internal communication, such as:

- Training sessions
- Team meetings
- Bulletin board postings
- Memorandums
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their manager. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to corrective action, including termination of employment.

Boundless provides workers' compensation insurance for all employees pursuant to State law. This benefit covers injuries and illnesses incurred in the course of and arising out of the employee's employment with Boundless.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their manager. An Employee Incident report, along with the applicable Workers Compensation forms, should be completed, signed off by a manager and forwarded to Human Resources as soon as possible.

If an employee's injury does not allow return to the employee's prior position free from restrictions, Boundless reserves the right to modify the duties/location of the position to allow the injured worker to return. If the injured worker cannot return in any capacity, Boundless reserves the right to offer salary continuation to the injured worker.

Boundless will pay for up to one hour for Workers Compensation follow up medical appointments and physical therapy when medically necessary and approved but does request that employees schedule these appointments outside of business hours whenever possible (i.e., first thing in the morning or last appointment of the day). Boundless will not pay wages for drive time or missed work time prior to or after

scheduled appointments. All follow up appointments must be noted on the Boundless time off request form and be accompanied by a doctor's office note or schedule card and sent to HR prior to the appointment.

Any time off due to a work-related injury may be counted against the employee's annual FMLA entitlement, if any.

### 3.16 Building Security

All employees who are issued keys to the office are responsible for their safekeeping. These employees will sign an Acknowledgement of Receipt of BBH Property form upon receiving the key. Any staff member leaving employment must return these keys at the exit interview. Any employee with keys to Boundless buildings are required to report the loss of those key(s) to Human Resources immediately or will be subject to corrective action, including termination.

Employees are expected to lock offices and file cabinets at the end of each day, ensuring that portable equipment (i.e., laptops, tablets, etc.) are secured as well.

The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Boundless property after hours without prior authorization from Executive Management.

### 3.17 Personal Effects

Boundless encourages employees not to bring valuable personal property to work because Boundless specifically declines to accept responsibility for loss or damage to the personal property of employees.

### 3.18 Supplies; Expenditures; Obligating Boundless

Only authorized persons may purchase supplies in the name of Boundless. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Boundless or bind Boundless by any promise or representation without prior written approval.

1. All purchases for any events, parties, and supplies must be pre-approved by the Department manager prior to purchase.
2. Employees may not make purchases using their own funds unless approved in advance by the Department manager. Reimbursement of such purchases will only be made if purchases have been pre-approved, in writing.
3. For emergency purchases, please contact Executive Management for approval and proper procedures.
4. Any purchases that are not within the current budget or will exceed the allotted budget must be approved by the Boundless director.

Department managers are responsible for reviewing the fiscal status of his/her budget regularly.

### 3.19 Visitors in The Workplace

To provide for the safety and security of employees, consumers, visitors, and the facilities at Boundless, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects consumers and confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

The Visitor Policy that must be followed is:

- Whenever possible, all visitors must be prescheduled in advance with the approval of appropriate management.

- ALL GUESTS MUST FIRST STOP IN BLDG. O TO SIGN IN, COMPLETE DOCUMENTATION, AND GET A VISITOR'S BADGE.
- Depending upon the reason for the visit, the guest may be asked to sign confidentiality and non-disclosure paperwork.
- All visitors must wear their 'Visitor' badge at all times while on the premises.
- All visitors must enter through the main reception area of the building in which they are visiting, sign-in, and sign-out at the front desk.
- Authorized visitors must be accompanied by an employee at all times.
- We will explain the behaviors occurring in the center to all visitors.

### 3.20 Drug-Free Workplace

Boundless desires a workplace that is free from the adverse effects of alcohol and other drugs. Boundless acknowledges that substance abuse is a serious yet treatable condition/disease that affects the productive lives of employees. Substance abuse may lead to safety and health risks in the workplace for the abusers, their co-workers, and the public-at-large. Boundless pledges to work collaboratively with programs designed to reduce and eradicate the abuse of alcohol and drugs.

Boundless recognizes that its obligations under the Federal Drug-Free Workplace Act of 1988 and other Federal laws and regulations concerning the controlling of substance abuse in the workplace. Boundless recognizes employee's rights to privacy and other constitutionally guaranteed rights. Boundless agrees that the emphasis of any drug-free workplace program shall be to prevent and rehabilitate employees and to abate risks created by employees who are on duty in an impaired condition.

The confidential nature of the medical records of employees with substance abuse problems and records relating to drug tests and their results shall be maintained to the extent permitted by law.

### Definitions

- Alcohol means the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols, including methyl and isopropyl.
- Chain of custody is tracking storage of specimens to be analyzed from the point of collection to final disposition to ensure the integrity of the process.
- Collection site is a place designated by a testing laboratory where employees present themselves for providing a specimen to be analyzed.
- Controlled substance / Drug, Compound, Common Mixture or Substance includes any drug listed in the Federal Food Drug & Cosmetic Act, federal narcotics law, and/or Ohio Revised Code Chapter 3719 or 3715. Examples include, but not limited to:
  - narcotics, such as opium, heroin, morphine and synthetic substitutes;
  - depressants, such as chloral hydrate, barbiturates, and methaqualone;
  - stimulants, such as cocaine (and any derivatives) and amphetamines;
  - hallucinogens, such as LSD, mescaline, PCP, peyote, psilocybin, and Ecstasy;
  - cannabis, such as marijuana and hashish; synthetic cannabinoids and
  - any chemical compound added to federal or state regulations and denoted as a controlled substance.
- Licensed medical provider is one who is licensed, certified, and/or registered under federal, state, or local laws and regulations to prescribe controlled substances/drugs.
- Positive test result is a test result that was positive on an initial approved immunoassay test, confirmed by a gas chromatography/mass spectrometry (GC/MS) or an equivalent or better scientifically accurate and acceptable method that provides quantitative data about the detected drug or drug metabolites or a positive result from an alcohol breath test (test results showing an alcohol concentration of .04% or more based upon the gram of alcohol per 100 millimeters of

blood). See, O.A.C. 123:1-76-01(T) Drug-Free Workplace Program Definitions of Terms.

- Random testing means a testing process in which participants are selected by a computer-driven random selection process for unannounced controlled substances or alcohol and/or pre-selected but unannounced testing on a particular employee, who has previously tested positive for drugs and/or alcohol.
- Reasonable suspicion testing means drug or alcohol testing based on a reasonable cause to believe that an employee is using drugs/alcohol in violation of the Boundless policy.
- Refusal to submit is when an employee: (1) Fails to provide adequate breath for alcohol testing without a valid medical explanation; or (2) Engages in conduct that obstructs the testing process, including refusal to provide a sample; or (3) Takes any measure to dilute, alter or substitute a sample provided.
- Specimen is a tissue or product of the body chemically capable of revealing the presence of drugs or alcohol in the body.
- Boundless property includes any building, land, parking lots, or facilities owned, leased, or used by Boundless.
- Boundless time is any time spent conducting official business or travel for or on behalf of Boundless, regular work hours, or while on or in Boundless owned or leased property
- Boundless vehicles are any vehicles owned, leased, or operated by Boundless.
- Substance abuse professional means a licensed physician, psychologist, psychiatrist, counselor, or social worker with knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substance-related disorders.
- Workplace is Boundless owned or leased property or any place where official Boundless business is conducted and/or while on Boundless time.

### **General Requirements**

Employees of Boundless are:

- A. Prohibited from operating Boundless vehicles or equipment while under the influence of alcohol or drugs.
- B. Prohibited from being under the influence of alcohol or unlawfully controlled substances as defined in Ohio Revised Code 3719.01 and 3719.41 at the workplace, while on Boundless property and/or while on Boundless time.
- C. Prohibited from illegally using, misusing, dispensing, transferring, purchasing, or possessing controlled substances or abusing alcohol or prescription drugs on Boundless property, on Boundless time, or while conducting official business on behalf of the Boundless.

### **Testing Procedures and Guarantees**

- A. In conducting the testing authorized by this Agreement, Boundless shall:
- B. Use only a clinical laboratory, hospital facility, or other facility, which is certified to perform drug and/or alcohol testing. The licensed medical facility will serve as a collection site, and qualified laboratories will conduct the required testing of samples.
- C. Establish a chain of custody procedure for both the sample collection and testing that will ensure the integrity of the identity of each sample and test result.
- D. Collect a sufficient sample of the same bodily fluid or material from an employee to allow for initial screening, a confirmatory test, and a sufficient amount to be set aside reserved for later testing if requested by the employee.
- E. Collect samples in such a manner as to preserve the individual employee's right to privacy while ensuring a high degree of security for the sample and its freedom from adulteration.
- F. Confirm any sample that tests positive in initial screening for drugs by testing the second portion of the same sample by gas chromatography/mass spectrometry (GC/MS) or an equivalent or better scientifically accurate and acceptable method that provides quantitative data about the

detected drug or drug metabolites.

- G. Requires that the laboratory, hospital facility, or other certified facility, report to Boundless that a blood or urine sample is positive only if both initial screening and confirmation tests are positive for a particular drug. The parties agree that should any information concerning such testing or the results thereof be obtained by Boundless inconsistent with the understanding expressed herein (i.e., billing for testing that reveals the nature or number of tests administered), Boundless will not use such information in any manner or form adverse to the employee's interests.
- H. Provide each employee tested with a copy of all information and reports received by the Boundless in connection with the testing and results.
- I. Ensure that no employee is the subject of any adverse employment action except temporary reassignment or relief of duty while the test results are pending.
- J. Subject to the reasonable requirements of the laboratory, the employee shall have the right, upon reasonable request made to the laboratory, to inspect and observe any aspect of the drug-testing program, with the exception of the individual test results.

### **Drug Testing Conditions**

- A. Hiring Process Testing - Applicants for Employment - Prior to the start date of employment, all newly hired employees may be required to successfully pass a drug test as a condition of employment. A positive test will result in termination or rescinded offer of employment.
- B. Reasonable Suspicion Testing - Employees may be required by a director or manager to submit to a test as hereafter specified where reasonable suspicion exists to believe that the employee, while on duty, is under the influence of drugs or alcohol and/or his or her job performance is impaired by drugs or alcohol. Cause for testing is based upon objective facts or specific circumstances that present a reasonable basis to believe that an employee is under the influence of, or is using, misusing, or abusing, alcohol or drugs.

Examples of reasonable suspicion may include, but are not limited to:

- Slurred speech;
  - Dilated pupils
  - Disorientation;
  - Abnormal (or) change in conduct (or) behavior;
  - Odor/smell of drugs or alcohol;
- C. Involvement in an on-the-job accident - Workers compensation medical treatment/claims resulting in personal injury requiring immediate medical attention beyond first aid where the circumstances raise a reasonable suspicion concerning the existence of alcohol or other drug use or abuse by the employee.

The same rule is in effect for accidents that involve property damage.

Reasonable suspicion must be documented and supported by two witnesses (director or manager and person having original suspicion) except in cases of accidents or injuries. A director or manager must present the written documentation to the employee suspected of being under the influence and shall maintain the report in the strictest confidence as provided by law. Boundless will provide transportation to the licensed medical facility to obtain bodily fluid or material samples. The written notice shall set forth the facts that form the basis of the order to test and shall be given to the employee prior to the test.

### **Procedures for Positive Test Results**

- A. If an employee tests positive whether a random or reasonable suspicion test, an employee will be considered tested positive in the following conditions for:

- Drugs, if the initial test of the split sample is positive (or)
- Alcohol, with a BAC of .04 or greater.

The employee will be immediately placed on administrative leave without pay and removed from his/her duties until further notice.

- B. Provide the employee tested with an opportunity to have the additional sample tested by a clinical laboratory, hospital facility, or other certified facility, of the employee's choosing, at the employee's own expense provided the employee notifies Boundless within twenty-four (24) hours of receiving the results of the test.
- C. The employee may be subjected to corrective action, up to and including termination for violations of workplace policy, procedures, or work rules and/or job-related incidents which may be directly or indirectly associated with the use of drugs or alcohol.
- D. An employee who comes to management or human resources, before any on-the-job accidents or drug testing requirements, to alert Boundless of a known drug or alcohol-related problem, Boundless can, at its sole discretion, allow the employee to enter a treatment program (employee must use PTO, unpaid time or request a leave of absence for treatment that requires time away from the job). Upon successful completion of the treatment program and return to work, the employee agrees to be randomly drug tested for a period of two- years. Any positive test will result in corrective action up to and including termination.

### **Substance Abuse**

Boundless is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drug abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. These rules apply during working hours to all employees of Boundless while they are on Boundless premises or elsewhere on Boundless business.

1. The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Boundless property is prohibited.
2. Being under the influence of illegal drugs, alcohol, or substances of abuse on Boundless property is prohibited.
3. Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

- Boundless property: All owned or leased property used by employees.
- Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.
- Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.
- Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.
- Illegal drug:
  - Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
  - Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
  - Inhalants used illegally.
- Under the influence: A state of not having the normal use of mental or physical faculties resulting

from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitute a violation of this policy and may subject an employee to corrective action, up to and including immediate termination.

- Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.
- Working or reporting to work, conducting Boundless business or being on Boundless property while under the influence of an illegal drug or alcohol, or in an impaired condition.

### 3.21 Mileage Reimbursement

Mileage will be reimbursed if your position requires you to work in multiple Boundless locations. The mileage reimbursement form must be completed, signed by the employee's supervisor and submitted to HR.

Mileage will not be paid for commutes to and from work unless the employee's normal work site is temporarily changed. In such cases, the employee will be reimbursed for the difference in miles between the employee's normal commute and the commute to the temporary work site.

## **SECTION 4 - STANDARDS OF CONDUCT**

The work rules and standards of conduct for Boundless are important, and Boundless regards them seriously. All employees are required to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting Boundless business.

### 4.1 Aversive Interventions

Boundless continues to be a model program for behavioral health treatment by applying research-proven methods that bring our children to their highest potential while protecting the person's dignity. Interventions and methods desired are those which are the least intrusive behavior change procedures that are most likely to be effective in assisting the consumer in reaching his or her potential in a wide range of functional skills.

All Minor and Major Aversive Interventions are prescribed by the Problem Behavior Team.

All clinical personnel approved for use and implementation of Minor and Major Aversive Interventions will be trained in Boundless Behavior Modification Training (provided upon hire and ongoing through staff development) and annual Special Treatment and Safety Measures Training.

### 4.2 Attendance/Punctuality

The standard workweek for Boundless staff is forty hours, and an unpaid 12-hour daily lunch period, however, some employees may have a schedule of less hours. Regardless of the number of hours scheduled per week, employees are required to follow the lunch and break schedule to ensure adequate coverage at all times. To meet various job demands, Executive Management and/or Human Resources may revise employee work schedules. Administrative and preparation times are included in the daily schedule of behavior technicians prior to consumer arrival and following consumer dismissal.

Boundless expects that every employee will be regular and punctual in their attendance. This means being in the office, clocked-in (if applicable) and ready to work, at their starting time each day. Absenteeism and tardiness place a burden on other employees and on Boundless.

#### **Arrival time**

Boundless' operating hours range between 7:00 a.m. to 5:30 p.m. All staff are expected to have arrived, to be clocked in (if applicable) and to be ready to work by his/her start time.

Tardy is defined as late arrival at work (when an employee has not arrived and is not ready to work by his/her start time.) An employee may be tardy three times per quarter before formal corrective action and must use PTO to cover any absence in 15-minute intervals. If you do not have PTO to cover the absence, you will be subject to corrective action.

#### **Daily Schedules**

Employees may request a temporary or permanent schedule adjustment, and although the request may be approved, Boundless can revert back to a previous or new schedule at any time. If the employee is not prepared and punctual with their job requirements, then Boundless can revoke the scheduling privileges.

All daily schedules that do not operate within the typical hours of operation need to be pre-approved by your direct manager. You would need to request your schedule change in writing for approval with your direct manager, and if approved, must be sent into Human Resources for time management.

#### **Meetings**

All staff are expected to be in attendance at all announced and/or scheduled team meetings. Employees are not to schedule appointments or make other commitments that take them away from these meetings.

### **How attendance affects an employee's performance review**

Should excessive absences or tardiness become apparent, corrective action will be taken, up to and including, but not limited to: meeting with the direct manager and/or human resources director to discuss improvement to be made; LOSS OF CLINICAL STATUS (i.e. phase demotions in the case of clinical positions), and termination. This will also be a part of all employee evaluations and annual reviews and will impact any future promotions/increases.

### **Calling in an absence to Boundless**

If you are unable to report for work for any reason, call the employee attendance line option 7 by 8 am. It is not acceptable to leave a message on a manager's voice mail, except in extreme emergencies. When leaving an attendance message, the employee must contact Boundless at (614) 436-8541. An employee can also call the Human Resources to discuss a reason for the absence but must also call the attendance line. When leaving the message on the attendance line, employees must speak clearly and give the following information:

- First and Last Name
- Program to which he/she is assigned (i.e., ELM, Billing, Marion, etc.)
- Date and Time of the call
- Reason for the call (sick, death in the family will be late and will arrive at ....)

If an employee is calling late, he/she must state the time they feel they will be in, and again, give all of the above information. If he/she is not able to make it in by the time he/she indicated, he/she must call the attendance line again with updated information.

### **Requesting Time Off**

All absences, except for emergency and weather-related closings, must be requested through ADP. This is true for both hourly and salaried employees. All known appointments must be pre-scheduled. Employees are not to call in "late" the morning of an appointment or come into work and request to leave early for a known appointment.

Boundless has a calendar online to show how many employees have requested time off on any given day. Boundless can only approve a set number of employees off on any requested day. That number is fluid and dependent upon consumer needs. You can find the link to the calendar on the desktop of any workstation in all buildings.

### **Attendance Record Keeping**

The Human Resources Department maintains all attendance records, requested time off forms, and vacation days accrued and used. Each employee is responsible for verifying his/her pay stub to make sure the correct number of hours appear.

#### 4.3 Paid Personal Time Off (PTO)

##### **Center-based/School-based Program Staff**

After completing ninety days of employment with Boundless, all full-time employees are eligible to begin to use Paid Time Off (PTO). Employees will be given PTO hours that are equivalent to his/her weekly schedule. For example, if an employee is scheduled to work forty hours per week, he/she would receive forty hours of PTO to be used over the course of the year. If someone is scheduled to work twenty hours per week, he/she will receive twenty hours of PTO to be used over the course of the year, etc. PTO is allocated to all current employees on July 1 and must be used for sick days, leaving early, scheduled appointments, etc. and is expected to last until June 30th. If an employee's scheduled number of hours worked per week change within the year, Boundless would appropriately adjust/pro-rate those PTO hours

accordingly. Unused PTO time will roll-over for a period of three months. Any rolled-over PTO that is not used within this three-month period will be forfeited. PTO will be pro-rated for new/rehired employees. As PTO is no longer accrued with each pay period, there will be no payout for unused PTO upon resignation of employment.

### **All Other Boundless Staff**

After completing ninety days of employment with Boundless, all full-time employees are eligible to begin to use Paid Time Off (PTO). Employees will be given PTO hours that are equivalent to his/her weekly schedule plus 144 additional PTO hours. For example, if an employee is scheduled to work forty hours per week, he/she would receive 184 (40 +144) hours of PTO to be used over the course of the year. If someone is scheduled to work twenty hours per week, he/she will receive 164 (20+144) hours of PTO to be used over the course of the year, etc. PTO is allocated to all current employees on July 1 and must be used for sick days, late arrivals, leaving early, scheduled appointments, etc. and is expected to last until June 30th. If an employee's scheduled number of hours worked per week change within the year, Boundless would appropriately adjust/pro-rate those PTO hours accordingly. Unused PTO time will roll-over for a period of three months. Any rolled-over PTO that is not used within this three-month period will be forfeited. PTO will be pro-rated for new/rehired employees. As PTO is no longer accrued with each pay period, there will be no payout for unused PTO upon resignation of employment.

To utilize paid time off, the employee needs to fill out an electronic time off request form requesting time off to be paid. An employee (both hourly and salaried) must also fill out a time-off request form on the first day after a sick day(s). If an employee exceeds the amount of PTO before July 1 of the next year when the PTO resets, the corrective action provisions of this policy will be enforced. Boundless may request a doctor's certificate for verification of a medically required absence; however, generally, doctor's notes are only due around a holiday or center break to ensure pay for those day(s) off. If the employee has had serious illness or accident, a doctor's certificate releasing the employee to return to regular employment will be required. A doctor's excuse needs to be the original and be dated and signed. We may not accept copies. Doctor's excuses are subject to verification by Boundless. PLEASE NOTE: A doctor's note does not alter the missed day and the PTO which must be used for that missed day. If an employee is out of or short of time for the minutes/hours or days missed, corrective action will follow, regardless of the note from the doctor.

All full-time employees who have been with Boundless for three years will be awarded one additional day of "birthday" PTO to be added to his/her current PTO balance (this additional day of PTO will be added in the month of your birthday).

There will be no payout or donation of any unused PTO or other paid time off upon resignation.

#### 4.4 Perfect Attendance

Hourly employees can earn up to four additional PTO days per year with perfect attendance. Hourly employees can earn the PTO day in monthly accruals per quarter equivalent to 2.5 hours in the first month, 2.5 hours in the second month and three hours in the third month of the quarter for a total of one day of PTO. For those staff who are scheduled to work less than eight hours per day, the per quarter equivalents will vary. These "perfect attendance" additional days can accrue at a rate of one day per quarter. An employee may earn one extra day of PTO if he/she has earned Perfect Attendance for an entire year. Perfect attendance is defined as on-time (ready to work by start time), no early departures and no unscheduled absences. There will be no payout of Perfect Attendance time upon resignation.

#### 4.5 Unpaid Sick Time

After completing ninety days of employment with Boundless, employees will be given Unpaid Sick time

that is equivalent to his/her weekly schedule. For example, if an employee is scheduled to work forty hours per week, he/she would receive forty hours of Unpaid Sick time to be used over the course of the year. If someone is scheduled to work twenty hours per week, he/she will receive twenty hours of Unpaid Sick time to be used over the course of the year, etc. Unpaid Sick time is allocated to all current employees on July 1 and can ONLY be used for pre-scheduled appointments for self or dependents or for sick days for self and/or dependents and is expected to last until June 30th. If an employee's scheduled number of hours worked per week change within the year, Boundless would adjust/pro-rate those Unpaid Sick time hours accordingly. Unused Unpaid Sick time will NOT roll-over.

To utilize Unpaid Sick time off, the employee (both salary and hourly) needs to fill out an electronic time off request form requesting and check the box for Unpaid Sick time on the first day back to work. If an employee exceeds the amount of Unpaid Sick time before July 1 of the next year when the Unpaid Sick time resets, the corrective provisions of this policy will be enforced.

Please note employees have the choice of using the Unpaid Sick time or to be paid for the missed sick days through the use of his/her Paid Time Off. Unpaid Sick time cannot be used in lieu of Paid Time Off if an employee runs out of Paid Time Off and has scheduled time off pending.

#### 4.6 Absence Without Notice

If you do not report for work or do not call off and Boundless is not notified of your status for 3 consecutive days, it will be assumed that you have resigned, and you will be removed from the payroll. If the attendance line is not accessible, please call 614-436-8396 extension 2279 to leave your message.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your manager of the situation. Your manager will then provide coverage, and you be released as soon as possible.

Please note that employees CANNOT drive ill or injured employees to seek medical care. In extreme emergencies, please call 911 for emergency care. If not an emergency situation, a family member or friend should be called.

#### 4.7 Voluntary PTO Donation Program

**Purpose** - The voluntary PTO donation program provides an opportunity for Boundless employees to donate accrued PTO hours to co-workers under specific circumstances known as qualifying events. Donations are completely voluntary, and donors will remain anonymous to the recipient.

**Qualifying events** - An employee is eligible to receive donated PTO if the employee, or the employee's immediate family member, suffers from or is recovering from an extended and continuing illness or injury requiring the employee to be on extended absence from work, or the employee is experiencing a period of grieving requiring an extended absence from work following the loss of an immediate family member, and where the condition has caused or will soon cause the employee to deplete his/her own PTO account and to be on approved leave without pay status.

**Ineligibility for this benefit** - An employee who is accruing PTO, receiving short- or long-term disability benefits in connection with the condition or receiving workers compensation time loss benefits in connection with the condition is not eligible to participate in this program.

**Definition of immediate family member** - The definition of immediate family member is the same as in Section 6.5 Leaves of Absence - Bereavement Leave.

**Amount of donation** - A donor can donate accrued PTO in one-hour increments to a maximum of twenty

hours in any given calendar year. The recipient can receive up to 160 hours of donated PTO.

Donating employee's PTO balance - Donating employees must maintain a PTO balance of no less than eight hours after the leave donation occurs.

PTO pay rate - Donated PTO is valued at the hourly wage rate of the recipient of the donation. The recipient of the donation is responsible for the tax burden of the donation. Any donated PTO that is not used for the extended period of unpaid leave will revert back into the Donated PTO Bank.

PTO accrual while using donated PTO - An employee using donated PTO remains in an 'unpaid leave status' and will not accrue PTO into his/her own account or be eligible for holiday pay.

Application process - The affected employee must apply to the Human Resources Department to be a recipient of donated PTO and must give Boundless permission to issue an all-staff email announcing the opportunity to donate PTO. The email will not identify the specific reason for the absence and will not identify the recipient employee.

Voluntary PTO Donation form - Available on the server, employees complete the Voluntary PTO Donation form and submit it to Human Resources for processing.

#### 4.8 Harassment, Including Sexual Harassment

Boundless is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Boundless expects that all relationships among persons will be business-like and free of bias, prejudice, and harassment.

#### **Equal Employment Opportunity**

It is the policy of Boundless to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law. Boundless prohibits any such discrimination or harassment.

#### **Retaliation Is Also Prohibited**

Boundless encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Boundless to promptly and thoroughly investigate such reports. Boundless prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to corrective action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

#### **Definitions of Harassment**

Employees of Boundless shall at all times refrain from sexual harassment. This prohibition includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where any of the following conditions are manifested:

1. Submission by an employee is required, either explicitly or implicitly, as a condition of employment;
2. Submission or rejection by an employee is the basis for an employment-related decision;
3. The conduct unreasonably interferes with an employee's work performance;
4. The conduct creates an intimidating, hostile, or offensive work environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic also is strictly prohibited. Under this policy, harassment is verbal, written or physical conduct based on race, color, sex, national origin, religion, age, disability, or retaliation, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on Boundless time or using Boundless equipment by email, phone (including voice messages), text messages, social networking sites, etc.

#### **Reporting an Incident of Harassment, Discrimination or Retaliation**

Boundless encourages reporting of all perceived incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. The prohibition against discrimination, harassment, or retaliation applies to *anyone* in the workplace, including supervisors, co-workers, or non-employees. Employees help prevent the development of harassment and discrimination in the workplace by reporting even minor occurrences that do not yet amount to a pattern of discriminatory or harassing behavior so that a supervisor can step in and stop the conduct before it rises to a more serious level. Any employee who believes that he or she has been the subject of harassment should report the alleged act immediately (within forty-eight hours after the alleged act occurs) to the employee's immediate supervisor or Human Resources director. In the event that the employee believes that his or her immediate supervisor is responsible for sexual harassment, the employee should report the alleged act to the Human Resources director. An investigation of all complaints will be undertaken immediately by the immediate supervisor, the Boundless director, and the human resources director, unless one or more of those persons is the subject of the allegation of harassment, in which case that person or persons will not participate in the investigation.

In the course of investigating a charge of harassment, the investigating official will examine all available pertinent evidence, and will not limit the investigation to acquisition and consideration of the statement of the accuser and accused, if additional evidence is available. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

If upon conclusion of this investigation, the/an employee has been found to have harassed another employee, the perpetrator will be subjected to corrective action in an appropriate manner, consistent with the corrective action provisions outlined in this manual, up to and including termination.

If resolution of the charge of harassment as presented by the investigating official is not satisfactory to the charged party, he or she may request the CEO to review the case by notifying the CEO in writing within

fifteen days of his or her receipt of the investigating official's response. The decision of the CEO shall be final.

### **Conclusion**

Boundless has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination, and retaliation. Boundless will make every reasonable effort to ensure that all concerned are familiar with these policies and aware that any complaint in violation of such policies will be investigated and resolved appropriately. Any employee who has any questions or concerns about these policies should talk with the human resources director.

#### 4.9 Electronic Resources, Telephone & Internet Use

Boundless telephones and computers, tablets, etc. are intended for the use of serving our consumers and in conducting Boundless business. Electronic Resources, such as computers, other hardware, software, email, landline and cellular telephones, fax machines, electronic files, and internet access, are tools that may be provided to Employees to assist them in their work. In order to retain these privileges, all Employees must comply with the following guidelines:

1. All information stored or archived in electronic or digital format on Boundless networks, drives, tapes, diskettes, backup material, and data archived to drives, tapes, or diskettes, and e-mail and voice mail messages, as well as all hardware and software furnished to or used by Associates and Staff, are the property of Boundless. All messages composed, sent, or received using Boundless systems are also property of Boundless.
2. Boundless retains the right to access and monitor all aspects of provided electronic resources.
3. Boundless expressly prohibits the unauthorized use of copyrighted, trademarked, or patented material.
4. All of Boundless policies, including but not limited to Equal Employment Opportunity and Harassment policies, apply to the use of Boundless electronic resources. No Employee shall use provided electronic resources to libel, slander, or harass any other person.
5. Computer accounts, passwords, and other types of authorization are assigned to individual users and should not be shared with others or altered without consent.
6. Deliberate attempts to degrade the performance of Boundless computer system or network or to deprive authorized personnel of resources or access to any Boundless computer or network is prohibited. This includes downloading content to computers that is not authorized or approved in advance by Boundless IT professionals.
7. Boundless reserves the right to restrict internet access on workplace property and during working time on electronic devices.
8. Personal usage of electronic resources during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief whether they are on Boundless landlines or on personal cell phones. Restrict phone and cell phone use to those times when you are on break or at lunch. PLEASE NOTE THAT CLINICAL STAFF WORKING DIRECTLY WITH CONSUMERS MAY NOT HAVE CELL PHONES WITH THEM DURING BUSINESS HOURS. If there is a need, due to a family emergency, etc. to have a cell phone during business hours, that employee must discuss with and receive permission from his/her manager.
9. Internet and other non-business-related software use should be limited to breaks and lunchtimes. Be aware that personal use will not be allowed if other employees need the computer for business use and, as stated above, all use of electronic resources provided by Boundless is subject to monitoring by Boundless.
10. Employees must inform family members and friends to limit personal telephone calls during working hours.
11. Employees shall not forward their Boundless issued email address to their personal email addresses.

12. Employees shall not take photos on their personal electronic devices of any consumer.

If an employee is found to be deviating from this policy, he/she will be subject to corrective action, including termination.

#### 4.10 Personal Appearance

##### **Center-based/School-based Programs**

Uniforms are Boundless t-shirts and BADGES. Any Boundless clothing, purchased by the employee, may be worn in lieu of the t-shirt. Shoes for clinical staff must cover the toes and top of the foot, and rubber-soled shoes are strongly suggested.

##### **All Other Boundless Staff**

Boundless supports a professional/business casual atmosphere. You are expected to be clean, well-groomed, and appropriately dressed since it will project a positive and professional image of you and Boundless.

The following are examples of inappropriate clothing and shoes:

- Clothing with holes or rips
- Sexually suggestive apparel, Apparel referencing drugs or alcohol
- Tank tops with “spaghetti” straps
- Leggings, “jeggings,” etc.
- Running pants, sweat pants, etc.
- Skirts above the knee,
- No shorts above mid-thigh (shorts must be “slack-style” – no athletic shorts)
- No shirts or pants that would expose an employee’s midriff or backside, including low rise pants or shorts.
- Flip-flops or open toe sandals of any kind (in the clinical buildings)
- Shoes that do not adequately protect the bottom of feet, toes or heels (in the clinical buildings)
- Hoodies (in the clinical buildings)
- Scarves (in the clinical buildings)
- Fingernails may not exceed 1/4”
- 

In any department, clinical or administrative, it is up to the manager to make the decision if the clothing worn by an employee is appropriate. If it is not, the employee must be sent home subject to the attendance policy for the missed time) to change into more appropriate attire.

Executive Management reserve the right to require that you go home and change clothing that is not appropriate before returning to work. Any time spent out of work due to inappropriate dress will not be paid. Boundless may require employees to dress following a specific dress code for special events and occasions.

As clinical personnel, there are times when you may be on the seated on the floor, or in a bent or squatted position when working with the consumers. Please ensure that your pants fit well enough to remain at your waist or hips and that your shirt is long enough to remain tucked in and/or to keep your backside completely covered. Consult Human Resources if you have any questions about appropriate attire.

#### 4.12 Tobacco Products

The use of any tobacco products (including cigarettes, cigars, e-cigarettes, and chewing tobacco) is not permitted anywhere on the Boundless premises. This includes any location in which Boundless provides services (i.e., within the schools, consumer’s homes, community outings, etc.).

#### 4.13 Corrective Action

Any employee who deviates from Boundless' rules and standards will be subject to corrective action, up to and including termination of employment. While not intended to list all the forms of unacceptable workplace behavior, the following are examples of rule infractions or misconduct that will result in appropriate corrective action, up to and including termination of employment.

- Theft or inappropriate removal or possession of property; SEE BELOW\*
- Falsification of application or resume;
- Failure to maintain proper or current certifications and licensure (as applicable); including First Aid, CPR, State, and National registrations, NPI and CAQH registration;
- Falsification of timekeeping records (See Section 5.0, Employee Time Sheet/Time Clock);
- Working under the influence of alcohol or illegal drugs or other drugs or items which impair the ability to work safety (See Section 4.11, Substance Abuse);
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.11, Substance Abuse);
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of Boundless-owned or customer-owned property;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking, drinking or the presence of drugs in the workplace;
- Sexual or other unlawful or unwelcome harassment (See Section 4.8, Harassment, Including Sexual Harassment);
- Calling off after denial of a requested day off (in an instance of illness, a doctor's note demonstrating the employee was unable to work the day(s) missed is required to avoid corrective action.)
- Excessive absenteeism or any absence without notice (See Sections 4.2 Attendance and Punctuality and 4.6, Absence without Notice);
- Unauthorized use of telephones, or other Boundless-owned equipment (See Section 4.9, Electronic Resources, Telephone and Internet Use.);
- Violations of Clients' Rights
- Violation of HIPAA protected rights
- Unnecessary risk or harm to a consumer
- Inappropriate relationships with consumers and their families
- Disrespectful conduct towards consumers (including actions, language or gestures in front of or about consumers)
- Using Boundless equipment for purposes other than business (i.e., playing games on computers or personal Internet usage) can only be done during breaks and lunch as long as there is not another employee needing the computer for business use;
- Downloading unauthorized information, sites, etc. to Boundless computer equipment;
- Unauthorized disclosure of business "trade secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct;

Theft will not be tolerated at Boundless and anyone with a substantiated allegation of theft will be immediately terminated, and the local police department will be notified. Employees are responsible for securing any and all Boundless property in locked cabinets and/or offices.

All corrective action, whether in the form of a triplicate, Performance Improvement Plan (PIP), or Disciplinary Action Form (DAF) requires the signatures of the manager(s) and employee and in some

instances, Human Resources.

#### 4.14 Firearms

To help ensure a workplace safe and free of violence for all employees, the company prohibits the possession or use of dangerous weapons on company property, except as set forth below.

All Boundless workers are subject to this policy, including contract workers and temporary employees as well as visitors and customers on company property. A license to legally carry a concealed weapon does not supersede company policy, except to permit such license holders to keep firearms and ammunition in their personal vehicles provided:

1. The license holder remains inside the vehicle with the firearm(s) and ammunition, or
2. The firearm(s) and ammunition remain locked inside the trunk, glove box or other enclosed, locked container within or on the vehicle, and
3. The vehicle is in a location where it is otherwise permitted to be.

This limited exception does not permit a license holder to be armed if the employee is using his or her personal vehicle to transport a person served by the company. In such a situation, the employee must lock the firearm and any ammunition inside the trunk, glove box, or other enclosed, locked container within or on the vehicle. Any employee in violation of this policy will be subject to corrective action, up to and including termination.

“Company property” is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways, and parking lots under the company’s ownership or control. This policy also applies to all company-owned or leased vehicles. The above exception for persons with a concealed handgun license, however, does not apply to company-owned or leased vehicles.

“Dangerous weapons” include firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm, and which are not supplied by the Employer to use to perform assigned job duties. For example, a maintenance employee may be required to use a knife in the course of performing his or her duties. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy. The exception set forth above for persons with a concealed handgun license is limited to firearms and does not extend to any other “dangerous weapon.” The employee should ask the Human Resources Department if he or she is unsure about any specific item.

Boundless reserves the right at any time and at its discretion to carry out a reasonable search of all company-owned or leased vehicles, plus packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any dangerous weapon is being, or has been, brought onto its property or premises in violation of this policy. Employees should not expect any privacy in these spaces or locations while on the work premises. Employees who fail or refuse to promptly permit a search under this policy will be subject to corrective action up to and including termination. Searches of personal vehicles, if warranted, will only be conducted by law enforcement personnel who have probable cause to do so.

This policy is administered and enforced by the Human Resources (HR) department. Anyone with questions or concerns specific to this policy should contact the HR department.

## **SECTION 5 - WAGE AND SALARY POLICIES.**

### 5.0 Employee Timesheet/Time Clock

The employee timesheet is a legal document. The employee is the only person authorized to sign in and out times. Falsifying a timesheet will result in corrective action up to and including termination. All timesheets must be signed by the employee.

Similarly, for use with time clocks or web-based timekeeping, only the employee is to clock in or out using his/her own code and must only clock in or out once in their respective building and ready for work. Violations of this policy are also subject to corrective action up to and including termination. Failure to clock in or out more than three times per month may result in a negative evaluation score and if continues, can result in further corrective action, up to and including termination.

### 5.1 Rates of Pay and Merit Increase

Employees shall be paid in accordance with salary schedules established by Executive Management in conjunction with Human Resources and presented to the Board for approval. The board may, at its discretion, revise salary schedules in recognition of changes in the cost of living, agency funding, or other factors.

Executive Management has the discretion to grant merit salary increases to employees who receive favorable performance evaluations based upon a fair and accurate assessment of Boundless' financial ability to do so. In addition, the granting of merit salary increases must be consistently administered for all eligible employees. Performance evaluations are based on data collected on staff member performance with consumers and administrative responsibilities, professionalism, and ability to receive feedback, attendance records, participation in staff and clinical meetings, and general willingness to perform duties.

Boundless may utilize, in lieu of raises, a bonus system for administrative and clinical (non-BT) employees who have been with Boundless a full year at the time of bonuses and for BTs who have been a BT2 for a full year at the time of bonuses.

### 5.2 Overtime

Every effort should be made to complete assignments within normal working hours.

Employees cannot work overtime without authorization from their manager. Overtime worked without prior authorization from the manager may result in corrective action, including termination. The manager's signature on a timesheet authorizes pay for overtime hours worked. In the case of time clock or web-based timekeeping, managers must notify (in writing) Human Resources that the additional time worked was approved in advance. Please note that answering phone calls, text messages, emails, etc. will be considered working overtime and may not be done without the express permission of his/her manager.

Overtime is defined as time worked in excess of forty hours in a workweek. Employees who are eligible for overtime will receive pay at a rate equal to one and one-half times their regular rate of pay for any hour(s) worked over forty in the standard Saturday-Friday work week.

Certain exempt, salaried employees from time to time may work more than eight hours in a day or forty hours in a week and are not eligible for overtime pay. These particular exempt employees are exempt from state and federal wage and work hour laws as they pertain to overtime pay.

PLEASE NOTE: Full-time, center or school-based employees working in the homes of consumers in the evenings and/or weekends, do not need prior approval for overtime.

### 5.3 Paydays

All Boundless part-time and full-time employees will be paid bi-weekly, on Fridays.

Employees should report all changes in payroll information to the Human Resources Department. These changes would include change of address, withholding changes, and savings deposits amounts and must be presented in the proper forms.

All employee salary information is considered confidential and will be maintained kept in the employee's personnel file. All salary information will be kept locked in Human Resources. Only the Executive Management, Human Resources, and Accounting have access to this information.

### 5.4 Payroll Deductions and Agency Contributions

Boundless is required by law to deduct applicable federal, state and local income taxes, FICA Social Security tax, FICA Medicare tax from each employee's paycheck. Additional deductions will be made as necessary or as required by court order.

When applicable, employees may authorize deductions for group health insurance, life insurance, or 403b plan.

## **SECTION 6 - BENEFITS AND SERVICES**

Boundless offers a benefits program for its regular full-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

### **6.1 Medical, Dental, Vision, FSA, Short Term Disability, Long Term Disability, And Life Insurance**

Boundless full-time employees and family members are eligible to enroll in the Boundless benefit plan which currently includes medical, dental, vision, life, flexible spending account (FSA), short term disability and long-term disability insurance plans. In order to obtain coverage, employees must complete the enrollment paperwork within their first sixty days of employment with Boundless. Coverage becomes effective the first of the month following sixty days of employment for full-time employees. Failure to fill out and turn in the proper paperwork prior to the 1st of the month following sixty days of employment will cause the employee to become ineligible for benefits until the next open enrollment period.

Boundless pays a portion of the monthly premium cost for employees. See Human Resources for a benefits package and an explanation of monthly premium costs.

Part-time employees, who work less than 30 hours a week, with or without regular status, are not entitled to Boundless benefits.

There are certain qualifying events that may occur during your employment that will permit you to modify your insurance coverage throughout your employment. For example, if your spouse originally declined coverage under our plan, but subsequently loses his/her coverage at work, you may enroll your spouse for coverage under our insurance plan. This is known as a "qualifying event." Applications and brochures describing coverage are available to all employees by our insurance representatives either during the sixty-day period following hire or at any time they may wish coverage. Questions and completed forms should be directed to the health care representative for Boundless and/or Human Resources. PLEASE NOTE: Spouses will not be eligible for the Boundless health plan unless he/she is not offered insurance through his/her current employer or is self-employed/not employed.

The agency reserves the right to alter, amend, or terminate benefits from time to time with reasonable notice.

### **6.2 Paid Holidays and Center Breaks**

#### **Center-based/School-based Programs**

For four and a half weeks each year, Boundless closes its doors for "center breaks." (See the Boundless annual schedule for specific dates). Regular full-time employees receive pay during these center breaks. Other paid time off may be approved pursuant to Section 4.3, above.

#### **All Other Boundless Staff**

Other staff (not center-based/school-based staff) are eligible for the holidays listed below except for the day before Thanksgiving, Christmas Eve, and New Year's Eve.

After 30 days of employment, all employees are eligible for paid holidays and breaks listed on the current Boundless Center Schedule, unless other arrangements are made at the time of hiring.

In order to be eligible for holiday pay, employees must work the last scheduled day before the holiday and the first scheduled day after the holiday. In order to be eligible for center break pay, the employee must work the last scheduled week or weeks before the center break and the first scheduled week or weeks after

the center break. Please note that employees missing four hours or more on any scheduled day prior to or after a holiday and during any time prior to and after center breaks must follow the procedures outlined below to be paid for the holiday or center break

**THE ONLY EXCEPTIONS TO THIS RULE ARE AS FOLLOWS:**

- EMPLOYEES WILL BE PAID FOR HIS/HER HOLIDAY OR BREAK IF HE/SHE HAS AN APPROVED TIME OFF REQUEST FORM; OR
- AN EXCUSE COVERING THE LAST SCHEDULED DAY (FOR A HOLIDAY) OR WEEK/WEEKS (FOR A CENTER BREAK) BEFORE THE HOLIDAY OR BREAK AND THE FIRST SCHEDULED DAY (FOR A HOLIDAY) OR WEEK/WEEKS (FOR A CENTER BREAK) AFTER THE HOLIDAY OR BREAK.

**PLEASE NOTE THAT BOUNDLESS RESERVES THE RIGHT TO DENY ANY REQUESTS FOR EXTENDED TIME OFF PRIOR TO OR AFTER A CENTER BREAK.**

Please read below for a better understanding of this:

- A holiday is equal to one workday for all employees.
- A center break is a series of days during which the center will be closed based on the Boundless schedule.
- A scheduled day off means an employee has filled out a time-off request form, and it has been approved.
- A scheduled day off before or after a holiday means an employee completes a time off request form and is granted time off on the day immediately preceding or following a holiday and then the employee will be compensated for the holiday pay.
- A scheduled day off before or after a center break means an employee completes a time off request form and is granted time off on the day immediately preceding or the five days following a center break. If this occurs, the employee will be compensated for the center break pay.
- An approved sick day before or after a holiday means an employee that calls in sick and gets a doctor's excuse for that day immediately preceding or following a holiday will be paid for that holiday.
- An approved sick day before or after a center break means an employee that calls in sick (not pre-planned, unapproved extended medical time off) and gets a doctor's excuse for that day or days immediately preceding or the five days following a center break will be compensated for the center break.
- Employees on a paid leave of absence are eligible for holiday pay.
- Any patterns of absenteeism that develop in regard to holidays and center breaks will be addressed on a case by case basis and Boundless reserves the right to deny holiday or center break pay in certain circumstances.

**HOLIDAYS**

All employees are eligible for holidays with pay. An employee will receive holiday pay equal to the pay the employee receives on one of his/her typical, regularly-scheduled workdays. Boundless observes the following holidays (some of which may occur during a Center Break):

- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Day before Thanksgiving
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

- New Year's Eve
- New Year's Day

Days may be added or deleted at the discretion of Boundless.

### **CENTER BREAK SCHEDULING**

All employees may be eligible for center break pay in accordance with the applicable sections of this Employee Handbook. Boundless observes the following center breaks:

- Thanksgiving three days
- Winter Break
- Spring Break
- Summer Break

Please refer to the Boundless calendar to see the exact dates of each center break listed above.

### 6.3 Cobra Benefits

The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Boundless' health plan when a "qualifying event" would normally result in the loss of eligibility. Boundless does currently offer COBRA benefits to employees, based on the COBRA employer's requirements.

Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or leave of absence, divorce or legal separation and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Boundless' group rates plus an administration fee. Boundless provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Boundless' health insurance plan. The notice contains important information about the employee's rights and obligations.

### 6.4 Social Security/Medicare

Boundless withholds income taxes from all employees' earnings and participates in FICA (Social Security) and Medicare withholding as required by law.

### 6.5 Americans With Disabilities Act (ADA) and Reasonable Accommodation

In order to ensure that both the legal rights and environmental needs of employees who have disabilities are met, Boundless shall review periodically its policies and procedures which affect these employees. Such review shall be conducted by the Human Resources manager. If it is determined that either the legal rights or environmental needs of employees who have disabilities are not being met, then the human resources manager shall make recommendations to the human resources director for appropriate changes in the policies and procedures.

It is the policy of Boundless to provide reasonable accommodation for the known physical or mental disabilities of otherwise qualified applicants for employment and employees unless the accommodation would cause undue hardship to the employer.

- An individual with a disability is any person who has a physical or mental impairment which substantially limits one or more of the person's major life activities, or a person who has a record of such an impairment, or a person who is regarded as having an impairment.
- A reasonable accommodation is a change to a job, the work environment, or the way things are usually done that allows an individual with a disability to apply for a job, perform job functions, or

enjoy equal access to benefits available to other individuals in the workplace. The question of what accommodation is reasonable depends on the factual circumstances of each situation. For example, a reasonable accommodation may include permitting an individual with a disability to take an unpaid leave of absence, or request and receive an extension of a paid leave of absence where the employee has available accrued paid leave, to modify work schedules or the times when job duties are performed.

- Boundless may inquire into a qualified applicant's or an employee's ability to perform the essential functions of a position, with or without a reasonable accommodation. Employees who believe that they will be unable to perform the essential functions of their job upon the end of an approved leave should communicate with the Human Resources Department in order to consider reasonable accommodations, such as requesting additional leave.

It is the policy of Boundless to provide reasonable accommodation to applicants and employees with disabilities in order to enable those individuals to perform the essential functions of the positions sought or held by those individuals. In the event that a disabled applicant or employee seeks to have Boundless provide accommodation to assist that individual in performing the essential functions of their position or desired position, the individual should adhere to the following procedure:

- The individual must inform the Human Resources manager that he or she seeks reasonable accommodation and identify the nature of the individual's disability and the individual's suggestion as to the type of accommodation requested if the individual has any ideas regarding this point. This communication should be written, unless the individual's disability prevents written communication, in which case the individual may communicate orally, or in any fashion capable of transmitting the request to the Human Resources manager.
- Upon receipt of the request for reasonable accommodation, the human resources manager shall evaluate the request, including an assessment of the essential functions of the position in question and the primary purpose or purposes of the position. The human resources manager shall also assess the nature of the disability of the individual making the request. The human resources manager may employ the assistance of a physician or other qualified individual when making this assessment. In the event that the need for accommodation is not apparent to the Human Resources manager, he or she may require the individual seeking accommodation to submit documentation of the need for accommodation.
- After assessing the essential functions of the position and the nature of the individual's disability, the human resources manager shall consult with the individual to discuss how the individual's disability hinders their ability to perform the essential functions of the position and the accommodations that might be implemented to enable the individual to perform the essential job functions. The employer may seek technical assistance from the Human Resources manager or other federal, state, or local agencies affording such assistance in determining how to accommodate the individual.
- After determining potential means of accommodation, the Human Resources manager and the disabled individual shall assess the effectiveness and relative merits of the alternative means of accommodation, if any.
- The human resources manager, with the approval of the human resources director, shall select and implement the accommodation most appropriate for the individual and Boundless. In making this selection, the Human Resources manager shall give strong consideration to the disabled individual's preferences.
- In no event will the human resources director or any leadership level employees implement an accommodation that causes Boundless undue hardship in the operation of its programs and mission.

## 6.6 Leaves of Absence

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

Boundless adheres to the Family and Medical Leave Act and its implementing Regulations as revised effective March 27, 2015.

#### **A. General Provisions**

Pursuant to the Act Boundless will grant up to twelve workweeks (or up to twenty workweeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a twelve-month period to eligible employees. The leave may be paid, unpaid, or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. FMLA, while an employee of Boundless will be unpaid.

#### **B. Eligibility**

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

1. The employee must have worked for Boundless for twelve months or 52 weeks. The twelve months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
2. The employee must have worked at least 1,250 hours during the twelve-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
3. The employee must work in a worksite where fifty or more employees are employed by Boundless within seventy-five miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

#### **C. Type of Leave Covered**

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

1. The birth of a child and in order to care for that child.
2. The placement of a child for adoption or foster care and to care for the newly placed child.
3. To care for a spouse (spouse is defined by the "Under the Defense of Marriage Act (DOMA)" and the "place of celebration rule", the final rule provides eligible employees the opportunity to take FMLA leave to care for their lawfully wed same-sex spouse, regardless of where they live,) child or parent with a serious health condition.
4. The serious health condition of the employee.

#### **D. Procedure for Requesting FMLA Leave**

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the human resources director. Within five business days, after the employee has provided this notice, the HR manager will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with Boundless' usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Employees with questions about this policy or the FMLA are encouraged to consult with the Human Resources Department. Additional information is available on-line at [https://www.dol.gov/whd/fmla/fact\\_sheets.htm](https://www.dol.gov/whd/fmla/fact_sheets.htm)

### **Jury Duty Leave**

When required to serve on a jury, employees will be paid their regular salary less the amount paid for such jury duty. Upon returning to work, employees will be required to give the Human Resources present verification of such duty and payment received from the Court given to Human Resources.

### **Bereavement Leave**

**Immediate Family:** In the event of a death in an employee's immediate family, the employee may request a reasonable paid leave of absence, not to exceed three days for in-state and five days for out-of-state. Human Resources must approve requests. Persons requiring more than a three- or five-day emergency leave may utilize PTO if available for the excess.

Immediate family is defined as spouse, parents, stepparents, grandparents, siblings, and their spouses, in-laws.

In the event of a death in an employee's non-immediate family (defined as aunts, uncles, nieces, nephews, cousins) the employee may request a reasonable unpaid leave of absence, not to exceed three days for in-state and five days for out-of-state. Managers must approve requests. Persons requiring more than a three- or five-day emergency leave may utilize PTO if available for the excess.

Any employee who utilizes paid bereavement or unpaid bereavement leave will be required to bring in reasonable evidence of the death and/or service which also establishes the relationship between the employee and the deceased (such as an obituary, etc.)

**Other Than Immediate Family:** Employees may request a one-day unpaid leave to attend the funeral of a close friend or relative outside their immediate family.

### **Military Leave**

Boundless is committed to protecting the job rights of employees absent on military leave. In accordance with federal and state law, it is Boundless' policy that no employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion, or other benefit of employment on the basis of such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under this policy. If any employee believes that he or she has been subjected to discrimination in violation of this policy, the employee should immediately notify Human Resources.

### **Discretionary Approved Leave**

In some circumstances, an unpaid leave of absence may be permitted for employees based upon the individual facts and circumstances which the employee presents in writing to the Human Resources

Department.

The CEO may choose, in his discretion, and in conjunction with the interactive process described in Section 6.5, above, to grant an unpaid leave of absence to any employee for such duration and for any personal reason of the employee, including as an accommodation of a disability. Any employee who fails to return to work at the conclusion of the approved leave period will be terminated.

If the first twelve-weeks of this leave are covered under the Family and Medical Leave Act, Boundless will maintain the employee's coverage under a group health plan during the first twelve-weeks of this leave under the terms and conditions as defined in Section 7.1. If this leave is not covered under the Family and Medical Leave Act, Boundless will NOT maintain the employee's coverage under a group health plan. For this type of leave, any insurance benefits will terminate effective the first day of the month after the leave begins, unless the employee makes appropriate arrangements to pay for the benefits himself/herself.

Unpaid leave may be granted for a maximum period of one (1) year for the purpose of education, training, or specialized experience which would be of benefit to Boundless by improved performance at any level. The CEO has the sole discretion to determine whether proposed leave serves one of these purposes. Boundless will NOT maintain the employee's coverage under a group health plan for this type of leave. For this type of leave, any insurance benefits will terminate effective the first day of the month after the leave begins, unless the employee makes appropriate arrangements to pay for the benefits himself/herself.

The authorization of any unpaid leave permitted under this section is solely at the discretion of the CEO and will be decided individually on a case by case basis.

Any requests for unpaid leave authorized under this section must be made to the human resources director at least thirty (30) days prior to the commencement of the desired leave. Upon receipt of the request, the CEO will review it and make a decision in a timely manner.

Upon completion of any unpaid leave authorized under this section, the employee will be returned to the position formerly occupied – so long as it is still in existence and has not yet been permanently filled. After twelve (12) weeks have elapsed, the position will be posted and may be permanently filled. If the position is no longer in existence or has been posted and permanently filled, the employee will be returned to a similar, vacant position. If no such vacancy exists, the employee will be offered another vacant position within the company for which the employee is qualified, if such a vacancy exists.

#### **Absence to Vote**

Boundless encourages all eligible employees to vote. However, since polls are open before and after Boundless working hours, employees are urged to vote before or after work. Under extraordinary circumstances, employees will be granted unpaid time off to vote.

#### **Accrual of PTO While on Leave of Absence**

Employees absent from work during a paid center break, on PTO or other paid leave or on a family medical leave may continue to accrue service time for Paid Time Off benefits and salary review eligibility. Employees absent from work on unpaid leave (other than FMLA) will not continue to accrue service time for Personal Time Off benefits and salary review eligibility. PTO accrual and salary review eligibility will resume when the employee returns to his or her position full time.

#### 6.6 Termination of Benefits

##### **Benefit Package Terminated while continuing employment**

To terminate coverage while still employed, an employee must show proof of a qualifying event. In such cases, the employee will be required to submit a written request for termination and deliver the request to

Human Resources.

**Benefit Package Terminated due to end of employment**

Upon termination of employment, benefits will be terminated effective that last day of employment. Former employees may elect to continue health insurance coverage under COBRA. Conversion of other benefits is dependent on the individual insurance company. Human Resources will inform each benefit company of the employee's last day of employment.

## **SECTION 7 - EMPLOYEE COMMUNICATIONS**

### 7.1 Staff Meetings

Boundless believes that it is important to regularly communicate with all employees. As a result, clinical and staff meetings are regularly scheduled across services lines. Employees must attend all required employee meetings unless their absence has been pre-approved by their manager. Failure to attend required staff meetings could result in corrective action up to and including termination.

Staff members are encouraged to submit issues to be discussed to the directors or managers in advance of staff meetings.

The Boundless directors and managers are responsible for leading group discussions at clinical meetings. If a staff member has questions about any program or procedure, it is appropriate to discuss this in staff meetings. The group, as a whole, can then discuss treatment and procedural options. Any change may be put in place by the managers, and the directors will make a final decision when applicable. Once a decision has been made, a procedure must be followed as discussed. Without prior authorization, a staff member should not alter, discontinue, or begin a new procedure without discussing such changes with the directors. During the course of clinical and staff meetings, staff will be given feedback by the directors and managers. Failure to follow procedures in place or to change procedures without the explicit permission of the manager and/or director will result in corrective action, including termination.

### 7.2 Bulletin Boards

Bulletin boards placed in designated areas provide employees access to important posted information and announcements. The employee is responsible for reading information posted on the bulletin boards. Bulletin boards are not for personal use by employees.

### 7.3 Complaint Procedure

In the course of normal business operations, communication breakdowns often lead to work-related problems. It is important that work-related problems be promptly discussed and resolved. Boundless will make every effort to evaluate employee complaints fairly. Employees are encouraged to initially address complaints with their immediate manager. If the employee is not satisfied with the result of this communication, he/she should process the employee's complaint up the chain of command. However, if, at any time, the employee feels his/her complaint is not receiving the attention it deserves, the employee may bring his/her concerns to Human Resources.

### 7.4 Social Networking

Boundless takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of Boundless to protect itself from unauthorized disclosure of information. Boundless' social networking policy includes rules and guidelines for Boundless-authorized social networking and personal social networking and applies to all executive officers, board members, management, and staff. Please note that all aspects of HIPAA apply when posting on any social media sites and Boundless will strictly enforce adherence to this standard.

### **General Provisions**

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with Boundless.

Unless specifically instructed, employees are not authorized and therefore prohibited from making any representations on behalf of Boundless. Employees may not publicly discuss consumers, products, employees, or any work-related matters, whether confidential or not, except for Boundless-authorized

communications. Employees are expected to protect the privacy of Boundless and its employees and consumers and are prohibited from disclosing any personal information regarding co-workers or consumers and any other proprietary information to which employees have access.

### **Employer Monitoring**

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including Boundless. Boundless reserves the right to monitor comments or discussions about Boundless, its employees, consumers and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees. Boundless uses blog-search tools and software to monitor forums such as blogs and other types of personal journals, diaries, personal and business discussion forums, and social networking sites.

Employees are cautioned that they should have no expectation of privacy while using Boundless equipment or facilities for any purpose, including authorized blogging. Boundless reserves the right to use content management tools to monitor, review, or block content on Boundless blogs that violate Boundless blogging rules and guidelines.

### **Reporting Violations**

Boundless requests and strongly urges employees to report any violations or possible or perceived violations to their managers or the HR department. Violations include discussions of Boundless and its employees and consumers, any discussion of proprietary information and any unlawful activity related to blogging or social networking.

### **Corrective Action for Violations**

Boundless investigates and responds to all reports of violations of the social networking policy and other related policies. Violation of Boundless' social networking policy will result in corrective action up to and including immediate termination. The specific penalty imposed will be determined based on the nature and factors of any blog or social networking post. Boundless reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

### **Acknowledgment**

Employees are required to sign a written acknowledgment that they have received, read, understood, and agreed to comply with Boundless' social networking policy and any other related policy.

### **Authorized Uses of Social Networking and Social Media**

The goal of authorized social networking and blogging is to become a part of the industry conversation and promote web-based sharing of ideas and the exchange of authorized business information. Authorized social networking and blogging are used to promote Boundless products and services, raise awareness of the Boundless brand, search for potential new markets, and to communicate with employees and consumers. It is also used to brainstorm, issue or respond to breaking news or negative publicity, and to discuss corporate, business-unit and department-specific activities and events.

When social networking, blogging or using other forms of web-based forums, Boundless employees must ensure that the use of these communications maintains our brand identity, integrity, and reputation while minimizing actual or potential legal risks, whether used inside or outside the workplace. Employees should consult their managers if they have any questions in this regard.

### **Rules and Guidelines**

The following rules and guidelines apply to social networking and blogging when such activities authorized by the employer and done on Boundless time. The rules and guidelines apply to all employer-related blogs

and social networking entries, including employer subsidiaries or affiliates.

Only authorized employees can prepare and modify content for Boundless' blog and/or social networking entries. Content must be relevant, add value, and meet at least one of the specified goals or purposes set forth in these policies. If uncertain about any information, material, or conversation, discuss the content with your manager.

All employees must identify themselves as employees of Boundless when posting comments or responses on the employer's blog or on the social networking site.

Any copyrighted information where written reprint permission has not been obtained in advance cannot be posted on Boundless' blog.

Business units and departments are responsible for ensuring all blogging, and social networking information complies with Boundless' written policies. Business unit and department heads are authorized to remove any content that does not meet the rules and guidelines of this policy, or that management determines to be illegal or offensive. Removal of such content will be done without the permission of the blogger or advance warning.

Boundless expects all guest bloggers to abide by all rules and guidelines of this policy. Boundless reserves the right to remove, without advance notice or permission, all guest bloggers' content considered inaccurate or offensive. Boundless also reserves the right to take appropriate legal action against guests who engage in prohibited or unlawful conduct.

### **Personal Blogs and Use of Social Media**

Boundless respects the right of employees to write blogs and use social networking sites and does not want to discourage employees from self-publishing and self-expression. However, employees are expected to follow these guidelines and policies to provide a clear line between you as an individual and you as an employee.

Employees are personally responsible for their personal commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just Boundless.

Employees cannot use employer-owned equipment, including computers, Boundless-licensed software or other electronic equipment, or facilities or Boundless time, to conduct personal blogging or social networking activities.

Employees cannot use blogs or social networking sites to harass, threaten, discriminate against or disparage employees or anyone associated with or doing business with Boundless. If you choose to identify yourself as a Boundless employee, please understand that some readers will view you as a spokesperson for Boundless. Because of this possibility, we ask that you state that your views expressed in your blog or social networking are your own and not those of Boundless, nor of any person or organization affiliated or doing business with Boundless.

Employees cannot post on personal blogs or social media the name, trademark, or logo of Boundless or any business with a connection to Boundless. Employees cannot post Boundless-privileged information, including copyrighted information or Boundless-issued documents. Employees cannot post on personal blogs or other social media photographs of other employees, consumers, vendors or suppliers, nor can employees post photographs of persons engaged in Boundless business or at Boundless events.

Employees cannot post on personal blogs or social media any advertisements or photographs of Boundless products, nor sell Boundless products and services. Employees cannot link from a personal blog or social media to Boundless' internal or external web site.

If contacted by the media or press about their post that relates to Boundless business, employees are required to speak with their manager before responding. If you have any questions relating to this policy, your personal blog, or social media, you should ask your manager.

## Policy Manual Acknowledgement

I acknowledge that I have received the Boundless BBH Employee Handbook. I understand that the policies and procedures set forth in this Handbook constitute the terms and conditions of my employment. I understand that it is my responsibility to read and understand the policies and procedures set forth in this Handbook.

Name (print) \_\_\_\_\_

SSN (Last Four Digits) XXX-XX- \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

*Please complete, remove, and return to Human Resources. Thank you.*