



Empowering people with disabilities

Personnel Policy Manual

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Welcome to Full Life

Full Life was incorporated in July of 1999 and became a not-for-profit organization on May 5, 2000. Full Life was created as a result of one family's desire for continuity of care and quality of life for their son; and two persons experienced in the field of developmental disabilities coming together to assure that the life lived by their son would be determined by what made him safe, happy and secure.

Through the Robert Wood Johnson Foundation grant to the state of Hawaii to implement Self-Determination of services for persons with developmental disabilities, a new way of developing services called Self-determination was introduced. In this model, participants have control of the resources appropriated for their services. It begins with a process called Person Centered Planning, wherein the participant chooses a "circle of friends" that is willing to provide support in various ways. This Circle captures on paper, during the Individual Support Plan process, the aspects of daily life which are important to the individual and develop a plan to implement that way of life.

The process was so successful for this family and their son, that the idea of assisting others in the process became a vision for the future. Full Life was created, and the following Mission Statement was developed:

Full Life assists in the empowerment of people with developmental disabilities, enabling them to achieve and enjoy a self-determined quality of life.

As you begin your work with Full Life, you are encouraged to take the time to become familiar with our goals and policies. This personnel policy manual will give you a background of our employee policies, benefits and practices. This manual is not intended to constitute a contract of employment. Please take time to carefully review our personnel manual and do not hesitate to direct any questions you may have to your Supervisor or myself. We will be happy to assist you in any way we can.

We wish you the best of success. Welcome to Full Life.

Stone Wolfson, Executive Director

Introduction to Personnel Policy Manual

Full Life has prepared this personnel manual to acquaint employees with an overview of its policies and benefits. It is intended to familiarize employees of Full Life with important information about our organization, as well as information regarding their own privileges and responsibilities.

This handbook contains general descriptions of Full Life's current policies and guidelines but it does not constitute an agreement or an employment contract. In order to keep our policies and guidelines current, we reserve the right to add to, alter and/or eliminate policies, guidelines, benefits and procedures at anytime without notice. It is also important to remember that the policies and guidelines described in this handbook can only be changed or modified with the written approval of the Executive Director.

After reviewing this handbook, you may still have questions about particular policies and guidelines. If so, please contact your Supervisor.

Full Life strives to improve its policies, the services that it provides to those we serve, and positive working relations with its employees. All employees are encouraged to bring suggestions for improvements to the attention of their supervisor or the executive director. By working together, Full Life hopes that it will share with its employees a sincere pride in the work place and the services that we are here to provide. Full Life will review the entire personnel policy manual and rewrite policies as necessary.

Please Note the Following Important Statement

Managers and supervisors are responsible for the management of our company to accomplish our mission and thereby enhance all of our employment opportunities and services. The company, therefore reserves for its management representatives all the normal and customary rights of management, such as the right to supervise and control all operations and services, direct all work, interpret, change or cancel all company guidelines and policies at any time with or without notice, provided each change is authorized by the company's Executive Director or designated representative and is in writing; and in its discretion to hire, schedule, train, fire, layoff, transfer, promote, reward, evaluate, discipline or otherwise deal with its employees and select the manner, method and means of services and workflow. These rights are not limited or waived by any provision in this employee handbook or any other statements or documents. Your supervisor and the Finance Director are always available to answer any questions you may have regarding the company business and employment guidelines and policies.

This manual is effective May 5, 2000 and was revised on August 1, 2001; August 1, 2002; August 22, 2003; January 8, 2007; February 1, 2008; and February 1, 2009, October 2010 and March 2011

Employment-At-Will Statement

The employment relationship is an "at-will" relationship, which is based on the mutual consent of the employee and Full Life.

Accordingly, either the employee or Full Life can terminate the employment relationship at will, with or without cause or reason, with or without notice, at any time. We make no assurances, either expressed or implied, concerning the duration of employment or reasons for termination. No supervisor, or representative of Full Life, other than the Executive Director, has the authority to enter into any contract or agreement with any employee for employment for any specified period or to make any promises or commitments contrary to the employment at will statement. Further, any employment contract or agreement entered into by the Executive Director shall not be enforceable unless it is in writing.

Employment-At-Will/ Self Determination of Participants

Full Life is committed to implementing Self Determination as stated in our Mission Statement and the Self Determination principles. This includes allowing the people we support control of their direct service personnel.

In fulfilling this commitment, participants interview and determine who their Direct Support Worker will be. Further, if they at any time wish to terminate their Direct Support Worker, they may do so immediately.

Full Life will attempt to mediate concerns between participants and Direct Support Workers but the ultimate decision rests with the participant.

Ethics, Harassment and Workplace Wrongdoings

Open Door Policy

The Open Door Policy exists to encourage response from employees and assist in alleviating misunderstandings or uncomfortable situations in the work environment. This policy allows for any employee to speak to someone other than their supervisor (e.g., Executive Director), as needed. All discussions will be treated confidentially, as appropriate, and those involved will attempt to help the employee seek a solution. Please see the grievance procedure for our policy on employment grievances.

In the case of a complaint of discrimination or harassment, the employee should make a report directly to the Executive Director if possible.

Policy against Harassment and Discrimination

Work Place Harassment

Full Life is committed to providing a safe environment in which employees, participants, families, vendors, volunteers and visitors are treated with courtesy and respect at all times. Verbal or physical intimidation, harassment, threats of violence or other disruptive behavior will not be tolerated. In keeping with this commitment, Full Life maintains a strict policy prohibiting and forbidding harassment in any form, including verbal, physical, and visual harassment. Unacceptable conduct includes, but is not limited to, the following:

- Fighting, "horseplay", or other conduct that may be dangerous to others
- Bringing firearms, weapons, and/or other dangerous or hazardous devices or substances on company premises at any time, or with you (in your car or on your person) while you are working for Full Life without prior authorization.
- Conduct that threatens, intimidates, or coerces another employee, participant, family member, vendor, volunteer, or visitor of Full Life at any time including off duty periods.

- All acts of harassment, including harassment based on an individual(s) sex or gender, race, age, religion, color, national origin, ancestry, marital status, disability, citizenship, veteran status, arrest or court record, sexual orientation, gender identification or any other characteristic protected by federal, state or local law.

Sexual Harassment

It is Full Life's policy that sexual harassment and harassment on the basis of sex is strictly prohibited and will subject the offender to disciplinary action that may include discharge. This applies to all employees.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct or visual forms of harassment of a sexual nature constitute sexual harassment when:

- submission to that conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of that conduct by an individual is used as the basis for employment decisions affecting that individual; or
- that conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of behavior that may constitute inappropriate or unwelcome sexual conduct may include, but are not limited to:

- Verbal behavior: sexual or suggestive comments, jokes, teasing or nicknames; remarks of a sexual nature or with sexual innuendo about a person's clothing or body; gossip regarding one's sexual activities/life; using foul or obscene language; any sexual advance or propositioning an individual or repeatedly "asking out" or attempting to establish a relationship with an individual, who by word or conduct in any way indicates that such action is not welcome; sending offensive voice-mail, text message or e-mail messages.
- Nonverbal behavior: leering, ogling, obscene gesturing, suggestive or insulting sounds; sending/circulating/displaying materials of a sexual nature including pornographic or suggestive posters, pictures, cartoons, objects, offensive letters, poems, e-mail messages.
- Physical behavior: any unwelcome touching, such as groping, patting, pinching, hugging, massaging, kissing, brushing up against the body of another.

Full Life also prohibits the denial of an employment opportunity or benefit to a qualified person where the same employment opportunity or benefit was granted to another person because of the other person's submission to sexual advances or requests for sexual favors.

Reporting Harassment and Discrimination

Employees who believe this policy is being violated are required to report any questionable situations to their supervisor, the Corporate Finance Director or directly to the Executive Director before the situation escalates into violence. Full Life is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns in good faith. Full Life will promptly and thoroughly investigate the report of any individual who is believed to have violated this policy. Full Life will take appropriate disciplinary action, including immediate termination, whenever such discrimination or harassment is demonstrated. The complaining employee will be informed of the action taken.

When Corporate Management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim of harassment wants Full Life to do so.

Full Life prohibits any form of retaliation against an employee for filing a complaint in good faith or any employee for assisting with the investigation of a complaint. Full Life will take action to protect the complaining employee and to prevent further harassment or retaliation.

Any individuals engaging in such conduct, contrary to Full Life's policy, may be personally liable in any legal action brought against them. If there are any questions concerning this policy, an employee should contact the Executive Director.

Equal Employment Opportunity Commitment

Full Life is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, gender identity, age, religion, physical or mental disability, marital status, veteran status, military/veteran status, lactation, arrest and court record (except as provided by Haw. Rev. Stat. § 378-2.5) or any other grounds protected under applicable state and federal laws, regulations, and/or executive orders. Any form of harassment of any individual because of a protected category is prohibited; please see the Policy Against Harassment and Discrimination. Also, retaliation against any employee who reports discrimination or harassment to Full Life in accordance with this policy, files a complaint of discrimination/harassment, or who cooperates with the investigation of a complaint, is prohibited.

Full Life will comply with all the relevant and applicable provisions of the American with Disabilities Act. Full Life will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. Full Life will also make reasonable accommodation wherever necessary for all employees or applicants with known disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on Full Life. Please contact the Corporate Finance Director if you have any questions regarding reasonable accommodation for a disability.

It is the responsibility of all Full Life employees to carry out to the fullest extent the purpose and intent of Full Life's policy regarding equal employment opportunity, therefore, any incident of discrimination or harassment must be immediately reported, verbally or in writing, to your supervisor, the Corporate Finance Director, or the Executive Director. The employee shall note Full Life's "Open Door Policy", encouraging responses from its employees and wishing to assist in alleviating misunderstanding or uncomfortable situations in the work environment. Every effort will be made to promptly investigate all allegations of discrimination and/or harassment in as confidential a manner as possible and to take the appropriate corrective action. For this reason, supervisors and managers must report any and all complaints of discrimination or harassment to the Corporate Office Manager as soon as possible. Any employee who is determined, after an investigation, to have engaged in discrimination, harassment or other conduct in violation of this policy will be subject to disciplinary action, up to and including immediate termination. Full Life will take corrective action reasonably calculated to end the prohibited conduct.

The Immigration Reform and Control Act of 1986 (ICRA) prohibits Full Life from employing any person not legally authorized to work in the United States. In accordance with these requirements of the ICRA, all person commencing or resuming work must submit to Full Life documentation evidencing their ability or authorization to work in the United States. Anyone submitting false documentation must be immediately terminated. In fulfilling our obligation under the IRCA, we reaffirm our commitment to comply with both state and federal nondiscrimination laws. Any questions concerning the IRCA and the required documentation should be directed to the Director of Administrative Services.

This policy does not create a contractual promise but instead is a description of the standards of behavior expected of all employees. Employment decisions shall therefore, comply with all applicable state and federal laws prohibiting discrimination in employment. If there are any questions concerning this policy, an employee should contact the Executive Director.

People with Disabilities

Full Life recognizes that employees with disabilities, including life-threatening illnesses such as cancer, heart disease, HIV and AIDS, may wish to continue to work and engage in normal activities as their condition allows. These employees may work as long as they are able to meet acceptable job performance standards with or without reasonable accommodation, and medical evidence indicates that their condition is not a direct threat to the health and safety of themselves or others. Reasonable accommodation means modifications or adjustments to the work environment and/or manner in which the work is done so as to enable the employee to perform the essential functions of the job without undue hardship to Full Life.

An employee is encouraged to contact their supervisor when they have or may have a disability and/or life-threatening illness, if an accommodation is necessary, or it presents a direct threat to the health and safety of that employee or others. Full Life will determine whether a medical doctor's opinion is necessary for continued presence at work or to assist in determining reasonable accommodation. Employees with disabilities, including life-threatening illnesses, are entitled to confidentiality on a need to know basis of information concerning their medical status and records.

Full Life prohibits discrimination by supervisors and co-workers towards qualified people with disabilities, including life-threatening illnesses. Discrimination includes not only conduct affecting employment decisions, but also workplace harassment and intimidation. This policy also prohibits discrimination against employees rumored to have a disability or life-threatening illnesses and employees who have an association with an individual with a disability.

Any employee who believes that they have been subjected to discrimination on the basis of their disability or life-threatening illness should immediately raise the issue with their supervisor. Retaliation against any employee for raising such a complaint is strictly prohibited.

Workplace Wrongdoings - Zero Tolerance Statement

All employees of Full Life are considered valuable members of the team. Full Life wants all staff to take part in promoting the best workplace possible. And that means a workplace free of wrongdoing.

Wrongdoing is defined as harassment, discrimination, drug and alcohol abuse, abuse or neglect of a participant, theft, violence, unsafe acts or misrepresenting a worker's compensation claim. Full Life maintains a zero tolerance approach to wrongdoing in the work place. Zero tolerance means that after an investigation has occurred and the workplace wrongdoing has been found to be factual, the employee will be terminated.

When wrongdoing in the workplace occurs, Full Life has established safe, internal procedures to make it easy to report any wrongdoing that may be encountered. To report workplace wrongdoing:

1. Report the workplace wrongdoing immediately to your supervisor.
2. If your supervisor is the source of the wrongdoing, or if you feel uncomfortable reporting to your supervisor, report to the Corporate Finance Director.
3. After reporting, you must keep your report of wrongdoing as confidential as possible.
4. If, after reporting, you believe that your report has been ignored or has not been promptly managed, report this to the Executive Director of Full Life.
5. You do not have to confront the person who is the source of your report, question, or complaint.

Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples:

1. General dishonesty, consisting of acts from lying to stealing, including, but not limited to:
 - a. Theft or unauthorized removal or possession of property belonging to Full Life, fellow employees, those being served, or to anyone on Full Life's property.
 - b. Falsifying or making a material omission on an employment application or making erroneous entries or material omissions on forms, financial and other reports or Full Life's records.
 - c. Altering, falsifying, or destroying any timekeeping record or removing any timekeeping record from the designated area without proper authorization. This includes but is not limited to recording inaccurate arrival or departure times of scheduled shifts and/or leaving before the end of shift.
2. Insubordination, including improper conduct toward a supervisor or refusal to perform tasks assigned by a supervisor in the appropriate manner.
3. Possession, distribution, sale, use or being under the influence of alcoholic beverages or controlled substances while on Full Life's property, while on duty, or while driving a vehicle owned/leased by Full Life.
4. Disclosing or releasing confidential information about Full Life or people receiving services.
5. Excessive absenteeism, regardless of the reason, or absence from work without notice to the supervisor.
6. Misusing, destroying or damaging property of Full Life, people receiving services, fellow employees or of visitors.
7. Actual or threatened physical violence toward another employee, person receiving services, volunteers or visitors of Full Life.
8. Bringing on the property of Full Life or on the property of people receiving services dangerous or unauthorized materials, such as explosives, firearms or other similar items.
9. Sleeping while on duty.
10. Sexual harassment or unlawful harassment of another employee, a person receiving services or a visitor of Full Life
11. Abuse and/or neglect of participants (see below for definition.)

Abuse and Neglect of Participants

Full Life employees will refrain from causing any harm or neglect intentional or unintentional, to those being served. All allegations of participant abuse and neglect as well as injuries of unknown source will be reported immediately to Adult Protective Services (APS) or Child Welfare Services (CWS).

1. No Full Life employee will commit actual or imminent physical injury, psychological abuse, sexual abuse, financial exploitation, maltreatment or neglect.
2. Employees will be placed on probation and will be unable to return to work (length will be determined by the employee's direct supervisor and/or Executive Director) if reasonable cause exists to believe that the participant could experience any type of abuse, neglect or injury within the next ninety (90) days or until the investigation is completed and allegations are determined to be unfounded. If allegations are found to be true, the employee will be terminated immediately.
3. Types of physical injury to a participant's body, internal and external include but are not limited to: Substantial or multiple skin bruising or any other internal bleeding; Any injury to skin causing substantial bleeding; Malnutrition; Burn or Burns (including severe sunburn); Poisoning Fracture of any bone; Subdural hematoma; Soft tissue swelling.
 - a. Psychological Abuse refers to but is not limited to the following: Verbal or physical actions including threats, insults, or harassment that humiliates, provokes, intimidates, confuses, or frightens a participant; Placing a participant in a dark and isolated room; Threatening to cut off body parts; Threatening to inject a participant with medication when not warranted; Calling a participant demeaning or insulting names; Applying physical or chemical restraints when not ordered by a physician and indicated in the ISP.
 - b. Sexual Abuse refers to but is not limited to: Any sexual contact or advance to a participant; Sexual assault, molestation, sexual fondling, incest, prostitution; Obscene or pornographic photographing, filming, or depiction; Verbal suggestions with sexual connotations.
 - c. Financial exploitation refers to but is not limited to the following: Involves the wrongful or negligent taking, withholding, misappropriation, or use of a participant's money, real property, or personal property; The misuse of a power of attorney or the abuse of guardianship privileges resulting in the unauthorized appropriation, sale or transfer of property; The unauthorized taking of personal assets; The misappropriation, misuse, or transfer of money belonging to a participant from a personal or joint account; The intentional or negligent failure to effectively use a participant's income and assets for the necessities required for their support and maintenance.
4. Neglect is defined as, but is not limited to the following:
 - a. The failure of the Direct Support Worker to provide a participant in a timely manner food, clothing, shelter, psychological care, medical, dental care or supervision
 - b. The failure of the Direct Support Worker to assist a participant with their personal hygiene
 - c. Failure to protect a participant from health and safety hazards
 - d. Failure to protect a participant against acts of abuse by a third party
5. Direct Support Workers will refrain from maltreatment of participants; meaning any treatment that is harsh or abusive

Code of Business Conduct

The successful business operation and reputation of Full Life is built upon the principals of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of the law, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Full Life is dependent upon our participants trust and we are dedicated to preserving that trust. Employees owe a duty to Full Life, its participants, and Board of Directors to act in a way that will merit the continued trust and confidence of the public.

Full Life will comply with all laws applicable to our business and operations. It expects its directors, officers, and employees to conduct business in accordance with the letter, spirit and intent of all relevant laws and to guard against any illegal, dishonest or unethical conduct. If you have any concerns about the business ethics of Full Life and/or its employees, we encourage you to bring them to management's attention without fear of retaliation. In compliance with Hawaii's Whistleblowers' Protection Act, Full Life protects employees from discharge, threats, or discrimination because an employee or a person acting on behalf of an employee: (1) reports or is about to report to the employer or a public body, verbally or in writing, a violation or suspected violation of a state or federal law, rule, ordinance or regulation or a contract executed by the state, a political subdivision of the state, or the United States, unless the employee knows that the report is false; or (2) is requested to participate in an investigation or hearing by a public body, including a court.

In general, good judgment and ethical principals will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action the matter should be discussed openly with your supervisor and if necessary with the Executive Director for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Full Life employee. Failure to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Full Life Owned Buildings, Equipment and Vehicles

Telephone/Email/Internet/Computer Use Policy

Full Life e-mail, voicemail, pagers, computer, internet access, intranet, mail and telephone systems (including cellular phones and messaging) are owned by Full Life and are intended for business transactions and communications. If you need to make personal phone calls, e-mails, or use the internet for personal reasons, you may do this only during your off hours, break or lunch periods, and with prior approval from your supervisor. Under no circumstances will an employee make or charge a long distance call to Full Life, unless it is work related. Of course, emergency phone calls may be placed or received at any time.

Illegal/Unethical Activity- Full Life prohibits the receipt, transmission or dissemination of inappropriate, unethical or illegal images, pictures, or information on Full Life's property or equipment. Use of Full Life's property (including computer and internet access) for illegal or unethical activity may result in disciplinary action, up to and including termination.

Other Internet Personal Use Guidelines- Examples of personal use (within your breaks) of the internet that is acceptable (following the above guidelines) include; research on illness, checking bank account, paying bills online, looking up phone numbers and addresses, checking personal web-based e-mail (as long as it is through a major site), going to major sites like MSN, Yahoo, CNN, Wikipedia, Ebay, Amazon, Goodsearch, Google, Craigslist, Google Maps, Mapquest, etc.

Examples of computer use that is not acceptable include; downloading and playing games, clicking on banners, email or pop up advertisements (including offers to speed up your computer, or do a "disk cleanup"), going to websites with spyware (such as fantasy football, adult content sites, sites that offer "free" things, or other online scams) or downloading programs that may or are likely to have spyware (free programs, music programs, games, peer to peer network programs, and most programs not downloaded from the original source.) If you are in doubt about a site or program ask, or don't do it.

Full Life E-mail Addresses- If you have been issued a Full Life e-mail address, this e-mail address is intended for business use only. If you need to receive personal e-mail, please set up a personal e-mail account, and access this e-mail address only during off hours, breaks and lunches.

Offensive Material- The display of offensive images, messages and cartoons such as those that are sexually explicit or contain racial comments, ethnic slurs, off color jokes, or anything that may be unwelcome by other employees are prohibited. In addition, offensive material may not be archived, stored, distributed, edited or recorded using Full Life's network or computing systems.

Software- No employee can use any of Full Life's equipment to knowingly download or distribute any software. Any software or files downloaded via the internet into Full Life's network become the property of Full Life. Such files or software may be used only in manners consistent with their licenses or copyrights. Employees are prohibited from installing any software on Full Life computers or networks without prior authorization.

Right to Privacy- Computer systems and electronic mail (e-mail) received by Full Life computer systems are Full Life property. Because Full Life's telephone system, e-mail (including e-mail retrieved from personal accounts) and computer systems are Full Life's property, Full Life reserves the right to access its e-mail, computer and telephone and cellular phone systems (including voicemail) at any time at its sole discretion to verify their proper usage. Because the Full Life computer systems are the property of Full Life, do not do anything on a Full Life computer that you would not want another employee, or your supervisor to view. Employees shall cooperate with the Full Life's monitoring of its phone, computer, mail or other means of communication.

Personal Use of Full Life's Property

Employees wishing to use Full Life's equipment or property, including, but not limited to, computers, the e-mail system, copy machines, or meeting spaces for personal use will first receive the approval of their supervisor.

Buildings and Equipment

Employees are reminded that all buildings and equipment, including computers, office machines and program supplies, provided by Full Life are the sole property of Full Life, to be used for company business and must be treated with care and consideration. Defacing buildings and equipment will not be tolerated and failure to comply with this policy will result in repayment of any damage and disciplinary action.

Vehicles

Vehicles that are owned / leased by Full Life will be treated with care and consideration. It is the policy of Full Life to prohibit defacing such vehicles in any way, including the placement of decals or bumper stickers anywhere on the vehicle, with the exception of decals or bumper stickers required for individuals with disabilities. Defacing vehicles that are owned / leased by Full Life will result in repayment of any damage and disciplinary action.

Vehicles that are owned / leased by Full Life are to be driven only by authorized employees, with no unauthorized passengers. Employees driving vehicles or riding in vehicles owned/leased by Full Life shall not be under the influence of alcoholic beverages or any other controlled substance. Smoking is not permitted in a vehicle owned/leased by Full Life. All traffic fines and violations incurred while operating a Full Life vehicle will be borne at the sole expense of the employee operating the vehicle.

Employees operating a vehicle owned/leased by Full Life on a regular basis are responsible for maintaining a clean vehicle and checking basic maintenance daily. All other maintenance will be provided by Full Life, on an as needed basis. Any questions or observed malfunctions concerning the vehicle shall be reported to your supervisor as soon as practical so that Full Life may attend to the maintenance.

All employees, who drive Full Life vehicles, or personal vehicles for business purposes, must notify their supervisor immediately if their driver's license expires or is revoked for any reason. All employees driving a vehicle owned by Full Life will record their mileage for each trip made on the form available in the vehicle.

If an employee has questions regarding this policy, contact your supervisor.

Inspections and Searches

In order to safeguard the property of visitors, customers, employees and Full Life, designated personnel are authorized to stop any individual and inspect packages or bags being carried from and/or onto the premises, or being carried by employees on duty in the community, including parking areas, and to search all lockers, desks, computers, software systems and other company property. Desks, lockers, and other storage devices may be provided for the convenience of employees, but remain Full Life property. You do not have any right to privacy regarding any Full Life or participant's property or items brought onto Full Life or participant's premises. Do not store in your locker or desk or on Full Life or participant's property anything that would embarrass you if discovered. Removal of Full Life, or participant's property, whether new or used and regardless of estimated value, from the premises for reasons other than work, requires an authorization signed by a member of management. Any property of Full Life and any unlawful or dangerous property may be seized by Full Life and destroyed.

Disciplinary Action

In the event that an employee violates any policy, procedure or otherwise acts in a manner that Full Life believes is not in its best interests, Full Life may choose to take appropriate disciplinary action. These actions may include, but are not limited to, and may not occur necessarily in the following order: Oral reprimand, written warning, extension or reinstatement of the orientation period, suspension, probation, demotion, transfer, or termination.

Termination Procedure

Payment upon Termination

Employees will receive their final paycheck within the time required by law. The final paycheck for employees who resign without notice will be the next scheduled payday. Employees who are terminated involuntarily will be provided their final paycheck on their last day of work or by the next workday.

Severance Pay

Full Life does not maintain a formal severance pay policy or provide severance pay to employees who separate from its employ for any reason. However, Full Life has the right to make exceptions at its sole and absolute discretion.

Return of Full Life's Property

Each employee will return the property of Full Life, such as keys, credit cards or equipment, at the time the final paycheck is provided.

Notice of Intent to Leave Employment

If an employee wishes to leave the employment of Full Life, for any reason, a thirty day written notice for management employees, or a two-week written notice from all other employees is requested, to affect a smooth flow of operations.

Exit Interview

An exit interview will be mailed to each employee who leaves Full Life, regardless of the reason. This interview allows employees to communicate their views on their work with Full Life and the job requirements, operations, and training needs.

Grievance Procedure

Full Life wishes to provide each employee fair and impartial treatment. Accordingly, it has established a grievance procedure that is available to all employees. Full Life will make efforts to settle an employee's grievance promptly and in a fair manner. Employees shall note Full Life's Open Door Policy encouraging responses from its employees and wishing to assist in alleviating misunderstanding or uncomfortable situations in the work environment. The following steps should be taken by an employee to resolve a grievance:

Step 1 - Within five working days of an incident or problem giving rise to an employee's grievance, the employee is to discuss the problem with their supervisor. In most instances, a friendly talk with the supervisor can solve a problem to an employee's satisfaction. The grievance shall be treated in a business-like manner. The supervisor shall investigate the concerns and provide the employee with an answer within five working days, unless additional time is required under the circumstances.

Step 2 - If the problem is not resolved at Step 1, an employee may arrange an appointment to meet with the Executive Director in order to reach a satisfactory solution. A request for such a meeting shall be made not more than three working days after the employee receives a response from Step 1. A meeting will be scheduled promptly in an attempt to resolve the problem. The grievance will receive attention from the Executive Director, who will provide the employee with a response within five working days, unless additional time is required under the circumstances.

Because the full responsibility for the operation of Full Life rests with the Executive Director, any decision rendered by the Executive Director must be regarded as final and binding on all parties.

Payment of Wages

Work Weeks

Full Life has selected as its work Week the seven days that begins at 12:01 a.m., Sunday morning, and ends at midnight, the following Saturday night.

Pay Periods

There are two pay periods each month for all Full Life Employees. The first pay period ends on the 15th of each month and the second pay period ends on the last day of each month.

Paydays

Time sheets are submitted by employees to the office on the 1st and 16th of each month and checks are issued on the 7th and 22nd of each month. If timesheets are not received by the 1st and 16th, employees will be subject to disciplinary action.

A salaried employee's gross pay is calculated by taking the annual salary and dividing it evenly among the 24 pay periods in a year.

An hourly employee's gross pay per pay period is calculated by multiplying the hourly wage by the number of hours actually worked.

Paychecks

Payroll Distribution

Full Life will issue all checks through mail, direct deposit or you may pick up in the office.

Payroll Deductions

Full Life is required by law to withhold certain federal and state taxes from wages paid to employees. The rates at which these deductions are made and the total amount that must be withheld varies in accordance with applicable law. These deductions include: Federal Income Tax, State Income Tax, and Social Security (FICA) and Medicare withholdings. Full Life may also deduct court-ordered garnishments from your wages. In addition, there may be other withholdings that you desire. You will be asked to authorize these withholdings in writing before they can be deducted from your wages.

Final Paycheck

Employees will receive their final paycheck within the time required by law. The final paycheck for employees who resign with or without notice will be the next scheduled payday. In the event an employee gives at least a full pay period's notice, their final paycheck will be issued on their last day of work or the next business day. Employees who are terminated involuntarily will be provided their final paycheck on their last day of work or by the next workday. The employee will return all property belonging to Full Life and/or people receiving services, such as keys, credit cards, and equipment, at the time the final paycheck is provided.

Direct Deposit

Direct deposit of an employee's paycheck into their bank account is offered as a courtesy to all employees. Direct deposit is encouraged to avoid delays in paycheck distribution. Please contact the Full Life office for details on how to sign up for this service.

Timesheets

DSW time sheets are included in your packet of case note and data collection forms. Office employees may access time sheets from the intranet. Time sheets are for recording the hours you actually work. Since the hours on the sheet are the basis for calculating your pay, **and used to collect payment from the state**, they must be accurate. It is recommended that you enter your working hours on your time sheet at the end of each day.

YOU ARE THE ONLY PERSON ALLOWED TO MAKE AN ENTRY ON YOUR TIME SHEET OTHER THAN YOUR SUPERVISOR. Allowing another person to log hours on your time sheet or doing the same for another employee is prohibited.

On your time sheet, record the time you start, the amount of time you take for any breaks, and the time you finish at the end of the day. Also record any time off you may have taken during the workday with a brief explanation for the absence. Any time missing from your workday should also be accompanied by a Request for Leave form. At the end of each pay period sign the time sheet, obtain the participant/guardians signature and turn it in to your supervisor for approval.

Work Schedules

Full Life creates schedules for employees that will best assist the participant in achieving a self determined way of life. Employees are expected to work the hours they are scheduled. If this is not possible, a Schedule Change Request Form must be completed and given to the direct supervisor.

1. The hours for employees vary according to the location and type of activities.
2. For detailed information the employee will consult their supervisor who will provide the starting and quitting times and the days of the week the employee is to work.
3. Although it is the policy of Full Life to consider allowing employees to work on a flexible basis, as approved by their supervisor, schedules will not accommodate solely the employee, as we have a duty to serve the participant in a manner that reflects the Individual Plan and Individual Service Plan.
4. Circumstances requiring special and/or different schedules must be noted on the "Schedule Change Request Form" and submitted to the employee's supervisor as soon as possible. This includes late arrival or early departure times.
5. For long term absence (more than two days), a Schedule Change Request Form must be submitted two weeks prior to absence. Otherwise, five working days is required.
6. The Request will then be forwarded to the Supervisor.
7. The Supervisor will communicate approval/disapproval to the employee in a timely manner.
8. Be advised that because our participants depend on their Direct Support Workers, failure to submit requests in a timely fashion could result in the employee being denied the request or further disciplinary action.

Overtime Policy

For Exempt Employees

Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

For Non-Exempt Employees

Non-exempt employees are entitled to overtime pay whenever they perform hours worked over 40 hours in a workweek. Full Life only allows employees to take time off in lieu of receiving overtime pay as long as the time taken is within the same pay period or as allowed by applicable federal and state laws.

Pre-Approval of Overtime

Overtime will be pre-approved by your supervisor.

1. Employees will be paid for their hours worked in accordance with all legal requirements. *Employees who qualify as "Exempt" (salaried) within the meaning of state and federal wage and hour laws are excluded for overtime pay and are not subject to this policy.* All non-exempt, (hourly) employees qualify for overtime pay.
2. All employees are required to obtain pre-approval from their direct supervisor for overtime.
3. Approval is sought by filling out a Schedule Change Request Form (see policy).
4. After the completed form is received by your supervisor, it will then be forwarded to the Executive Director for authorization. You will be notified of the outcome as soon as possible by your direct supervisor.
5. Employees who incur Overtime without pre-approval will be subject to disciplinary action and could result in termination.

6. Overtime pay is calculated at one and one-half times a non-exempt employee's regular rate for all work performed in excess of 40 hours in one work week (Saturday midnight to Saturday midnight).
7. Overtime is calculated on the basis of an employee's actual hours worked and does not include hours paid for PTO benefits (Paid Time Off).

Sleep Time Policy

"On Call" Sleep Time- Less-Than 24-Hour Shift

If an employee is:

1. Scheduled to work less than 24 hours in a row,
2. And is required to remain on site in the participant's home to be "on call" for a participant:

The employee will be paid at the sleep time rate for all of the hours that the participant is sleeping, and the regular rate for any working hours that the participant is awake. Sleeping hours will count towards health benefits, and overtime.

"On Call" Sleep Time- 24-Hours (or more) Shift

If an employee is:

1. Scheduled to work 24 hours in a row or more,
2. And is required to remain on site to be "on call" for a participant,
3. And they have been provided the opportunity for at least 5 hours of uninterrupted sleep:

The employee will be paid for actual working hours only.

If a situation arises where the employee does not have the opportunity for 5 hours of uninterrupted sleep, Full Life will pay the employee for the entire 24 hour shift. The sleep hours will be paid at the sleep wage and the waking hours will be paid at the regular wage. All paid hours will count towards health benefits and overtime.

Sleep Time in Employee's Home

If the participant is staying overnight at the employee's home, the supervisor and the employee will reach an agreement beforehand about which hours are sleep time and waking time. The employee will be paid for the hours the participant is awake, and the employee is working. The agreed working hours can be changed by the supervisor and employee, if the employee is working more than the agreed upon time, and has been documenting it in the night tracking log and time sheets, with explanations in the case notes. The default sleeping hours will be 10:00 pm to 6:00 am, unless otherwise agreed upon in writing by the employee and supervisor before the working shift. Sleeping hours will not count towards pay, benefits or overtime.

Overnight Working Time

If a participant requires scheduled overnight care, and the shift does not require the employee to remain on site or "on call" for any time beyond the scheduled care, Full Life will pay the employee for actual worked time at the regular working rate. All regular working hours count towards health benefits and overtime.

Facilities Provided

In the case that the employee may need to sleep while on shift, the participant or participant's guardian may provide a sleeping area. The employee can choose whether or not to take advantage of the sleeping area, and it is understood that this is not provided by Full Life as a benefit of employment unless otherwise specified from Full Life in writing to the individual employee.

Sleep Time Documentation

It is imperative that the employee takes the responsibility to track and document actual sleeping and waking time, as well as the reason for any waking times that do not correspond with the participant's regular schedule. Complete documentation may include a night tracking form, case notes and other forms provided by Full Life. Accurate and complete documentation in this area will ensure that Full Life is able to pay the employee for all of the hours that they actually work, in addition to being able to ensure that the participant receives all of the services that they require.

Wage Adjustments

Full Life conducts periodic reviews of the compensation rates of all employees and, based upon an employee's performance and upon the recommendations of people receiving services and their families, an increase may be granted. DSW's are eligible for pay increases after 3 months. Pay increases are not given automatically when an employee has passed their introductory period or anniversary date.

All changes in an employee's rate of pay will normally become effective on the first day of the pay period after they are officially approved. Exceptions to this policy will occur only when the Executive Director officially advises the employee, in writing. Other individuals do not have the authority to award retroactive increases or the ability to waive the rules established by this policy.

Garnishment of Wages

Full Life is required by law to recognize certain court orders, liens, and wage assignments. When Full Life receives a notice of a pending garnishment or wage assignment the employee will be notified of the upcoming legally required garnishment. Employees are encouraged to avoid financial transactions that result in wage garnishments.

Timekeeping Practices

All employees are responsible for ensuring that time sheets, time reports and leave requests are submitted timely and are accurate and complete. All time sheets shall be faxed or delivered to the Full Life office on the 1st and 16th of each month. It is required that along with the timesheet, you submit case notes, data collection, and service verifications for every day that you worked during the period.

A non-exempt employee's time sheet is the record of their hours worked from which a payroll check is computed. Care should be taken to see that each employee's time sheet is an accurate record of actual hours worked. In accordance with state and federal laws, the employer rounds time increments up to the nearest quarter of an hour.

The following rules will be observed regarding time sheets:

1. Employees will not work before or after their scheduled time unless the employee has received advance approval by their supervisor to work overtime or unless special circumstances require. Overtime must be pre-approved by the employee's supervisor before it can be worked.
2. Employees will not come to work late or leave early without the prior approval of their supervisor.
3. Time sheets are the property of the employer and any unauthorized destruction, use or removal is forbidden.
4. Employees will sign their time sheet at the end of each pay period, provided they are completely correct. Falsification of information on time sheets is prohibited and may result in disciplinary action including termination.

General Employment Information

Employment Categories

Exempt Employees

This category includes all full-time employees who are classified by Full Life as exempt from the overtime provisions of the Federal Fair Labor Standards Act and any applicable state laws. Exempt employees are paid a fixed salary which is intended to cover all compensation to which they are entitled, regardless of the number of hours they work during a week or pay period. Exempt employees are required to maintain a semi-monthly record of hours worked for purposes of calculating paid time off and attendance monitoring.

As well, they are required to turn in Request for Paid Time Off Benefits. Such employees who qualify as exempt are executive, administrative or professional employees, as defined under state and federal laws.

Non-exempt Employees

Non-exempt employees include all employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws. Employees in this category are expected to work their regularly scheduled hours per week and are entitled to overtime pay for work in excess of 40 hours in a workweek. Non exempt employees are required to maintain a time sheet by pay period, and record actual hours worked each day.

Full Time Employees

Employees who work 20 or more hours per week for a minimum of four consecutive weeks and ongoing after that are considered full time. Full time employees are eligible for health benefits, PTO and 401(k).

Part-time Employees

Employees who work an average of less than 20 hours per week are considered part-time employees. Part-time employees are required to maintain a time sheet by pay period, recording actual hours worked each day.

Part-time employees are not eligible for health benefits but are eligible for PTO and 401(k).

Casual or On-Call Employees

Employees in this category may be hired to work as necessary to fill in unforeseen staff requirements. These employees are eligible for Paid Time Off, 401(k), and other statutory benefits.

Position Requirements

Tuberculosis Clearance

The State of Hawaii mandates that all employees working with people with developmental disabilities submit evidence of a TB test, the guidelines are as follows:

Tuberculosis testing can be obtained free of charge at various Department of Public Health locations. All information obtained through tuberculosis testing will be treated confidentially and in line with applicable state laws.

1. All employees working face to face with participants are required to have an entry TB evaluation (as described below.) Prior two-step TB tests will be accepted as long as they were within one year of the start date.
2. The ENTRY TB EVALUATION shall be based on the *two step* Montoux tuberculin skin test supplemented by a standard chest x-ray as needed.
 - A. If an initial skin test is negative, a second tuberculin skin test shall be administered 1 to 3 weeks later.
 - B. If the initial skin test or the second skin test is positive, a standard chest x-ray with appropriate medical examination shall be administered to exclude tuberculosis disease and to evaluate the individual for possible TB preventive therapy.

- C. If there is documentary evidence of a negative tuberculin skin test performed within the previous 12 months, or documentary evidence of a prior negative two-step test, a single negative skin test will be accepted.
- D. If there is medical record documentation of a previous positive tuberculin skin test, no additional skin test is required.
 - a. If there is documentary evidence of a clear standard chest x-ray and medical examination which has excluded communicable TB within the past year, screening for symptoms consistent with TB (as described below) may be performed in lieu of an additional chest x-ray.
 - b. Otherwise, a standard chest x-ray with appropriate medical examination shall be administered to exclude tuberculosis disease and to evaluate the individual for possible TB preventive therapy.
- 3. Annual Tuberculosis re-evaluations shall be administered within 335-395 days following the immediately previous Tuberculosis evaluation.
 - a. All individuals who have not previously tested positive shall be administered a single tuberculin skin test.
 - b. If a person who last tested negative becomes positive, a standard chest x-ray with appropriate medical examination shall be administered to exclude tuberculosis disease and to evaluate the individual for possible TB preventive therapy. *The occurrence of a positive skin test in an individual who has tested negative at an immediately previous examination shall be reported to the Department of Health within 7 days.*
 - c. All individuals who previously tested positive and were found to be free of active TB based on a standard chest x-ray and appropriate medical examination shall be screened for symptoms consistent with pulmonary TB at the time of the annual TB re-evaluation.

Symptoms consistent with pulmonary TB include:

- 1. Cough over three weeks duration, *and*
- 2. At least one of the following:
 - a. Fever
 - b. Night sweats
 - c. Unintentional weight loss over 10% of body weight
 - d. Hemoptysis (coughing up blood)
 - e. Malaise/fatigue
- 3. If symptoms consistent with pulmonary TB are present, a standard chest x-ray is required.
- 4. Illness after scheduled evaluations.

Any patient, employee, or volunteer experiencing the symptoms consistent with pulmonary TB listed above at any time shall receive a medical evaluation including skin test and/or x-ray as medically indicated within 7 days.

Driving Abstracts/Records

For all positions that would require operating a vehicle owned/leased by Full Life, or a personal vehicle for business purposes, employees must possess a valid driver's license and an acceptable and insurable driving record. Therefore, disclosure of an individual's driving history is required by Full Life. Periodic reviews of driving abstracts and valid driver's license and automobile insurance to monitor an employee's driving record throughout their employment will be conducted.

Criminal History Background Checks

For all employees Full Life shall conduct a criminal conviction record check upon initial hire and thereafter criminal conviction record checks shall be conducted every year.

An offer of employment may be withdrawn or the employee may be terminated when a prospective or current employee has a criminal conviction and:

- 1. The criminal conviction occurred within ten (10) years of the date of the criminal conviction record check and;

2. The crime for which there is a conviction has a rational relationship to the position. Rational relationship means the crime for which there is a conviction substantially related to the qualifications, duties and responsibilities of the position. Crimes having rational relationships to direct service provider positions include any felony, including but not limited to theft, abuse, neglect, assault, or crimes involving violence or sexual offenses.

Protective Services Central Registry Checks

For all employees Full Life shall conduct a Protective Services Central Registry (Adult Protective Services (APS) and Child Welfare Services (CWS) check upon conditional offer of hire and reviews will be done periodically thereafter.

An offer of employment may be withdrawn for the position OR an employee may be terminated when:

1. A prospective or current employee has a Protective Services Central check indicating that abuse was confirmed and;
2. The confirmed abuse has a rational relationship to employee's position. Rational relationship means the confirmed abuse is substantially related to the qualifications, duties and responsibilities of the position.

New Hire Substance Abuse Testing

All new employees will be urine tested for the presence of marijuana, cocaine, opiates, amphetamines (including crystal methamphetamine), and phencyclidine ("PCP"). Employees who test positive for any substance will not be considered for employment. Employees may, at their own discretion, immediately following the positive test result, undergo an independent test at Diagnostic Lab Services and submit the results of that test to Full Life for reconsideration.

Employment Status

Orientation

Each new employee shall be scheduled for an orientation session. This orientation session shall be conducted so that the new employee can receive an introduction to Full Life, its history, its operations, its personnel policies, and a review of employee benefits. During this period, employees are also asked to complete new-hire paper work. In addition, employees will receive orientation to their specific job duties.

Introductory Period

All new employees, and existing employees promoted to new positions, shall serve an introductory period of ninety (90) calendar days, commencing with their first day of employment or their first day in the new position, respectively. During this period the employee has the opportunity to become familiar with the job duties and Full Life a chance to see how well the employee is performing. The employee or the employer may terminate the employment relationship at any time during or after the introductory period with or without reason or notice.

1. During the 90 day period, employees will be assessed for their ability to perform assigned tasks.
2. The 90 day period may be extended by Full Life, in writing, at its sole discretion, if it determines that such an extension is desirable.
3. Misunderstood policies or any other misconceptions, or questions will be discussed at this time.
4. Such employment may be terminated at any time, with or without notice, if the employee or Full Life deems such action appropriate for any reason during the introductory period, as well as throughout employment at Full Life.

Completion of the introductory period is not a guarantee of continued employment or wage adjustment.

Eligibility for Rehire

Employees who are classified as “eligible for rehire” when they separate from Full Life will be considered for rehire along with other applicants, if they apply for an open position. Their prior record with Full Life will be considered, however, final selection is made on the basis of the candidate best qualified at the discretion of Full Life.

Employees who are classified as “ineligible for rehire” will not be considered for future employment with Full Life.

Please note that employees who are rehired must serve a new introductory period whether or not such a period was previously completed. Such employees are considered “new” employees from the effective date of their reemployment for all purposes, including the determination of benefits.

Performance Evaluations

Full Life strives to evaluate each employee annually, for purposes of job performance. The purpose of the appraisal review is to discuss objectively and confidentially with each employee their performance including proper recognition and/or corrective action to be taken to correct problem areas.

Attendance Policy

Attendance and punctuality are important to the efficient operation of any business. Good attendance and punctuality are essential components of solid employee performance and are measured by objective standards.

Absences

On occasion, employees may have reason to be absent from work. On these occasions, employees will contact their supervisor as soon as possible but at least two (2) hours prior to the scheduled start time. If employees are unable to contact their supervisor, they will leave a message on the office voice mail, the supervisor’s cell phone and contact the worksite. Employees will indicate the reason and probable duration of the absence. Employees who fail to make the required contacts may be subject to disciplinary action, including immediate termination.

If employees become ill during the workday, they will contact their supervisor, and then the predetermined hierarchy of the worksite until coverage has been taken care of.

Late Arrival Times

Employees are responsible for being present and ready to work at their assigned time. If employees are unable to report to work at their assigned time, they are to personally contact their supervisor and the worksite. If employees are unable to contact their work site they will follow the predetermined contact hierarchy of that particular work site.

Benefits

The sections that follow are brief summaries of the benefits that Full Life currently offers. The summaries are intended to provide general descriptions of some of the more important features of the various benefits. Employee benefits are subject to modifications, changes and/or discontinuation at any time with or without advance notice.

Leaves of Absence

The sections that follow are descriptive summaries for the leaves of absence that Full Life currently offers. Employee leaves of absence are subject to modifications, changes and/or discontinuation at any time with or without advance notice. Refer specific questions to the Corporate Finance Director.

Leave of Absence Notification By Employee

You must obtain approval from your supervisor and the Corporate Finance Director prior to taking any leave of absence. Regardless of the type of absence you are required to notify your supervisor prior to being absent. You are also required to notify your supervisor and the Corporate Finance Director if you are unable to return at the end of the specified leave. Failure to provide such notification will mean you have voluntarily resigned.

Medical Leave Of Absence

Hawaii Family Medical Leave Law

1. **Employees With At least 6 months of service:** Under the Hawaii Family Leave Law (HFLL”), employees who have completed 6 consecutive months of service with Full Life are eligible to take up to 4 weeks of leave each calendar year. Not to exceed more than 4 weeks each rolling 12 month period measured backward from the date the employees uses HFLL leave. For any of the following reasons:
 - For the birth of a child and to care for the newborn;
 - Because of placement of a child with you for adoption, or
 - To care for your spouse, reciprocal beneficiary, child (natural, step, adopted or foster), parent (natural, step, adopted or foster), parent –in-law, legal guardian, grandparent, or grandparent-in-law with a serious health condition.

Employees qualifying for leave under HFLL may also qualify for leave under the federal Family Medical Leave Act.

Family Medical Leave Act

2. **Employees With 12 months of Service:** Under the federal Family and Medical Leave Act (“FMLA”), employees who have completed 12 months of service with Full Life (which need not be consecutive months), have worked a minimum of 1,250 hours during the 12 months preceding the leave may take up to 12 weeks of leave. For any of the following reasons:
 - Because of the employee’s incapacity due to pregnancy, prenatal medical care, or child birth.
 - For the birth of a child and to care for the new born, or placement of a child with the employee for adoption or foster care;
 - To care for the employee’s spouse, son, or daughter, or parent, who has a serious health condition; or
 - Because of a serious health condition that makes the employee unable to perform the functions of his/her job.
 - In addition, employees who are eligible under the FMLA may take Military Family Leave for qualifying exigencies,
 - or to care for a covered service member as described below.
 -

Family Medical Leave Act- Military Leave

3. Military Family Leave: Eligible employees with a spouse, son, daughter, or parent who is on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12 weeks of FMLA leave to address certain qualifying exigencies. The spouse, son, daughter, or parent must be in the National Guard, Reserves, or must be a retired member thereof who is called to active duty status. The qualifying exigencies for which leave may be taken include the following:
- Short- Notice deployment of the military family member(maximum 7 days of leave)
 - Attending certain military events
 - Arranging for alternative child care for children of the military family member
 - Addressing certain financial and legal arrangements caused by the military family member's active duty or call to active duty status.
 - Attending certain counseling sessions
 - Spending time with the military family member who is on short- term rest and recuperation leave (maximum 5 days per instance)
 - Attending post deployment reintegration briefings for a period of up to 90 days after termination of the military family member's active duty status.

a) FMLA Leave to care for a covered service member

Eligible employees may take up to 26 weeks of leave in a "single 12 month period" to care for a spouse, son, daughter, parent, or "next of kin" who is covered service member. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious illness or injury incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties, and for which the service member is undergoing medical treatment, recuperation, or therapy, or is on outpatient status, or is on temporary disability retired list.

For purpose of covered service member leave, "next of Kin" is a blood relative who has been designated in writing by the covered service member as his/her next of kin, or is the nearest blood relative of the covered service member (other than spouse, parent, son, or daughter) in the following order of priority: blood relatives granted legal custody of the covered service member, siblings, grandparents, aunts, uncles, and first cousins.

The "single 12 month period" during which up to 26 weeks of leave may be taken begins on the first day of leave to care for the ill or injured covered service member. Leave which is taken to care for an ill or injured service member, when combined with FMLA leave taken for any other FMLA-qualifying reasons, shall not exceed 26 weeks in a single 12 month period.

b) Spouse's Both Employed by Full Life

If you and your spouse are both employed by Full Life and are eligible for HFLL leave, each of you may take up to 4 weeks of leave per 12 month period for the birth or adoption of a child, or to care for a parent with a serious health condition. However if you and your spouse are also eligible for FMLA leave, you and your spouse's total combined leave for the birth or adoption of a child, or to care for a parent with a serious health condition, shall not exceed 12 weeks in the applicable 12 month period. If you and your spouse are eligible for FMLA leave and each of you wish to take leave to care for a covered service member, you and your spouse may only take a combined total of 26 weeks of FMLA leave during the applicable "single 12 month period."

c) Maximum Leave Amounts

All HFLL- qualify leave taken during a 12 month period shall be counted towards the 4 week maximum. All FMLA- qualifying leave (other than leave to care for a covered service member) which is taken during a 12 month period shall be counted towards the maximum 12 weeks of FMLA leave for that period. When an employee takes leave to care for a covered service member as well as leave for other FMLA- qualifying reasons during a “single 12 month period,” the aggregate FMLA leave taken during that “single 12 month period” may not exceed 26 weeks. The “single 12 month period” for purposes of leave to care for a covered service member begins on the first day of the covered service member’s leave. Leave taken for any reason which qualifies under both HFLL and FMLA (for example, for birth of a child, for a placement of a child for adoption, or to care for a child, spouse, or parent with a serious health condition) will run concurrently, and will be counted against both the 4 week HFLL leave maximum and 12 week FMLA leave maximum for the applicable period.

Requests will be submitted in writing to your Supervisor and approved in writing by the Executive Director before the leave commences. Such notice must specify the reason for the leave, the date such leave will begin, and the expected duration. Full Life may require certification by a health care provider that the employee or employee's family member in fact has a disabling or serious health condition, the condition's expected duration, and the need for the employee to attend to the family member, before final approval is given.

Leaves on Workers' Compensation and TDI, if applicable, will be counted as part of the 12-week maximum.

Paid Time Off benefits will not continue to accumulate during a leave of absence.

Health insurance benefits ordinarily provided by Full Life, and for which the employee is otherwise eligible, will be continued during leaves covered by the FMLA, at Full Life's expense. The payment of employee premiums after three months and other cost as agreed to by the employee must be borne by the employee. The employee will make arrangements to pay for these costs before the leave begins or if in the case of an emergency within ten days or the benefits will be terminated.

If the employee is unable to return as scheduled, requests for an extension must be submitted in writing and approved in writing by the Corporate Finance Director. This request for extension will state the status of the disabling or serious health condition and the employee's continued intent to return to work with Full Life. A doctor’s statement may be required to be submitted with the extension request, as proof of continued disabling or serious health condition.

It is the employee's responsibility to report to work at the end of the approved leave. An employee who fails to report to work on the day after the leave expires will be considered to have voluntarily terminated employment as of the first day of the leave of absence.

An employee returning from a medical leave granted for their own disabling or serious health condition must provide a physician's statement that indicates they are fit to return to work. If, at such time, an employee who has been on medical leave for their own disabling or serious health condition is declared unable to return to work, employment will be terminated in accordance with standard termination procedures.

Maternity Leave

Female employees disabled due to a pregnancy, childbirth, or related medical conditions, will be granted an unpaid leave of absence for a reasonable period of time as determined by their job duties and physician. We will provide female employees disabled due to pregnancy, childbirth or related medical conditions all reasonable accommodations as required by law. Prior to onset of this unpaid leave, the employee must submit a physician's certificate estimating the length of the leave and the estimated commencement and termination dates of the leave. Prior to returning from leave, employees will be required to submit a physician's certificate approving their return to work. Upon timely return to work, the employee will be reinstated to her original job, or to a position of comparable status and pay, without loss of seniority and privileges. During such leave, the employee may qualify for temporary disability benefits to the same extent as any other employee, and as any other employee, will utilize accumulated PTO benefits before beginning the leave of absence. Qualifying maternity leave will be considered family and medical leave.

During the first month of any disability due to pregnancy, and for up to three months if you remain disabled, Full Life will pay your individual health insurance premiums. After the three months expires, you may have the right to pay for continuation of medical, dental, drug and/or vision coverage if you would otherwise lose such coverage. Please see the plan documents or the West Hawaii office for specific information concerning such continuation of coverage.

Personal Leave Of Absence

A personal leave of absence without pay may be granted at the approval of the Executive Director to employees that do not qualify for any other leave required by law. When a personal leave of absence is granted it shall be for a reasonable period of time, generally for not more than thirty (30) days. Requests will be submitted in writing and approved in writing by the Executive Director before the leave begins. An employee who is granted a personal leave of absence will utilize any PTO benefits before beginning the leave. PTO and health benefits will not continue to accumulate during any leave of absence. The employee will make arrangements with Full Life to continue health benefits for a leave which continues for more than thirty (30) days and to pay for any co-payment of premiums or the costs of any dependent coverage before the leave begins. It is the employee's responsibility to report to work at the end of the approved leave. An employee who fails to report to work on the day after the leave expires will be considered to have voluntarily terminated employment as of the first day of the leave of absence.

Bereavement Leave

When a death occurs in an employee's immediate family, all employees may take up to one week off in personal leave. Full Life may require verification of the need for the leave. All employees will be required to take available accumulated Paid Time Off hours before taking any unpaid time.

Immediate family includes an employee's spouse, reciprocal beneficiary, parents, stepparents, siblings, children, stepchildren, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

Full Life understands the deep impact that death can have on an individual or a family, therefore additional time off may be granted. The employee may make arrangements with his or her supervisor, and with approval of the Executive Director for an additional one week of time off in the instance of the death of an immediate family member. Additional time off may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements.

All employees may take up to one (1) day off to attend the funeral of a close, non-family member. This time off will be considered by the employee's supervisor on a case-by-case basis. The company may require verification of the need for the leave.

Leave for Victims of Domestic or Sexual Violence

If you or your minor child is a victim of domestic or sexual abuse, you may be eligible to take unpaid leave for a reasonable period of time, not to exceed 30 days per calendar year. An employee must have worked for Full Life for at least six consecutive months to be eligible for leave under this policy. For purposes of this section, your “minor child” includes a biological, adopted, foster, or stepchild, or any legal ward of an employee under the age of majority.

Permissible Purposes for Victims of Domestic or Sexual Violence Leave

Leave under this policy will be permitted for the following purposes:

1. To seek medical attention for the employee or the employee's minor child to recover from physical or psychological injury/disability caused by domestic or sexual violence;
2. To obtain services from a victim services organization or victim advocacy organization, including:
 - (a) Any nonprofit organization providing assistance to or serving as advocates of victims of domestic or sexual violence
 - (b) Any organization operating a shelter or providing professional counseling services for victims of domestic or sexual violence
 - (c) Any organization providing legal assistance to victims of domestic or sexual violence
3. To obtain psychological or other counseling.
4. To temporarily or permanently relocate.
5. To take legal action relating to or resulting from the domestic or sexual violence, or related legal action which enhances the health/safety of the employee, the employee's minor child, or those who associate or work with the employee (e.g. to obtain restraining orders or injunctions).

Exhaustion of Other Leaves

An employee must exhaust any other paid or unpaid leave which is applicable and available before taking leave under this policy. For example, employees wishing to take victims leave who have available Paid Time Off must first use their Paid Time Off before taking unpaid victims leave. The total amount of paid or unpaid leave which may be taken because of domestic or sexual violence shall not exceed 30 days per calendar year.

Confidentiality

All information provided to Full Life by an employee regarding a leave requested under this policy, including the fact that the employee or employee's minor child has been a victim of domestic or sexual violence, or that the employee has requested leave due to domestic or sexual violence shall be kept confidential by Full Life.

Notice of Need for Leave and Certification

Employees should provide reasonable advance notice to the Company of their intention to take leave, unless notice is not practicable due to imminent danger to the employee or the employee's minor child.

Leave Certifications

Leave due to the employee's own physical or psychological injury. If the purpose of the leave is to seek medical attention to recover from the employee's own physical or psychological injury caused by domestic or sexual violence, the employee should, when providing notice of intention to take leave, provide a certificate from a physician estimating the number of leave days necessary and the estimated commencement and termination dates of the leave. Depending upon the circumstances, Full Life may require employees returning from leave taken under this policy to submit a medical certificate from the employee's physician attesting to the employee's condition, and approving return to work.

Leave Of Less Than 5 Days for Reasons Other Than the Employee's Own Medical Treatment

When an employee returns from a leave of 5 days or less taken for reasons other than to seek medical attention for him/herself or the employee's minor child, the employee shall, within a reasonable period of time, provide a signed written statement to the company certifying:

1. That the employee or employee's child is a victim of domestic or sexual violence, and

2. That the leave was taken for one of the permissible reasons described in the “Permissible Purposes” section of this policy.

Leave Exceeding 5 Days per Calendar Year

After an employee has already taken 5 days of leave in a given calendar year because of sexual or domestic violence, an employee taking additional victims leave during that year must provide a written certification for the leave from one of the sources listed below:

1. An agent, employee or volunteer of a victim services organization; or
2. The employee's attorney or advocate; or
3. The minor child's attorney or advocate; or
4. A medical or other professional from whom the employee or employee's minor child has sought assistance relating to the domestic or sexual violence; or
5. A police or court record related to the domestic or sexual violence.

Weekly Reports for Leaves Exceeding One Week

If an employee's leave for victims leave purposes is greater than one work week, Full Life may require the employee to provide the company with weekly reports, either in writing or over the telephone, regarding the employee's status and intention to return to work.

Return to Work

Employees who return from an authorized victims leave and who have complied with certification requirements will be returned to their former position or to a position of comparable status and pay.

Military Leave Of Absence

Military leaves of absence are granted without pay. However, in order to be eligible, employees must submit written verification from the appropriate military authority. Full Life will reinstate those employees returning from military leave to their same position or one of comparable seniority, status, and pay if they:

1. Have a certificate of satisfactory completion of service;
2. Apply within 90 days after release from active duty or within such extended periods if any, as their rights are protected by law; and
3. Are qualified to fill their former position.

Employees returning from military leave will retain all their legal rights for continued employment under existing laws. PTO will not continue to accumulate during a military leave. Medical benefits will be available for employees to continue (with the full premium paid by the employee) for up to 24 months.

Full Life will accommodate employees in the reserves on weekends or during the two-week annual active duty requirement.

Exceptions to this policy will occur wherever necessary to comply with applicable laws.

Jury Duty Leave of Absence

An employee serving on jury duty may receive regular compensation for a period not to exceed two (2) weeks. All employees shall notify their supervisor as soon as possible after receipt of a jury duty summons.

Evidence of jury duty attendance must be presented to Full Life. The employee should continue to report for work on those days or parts of days when excused from jury duty or when jury duty does not conflict with the employee's work schedule.

Should the employee be required to serve jury duty for more than the two (2) week period, an unpaid leave of absence will be granted. It is the employee's responsibility to report for employment at the end of jury duty leave. Failure to do so will be considered a voluntary termination.

Group Health Insurance

Full Life's group health insurance plan has been designed to safeguard employees against unexpected personal and dependent medical expenses.

All introductory and regular employees who work four (4) consecutive weeks of 20 or more hours are eligible for participation in Full Life's group health insurance benefits. Full Life will pay the cost for single coverage of an established "standard" plan.

Dependent coverage is available for dependents, spouses and reciprocal beneficiaries at the employee's own expense. Premiums from added family members will be withheld from the employee's paycheck through payroll deduction. Any employee who elects to not cover dependents at the time of employment must wait until the health plan's open enrollment period to add existing dependents. If you have a change in family status, marriage, divorce, childbirth or adoption, during the plan year you then have 31 days if you wish to add your new dependent or you must wait for the next open enrollment period. If your dependent lost medical coverage you have the right to enroll your dependent at any time, regardless of the open enrollment period.

Employees are encouraged to consult the West Hawaii office for full details, including the specific costs of dependent coverage of our group health insurance plans.

Enrollment Forms/Waiver Forms

Every new employee or any employee who otherwise becomes eligible for coverage because of a change in status will, at the time of eligibility, complete the appropriate paperwork to elect or waive coverage under Full Life's group health insurance. The employee must complete either an enrollment form supplied by the carrier or a waiver form supplied by the Department of Labor.

Continuation of Insurance

Employees who are terminated, or whose hours are reduced to less than 20 hours per week, or who otherwise become ineligible for coverage may, in accord with the terms of federal law and of the group health insurance plan, continue their group health insurance coverage, usually for a period of up to 18 months following the date coverage would have otherwise discontinued. The individual qualifying for continued group health insurance must pay premiums directly to the insurance carrier.

A spouse, reciprocal beneficiary, or dependent child, who otherwise becomes ineligible for insurance coverage as the result of the death of an employee, divorce, legal separation, the eligibility of the employee for Medicare or cessation of a child's dependent status under the terms of the plan may, in certain circumstances, continue coverage in accordance with federal law and/or the terms of the group health insurance plan. The coverage is normally for a period of up to 36 months following the date coverage would have otherwise discontinued. The insured must pay the monthly premiums in advance. When such change occurs in the status of an employee spouse, reciprocal beneficiary or dependent child who is covered under the plan, the employee will report the change immediately to the Full Life office.

AFLAC

Full Life offers the opportunity for employees to enroll in additional AFLAC insurance coverage. The premium payments will be withheld from the employee's paycheck. For more information, please contact either Full Life office.

401(k)

Full Life is pleased to offer a 401(k) plan. This plan offers employees the opportunity to save money for their retirement. Full Life will match the employee's contribution to the plan up to 3% of the employee's salary. The plan is immediately 100% vested to the employee, and employees can enroll at any time. Please see the plan documents for more detailed information, or contact the West Hawaii office.

Paid Time Off

In addition to the benefits previously described, Full Life offers Paid Time Off (PTO) that employees may use as either vacation or sick leave. PTO is offered to all employees of Full Life. Accumulation of PTO benefits begins with the first full pay period after the employee's date of hire. Employees may begin to use their PTO benefits after 90 days of employment, or immediately following the Introductory Period, whichever is less. PTO accumulates as described below:

Direct Service Workers

PTO benefits accumulate at the rate of .03833 per hour worked (capped at 80 hours per year).

Administrative Staff

PTO benefits accumulate at the rate of 5 hours per pay period for full time exempt and non-exempt employees (capped at 120 hours per year).

Part-time exempt and non-exempt employees accrue a prorated amount of PTO according to their hours worked. (PTO is prorated based on 40 hour work week, see example below.)

Example: An employee works 20 hours a week: $20 \text{ hours} \div 40 \text{ (full time hours)} = .50$; $.50 \times 5 \text{ hours (Full time PTO per pay period)} = 2.5 \text{ hours PTO per pay period}$.

Employees shall note these additional guidelines for PTO benefits:

1. Full Life makes every effort to grant PTO dates as requested. However, PTO approval is subject to workload and staffing needs. PTO requests should be turned in via the Schedule Change Form at least two weeks in advance.
2. Employees must utilize all PTO benefits before taking any unpaid time. This includes before, or in conjunction with, any approved leave of absence, Temporary Disability Insurance benefits and Workers' Compensation.
3. No more than one week of PTO time may be held for use in the following fiscal year, and there is no cash pay out of PTO.
4. Employees with more than one year of continuous service will be paid for any unused accumulated PTO at the time of termination, provided that the employee:
 - is in good standing with the company's policies and procedures,
 - has provided ample notice of intent to terminate employment (30 days for exempt and 2 weeks for non-exempt personnel).
6. Employees *do not* accrue PTO for the following time periods:
 - A formal leave of absence
 - A temporary or permanent reduction in force
 - An absence without payIn such instances, PTO is prorated based on the time the employee worked during a given pay period.

Paid Holidays

Full Life observes the following holidays: New Year's Day

Dr. Martin Luther King Jr. Day

Kamehameha Day

Veteran's Day

Presidents' Day

Independence Day

Thanksgiving

Memorial Day

Labor Day

Christmas

Administrative employees will receive a day's pay at their regular rate on each of the above holidays. Part-time administrative employees will receive prorated pay at their regular rate of pay on each of the above holidays. Direct Service Workers do not receive holiday pay. In order to receive holiday pay, the employee must work the last scheduled workday preceding the holiday and the first scheduled workday following the holiday.

Workers' Compensation Insurance

If you are injured or become ill as a result of your job, Workers Compensation will pay for medical expenses and partial wage replacement. Therefore, it is important that you report all work related accidents immediately so a report can be filed with our insurance carrier.

Full Life pays for the entire cost of this coverage.

There is a three-day waiting period before wage replacement begins. You may use your Paid Time Off to cover the first three days of disability. Thereafter, Workers' Compensation will pay you 2/3 of your normal base pay to a maximum set by State law.

Full Life will make reasonable accommodations to an employee who is returned to work in a limited or light duty status. Although the position the employee returns to work in may not be the same type of work they were originally hired for, all attempts will be made to keep the employee in an active work status while recovery from a Workers' Compensation injury or illness. If the employee's doctor makes the determination that the employee may never return to their original position within Full Life, it may be necessary to terminate the employee.

Health insurance benefits ordinarily provided by Full Life, and for which the employee is otherwise eligible, will be continued for three (3) months immediately following the commencement of the disability, at Full Life's expense. The payment of employee premiums after three months and other costs as agreed to by the employee must be borne by the employee. The employee will make arrangements to pay for these costs before the leave begins or if in the case of an emergency, within ten calendar days.

Full Life will retain employees on an extended leave of absence for work-related disabilities until one of the following situations occurs:

1. The employee is released for full or partial duty.
2. Full Life receives medical evidence satisfactory to it that the employee will be permanently unable to return to work at the time the leave ends.
3. The employee directly or indirectly informs Full Life that he or she does not intend to return to Full Life's employ.
4. The employee fails to communicate with Full Life regarding the status of their disability, or does not respond to letters or phone calls.

If you have any questions regarding Workers' Compensation, contact the Corporate Finance Director.

Temporary Disability Insurance (TDI)

Full Life provides Temporary Disability Insurance (TDI) to protect employees from loss of wages because of a pregnancy or disabling illness or injury that is not job related.

In order to be eligible for TDI benefits, an employee must be working and receiving compensation (i.e. cannot be on any leave of absence without pay for any reason) during the two weeks prior to the date that the employee is disabled. As well, to be eligible, the employee must not be able to work due to the disability and a doctor must certify the disability. Finally, eligibility is dependent on whether the employee worked at least 14 weeks with 20 or more hours in each of those weeks, in which he/she earned at least \$400, during the 52 weeks immediately preceding the first day of disability.

If an employee suffers a disabling non-work connected injury or illness that lasts in excess of seven days, the Corporate Finance Director must be notified immediately of the disability and a claim form must be completed in order to receive benefits. The law requires that an employee file a claim within 90 days from the date of disability.

After a seven (7) day waiting period, an employee will begin to receive TDI benefits at a percentage of the employee's average weekly wage. Employees must utilize any accumulated Paid Time Off benefits in conjunction with TDI, maintaining their usual rate of compensation. The employee will continue to receive TDI benefits for a maximum of 26 weeks or until the end of the disability period, whichever comes first. The employee's doctor determines the length of the disability period.

Paid Time Off benefits will not continue to accumulate during any leave of absence.

Health insurance benefits ordinarily provided by Full Life, and for which the employee is otherwise eligible, will be continued for three (3) months immediately following the commencement of the disability, at Full Life's expense. The payment of employee premiums after three months and other costs as agreed to by the employee must be borne by the employee. The employee will make arrangements to pay for these costs before the leave begins or if in the case of an emergency within ten days.

Full Life pays for the entire premium cost of Temporary Disability Insurance.

Unemployment Insurance

Unemployment Insurance is a state operated program that provides for temporary financial assistance to qualified workers who are unemployed through no fault of their own and meet certain legal requirements. Unemployment compensation benefits are paid as a matter of legal entitlement (not need) and are therefore based on past employment records rather than financial situations.

In order to qualify for unemployment benefits, a terminated employee must meet certain criteria. The first criterion is that an employee must have enough qualifying wages. The second criterion is that an employee must not have voluntarily terminated employment without good cause. The third criterion is that an employee must not have been discharged/suspended for job related misconduct.

It is Full Life's policy to challenge any unmerited unemployment claims.

For specific details, please contact Full Life Corporate Management or contact the Unemployment Insurance Division of the State Department of Labor and Industrial Relations.

Mileage Reimbursement

Car Mileage Allowance for Direct Support Workers While Working with a Participant

It is the policy of Full Life that those employees utilizing personal vehicles for required Full Life use will be paid car mileage at a pre-determined rate and up to a pre-determined maximum number of miles per month. This pre-determined number of miles is based upon the number of DSW hours each person is allocated per month. The number of miles driven above the pre-determined limit will not be reimbursed by Full Life.

1. Mileage will only be reimbursed for appropriate community access as approved by the participant/guardian and/or Supervisor.
2. Claim mileage only from the participant's home to the activity and back to the participant's home.
3. Mileage will not be reimbursed from your home to the participant's home or from their home to your home.
4. Plan activities carefully so that mileage is kept at a reasonable rate, and within the participant's budget.
5. Do not use Full Life community access time to run personal errands. Mileage is reserved only for services provided to the participant.
6. Mileage reimbursement forms are to be turned in with your Time and Service Verification at the end of each calendar month.

Mileage Reimbursement for Other Reasons

Full Life reimburses mileage for other reasons, under the following guidelines:

- 1) Mileage Reimbursements for Direct Support Workers for other activities (without the participant) will be approved on a case by case basis by their supervisor
- 2) Mileage Reimbursement for Administrative Staff will be only for business reasons and will be pre-approved by their supervisor
- 3) Mileage Reimbursement for Management Staff will be approved by the Executive Director

Hepatitis B Virus Vaccination

Full Life recognizes the fact that direct service staffs are exposed to blood, or blood products, and other body fluids, such as saliva, urine and tears and are at a greater risk of being exposed to the Hepatitis B Virus. Full Life recommends that employees working directly with people receiving services be vaccinated against the Hepatitis B Virus.

If an employee chooses to be vaccinated, Full Life will reimburse all regular employees who have successfully passed their introductory period for each shot in the three shot series. For any employee who has not yet passed their introductory period, they may submit their receipts for any shots taken while employed with Full Life after they have passed the introductory period.

For specific information about the Hepatitis B Virus, including symptoms and treatments and groups at risk, please contact the Program Coordinator.

*See Blood borne Pathogen Exposure Control Plan for additional information.

General Guidelines

General Safety Rules

Every employee is asked to cooperate in helping to promote safety and prevent accidents to themselves, as well as to other employees, people receiving services, and visitors. Full Life expects and demands that its employees perform their employment duties with care and attention to the needs of people receiving services, the safety and welfare of fellow workers, and to Full Life's quality standards and requirements. It is the employee's responsibility to observe all safety rules established for the employee's protection and guidance, abide by all laws and regulations, use safety equipment and devices provided or required and to work in a manner which safeguards the employee, fellow workers, and people receiving services. In the event of an injury on the job, it is the employee's responsibility to promptly obtain first aid and to report the injury to their supervisor as soon as practical but within 24 hours in all cases.

In order to work safely, an employee needs to be rested, alert, and constantly aware of what is going on around them, being particularly watchful for recognizable hazards. Employees must know the correct, safe procedures for their job. If the employee has any doubt, they are to stop and ask their supervisor.

By obeying safe work rules as well as any other special instructions received, and by using common sense and good judgment, an employee will be doing their part in sharing with Full Life an important job responsibility, "The Prevention of Accidents". A lack of safety know-how or an indifference to safety could result in an injury to employee, people receiving services or others and such carelessness will result in disciplinary action, including termination.

Hurricane/Tsunami Policy

In the event of a hurricane it is very important that you follow these guidelines:

Hurricane Watch:

1. Please stay alert and make yourself aware of the status of these hurricanes, make sure to check regularly for the status. You can call civil defense at 935-0031, watch the television news, or listen to the radio for civil defense updates. Call anyone at the office if you are not sure.
2. Make sure that your first aid kit and emergency supplies are ready.
3. Contact your participant's parent or guardian to see if they have emergency procedures different than the ones listed below. If they don't have their own emergency procedures, follow the procedures listed below.
4. Read the Civil Defense information in the phone book.

Hurricane Warning: (the hurricane is going to hit within 24 hours.)

1. Stay calm, keep your head, and think! DO NOT report for work, please call the participant's family or guardian and let them know you will not be reporting to work and why.
2. If you are currently on your shift contact the parent or guardian of the participant immediately, and make arrangements to drop off the participant or have them picked up. If you are unable to reach a parent or guardian and the participant's home is: In a low-lying coastal area OR in a ridge line exposed to strong winds OR In a low lying area subject to flooding OR a wooden or lightly constructed building.
3. TAKE THE PARTICIPANT TO A SHELTER IMMEDIATELY. If the participants home is on high ground, away from the coast, not in an area subject to high winds and made of sturdy material,
4. TAKE THE PARTICIPANT HOME IMMEDIATELY. Once you reach safety, please make attempts to contact the parent/guardian, and the Full Life office to notify them of your location regularly.
5. You are responsible for the safety of your participant until a parent, primary care giver or someone else takes charge of the person. Please call our office if you need help. 322-9333 (west side) 965-7699 (east side)

Substance Abuse Policy

To help ensure a safe work environment, it is the policy of Full Life to prohibit and forbid its employees from using, possessing, selling, distributing or transporting any controlled substances on the job, on the property owned/leased by Full Life, or in a vehicle owned/leased by Full Life.

An employee may be subject to a post-employment drug and alcohol screening if any of the following occur:

1. Workplace accident or injury occurs, causing property damage or down work time
2. Where there is evidence of physical violence towards another employee, a person receiving services, volunteers, visitors or the general public with whom an employee has contact
3. If reasonable suspicion exists of drug or alcohol use
4. Where there is evidence of abuse and/or neglect of a participant by the employee while on duty

Upon determining that an employee must submit to a drug and alcohol screening, the employee will be immediately escorted from the work premises and requested to comply with the request for such a test. An employee who refuses to sign a release and authorization to submit to any drug screen test, or who refuses to undergo such a test, or refuses to permit the medical facility to provide the results to Full Life will be subject to disciplinary action, including termination.

Blood or urine samples will be taken only under the direction of a licensed physician designated by Full Life or under the direction of a designated medical laboratory facility. The drug screening cost will be covered by Full Life. Positive test results will result in disciplinary action, up to and including immediate termination.

All information obtained through a drug and alcohol screening will be treated confidentially, as mandated by applicable state and federal laws.

Full Life Corporate Management has the right to conduct searches and inspections of employees, belongings, vehicles, and equipment as well as company property, desks, and vehicles at any time.

Confidential Information Policy

The protection of confidential information is essential both for Full Life and those who have chosen Full Life for services, and is protected under state and federal laws. Employees will not disclose any information regarding people receiving services, fellow employees, or Full Life's confidential information. Employees who are exposed to confidential, sensitive, or proprietary information are required to sign a Confidentiality and Non-disclosure Agreement as a condition of employment. Employees who disclose confidential information are subject to disciplinary action, including termination.

Notification of Changes

It is the responsibility of each employee to immediately advise their Supervisor of any change in the following:

1. Name
2. Address
3. Telephone number
4. Marital Status
5. Number of exemptions claimed on federal and state withholding taxes
6. Number of dependents eligible for medical and/or dental coverage
7. Beneficiary designations for term insurance policies
8. Work authorization changes or expires. An employee will be terminated if:
 - a. Documentation of identity and authorization to work is not provided within three working days of hire,
 - b. Verification documents and the Form 1-9 is falsified and/or,
 - c. Authorization to work is revoked or expires, and re-authorization documentation is not provided.

Disclosure of Pertinent Information

All Full Life employees must agree to report the following information if it happens:

1. Loss of driver's license
2. Loss of automobile insurance
3. Traffic violations
4. Adult Protective Services Investigations you are involved in
5. Child Protective Services Investigations you are involved in
6. Criminal Charges (felony)

All employees must report to their immediate supervisor and/or the Full Life office in their geographical area (West or East Hawaii) within 48 hours. The report can be made via one or more of the following methods:

- a) By person to person telephone report;
- b) Written fax report;
- c) Written report hand delivered.
- d) An e-mail sent to their supervisor.

If none of the above methods are possible, the employee is required to report by leaving a telephone message on the office telephone and following up within 24 hours by one of the above methods.

Manner in Which Personnel Records Will Be Maintained

Personnel files for current or former employees will be maintained in a confidential manner to the extent possible. Employees who wish to review the information contained in their files should contact corporate management to schedule a time to see these materials. Privacy and confidentiality considerations may limit access to some material in the file.

Consequently, only corporate management is authorized to provide (either on or off-the-record) any information regarding current or former employees to anyone, including letters of reference.

Corporate management acting in good faith, will verify, upon written or verbal request, an employee's dates of employ, position or positions held, and final rate of pay. When the duty to provide information exist, Full Life will release all relevant and accurate information as documented in personnel files, investigation files, etc.

Conflicts of Interest

Employees may not participate in any business or personal activities that conflict with the nature of Full Life's business without first securing approval of corporate management. Such activities may include, but are not limited to, the lending of similar services to any person or business other than those authorized by Full Life, or representing one's self as an employee of Full Life in order to make personal gains.

Because all areas pertaining to conflicts of interest cannot be covered in this policy, employees should contact corporate management if they have any difficulty determining whether or not an activity is considered a conflict of interest.

Employment of Responsible Individuals

It is the policy of Full Life to hire individuals who can be objective in their supervision of services and who have no real or perceived conflict of interest.

To this end, Full Life will not employ employee parents and/or guardians and/or responsible persons (or their spouses or domestic partners) of participants in the program for supervisory or management positions within the agency.

Parents, guardians and/or responsible persons may be employed as direct service if it is identified in the Individual Service Plan (ISP) by the DOH case manager that they are the most appropriate person for the job.

Reciprocal Beneficiary Policy

A reciprocal beneficiary of an employee shall be entitled to any other benefits that are available to a spouse or dependent of an employee to the extent required by law. Please consult with the Director of Administrative Services for further information.

Smoking Policy

Full Life is committed to a philosophy of good health and a safe work place. In keeping with this philosophy, it is important that all work environments reflect Full Life's concern for good health. Smoking is therefore not permitted in work environments operated by Full Life.

Personal Appearance

Full Life prides itself in its professionalism and the community standing of the organisation.

We understand that the way our staff present themselves provides a first impression that can underpin the ongoing relationship we have with the people we support, individuals accessing our services and relevant stakeholders.

Staff and volunteers are required to present themselves as neat, clean and well-presented and wearing suitable footwear applicable to the workplace and job role.

Depending on their nature of their core duties and the level of involvement with people we support, stakeholders etc., the dress standards across the organization may differ slightly (refer to pages 2 and 3). What is appropriate will change as circumstances change.

Staff should ensure they take into consideration the nature of equipment they will be required to use, the type of care they will be providing and to who, and the potential for behaviours that could affect them, their colleagues and others, when deciding on the most appropriate clothing to wear for their day at their workplace. We expect our staff to present themselves in a manner applicable to the individuals they will be supporting, providing care for and/or meeting with, the nature of support they will be providing, the activities being undertaken, and the climate.

Staff and volunteers are to be reminded that even when support is being provided in an individual's home, this is also the staff members workplace. Occupational health and safety requirements must therefore be taken into consideration when staff choose their dress selections for the day.

Infectious/Contagious Disease

Employees with a fever or other symptoms of illness such as nausea, vomiting, or diarrhea shall not be allowed on the work site and must utilize their PTO benefits until they have been healthy for at least 24 hours. If an employee is absent from work due to a contagious illness, they must wait until the contagious period has lapsed before returning to work and a doctor's release may be required at the time they return. All staff will follow universal precautions. Employees missing work due to illness are expected to provide a doctor's note confirming days missed.

Employee Courtesy

The courtesy of Full Life's employees to people who have chosen our services, as well as each other, is of the utmost importance and will be displayed at all times. Communication between staff is key to smoothly run services.

Personal Telephone Policy

Employees shall not make or receive personal phone calls while on duty with the people we support. Friends and relatives should be discouraged from calling during regular working hours unless there is an emergency.

Guests

Guests are welcome on Full Life's property when their presence does not cause interruptions to people receiving services, employees, or work flow.

Guests are welcome into the home of a person receiving services from Full Life only when they have been invited and welcomed by the participant and guardian.

Children in the Workplace

While Full Life is sensitive to the needs of working parents, caring for children while at work on a regular basis as a substitute for childcare is not permitted. Employees may occasionally experience the need to bring children to the workplace. The following procedures are established to clarify Full Life policy in such situations.

The only exceptions to this policy are:

1. On the occasion of a special Full Life event to which families are invited,
2. When interactions and activities with the children of a Full Life employee are chosen by a participant and his or her circle of support, and the safety and well-being of children and participant are assured.

PROCEDURE

Caring for children in the workplace on an emergency basis is allowable on an infrequent basis of short term duration, providing it is essential for the employee to be at work. Approval may be granted by the Executive Director if all of the following conditions are met:

1. The employee's need to bring the child to work is urgent, compelling, not recurring and of short duration.
2. The only alternative to bringing the child to work is the employee's absence from the workplace.
3. Full Life derives an immediate, identifiable benefit from the employee being at work.
4. Arrangements for the safety and supervision of the child are satisfactory to the Executive Director.
5. It is clear to the Executive Director that distractions for the parent, participants and other employees are minimal.
6. The child does not have a communicable illness.

GUIDELINES

- A. Parents are solely responsible for actions of their children while on Full Life property.
- B. If approval is granted for an exception, and the Executive Director determines that one or more of the above conditions ceases to be the case, the employee will be directed to leave the workplace. The employee must use PTO for the period of time for which the employee originally had approval to bring the child to the workplace.

Volunteering For Special Events

A non-exempt employee who volunteers to participate in a special event during non-working hours will only be compensated for their time if they are performing functions similar to their job duties. If a non-exempt employee is directed by their supervisor that their presence is required at an after hours special event, the employee will be paid for all hours that they are present at such an event.

Since exempt staffs are paid a fixed salary which is intended to cover all the compensation for extra hours of work, an exempt employee will not be paid additional compensation, or time off in lieu of extra wages, for required after hours special events.

Whether or not an employee will be able to volunteer at a special event that takes place during an employee's regular working hours is at the discretion of their supervisor and based on their current work load and performance on the job.

Gratuities

Every individual who chooses Full Life is entitled to efficient and courteous service. Since such service is given impartially to all tips/gratuities are not appropriate and employees will not accept tips/gratuities from those individuals we serve, their families or visitors. If an individual presses an employee to accept such a gift, the employee should thank them, but explain that Full Life's policy makes it impossible to personally accept such a gift and suggest that the gift be given to Full Life as a not for profit agency in the form of a donation.

Reimbursements

To enable Full Life to properly reimburse employees for expenses incurred on behalf of Full life, it is the policy of Full Life to require all program centers to submit expense reports, including mileage reimbursement, in accordance with procedures established by Full Life.

Full Life Newsletter

Full Life publishes a newsletter which communicates organizational objectives, news of Full Life's operations, fundraising efforts, educational and human interest items and gives you a broader view of Full Life and how you fit into Full Life. You are encouraged to submit newsworthy items.

Employee Training and Development

It is the policy of Full Life to provide quality services to our participants. In order to ensure quality services, the Employee Development and Training Policy is designed to

- assist employees in maintaining the knowledge, skills and abilities to provide quality services to our clients and participants;
- and provide employees with opportunities for personal growth and professional development.

PROCEDURES:

1. Full Life will provide an orientation for all new employees to include:
 - a. Overview of Developmental and Intellectual Disabilities
 - b. Self Determination
 - c. Supporting and Encouraging communication
 - d. Positive Behavior Support
 - e. Health and Safety
 - f. Documentation
 - g. Full Life paperwork requirements
 - h. Mandated Reporters
 - i. Basic Teaching Strategies
 - j. Professionalism
 - k. Employee safety policy and procedures
2. 10 hours of training is required in each fiscal year (July 1 to June 30).
3. Full Life will provide ongoing continuing education for Direct Service Workers and supervisors. Training and education will include, but not be limited to:
 - a. Positive Behavioral Supports
 - b. Documentation
 - c. Supporting Communication
 - d. Core Principles of Person-Centered-Planning (PCP)
4. Employees may meet training requirements by attending Full Life sponsored events, community training events and workshops, or by completing Independent Training.

5. Employees will be paid minimum wage for each hour of documented continuing education or training, approved by their supervisor, up to 15 hours per fiscal year. Training, seminars, conferences and courses must be relevant to the field of Development Disabilities.
 - a. For workshops and seminars not provided by Full Life, employees must complete Training Request Form or Independent Training Request Form. (Attachments B and C)
 - b. Training Request Form must be submitted prior to the training and approved by supervisor.
 - c. Following the training, a Training Summary Sheet, accompanied by proof of attendance must be submitted for final supervisor signature.
 - d. Training forms must be submitted to Human Resources for tabulation and recording in employee files.

To be eligible for any anniversary date pay raises, COLA, or bonuses approved by the Board of Directors, employees must have completed the required amount of annual training hours.

Full Life empowers people with developmental disabilities, enabling them to
achieve
and enjoy a self-determined quality of life.

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Personnel Policy and Procedure Manual for Full Life

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