

# Community Care Network of Virginia, Inc.

## Employee Handbook

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Issued September 2016

## DISCLAIMER STATEMENT

This handbook has been prepared to help you become familiar with your new employer and to make your transition smooth and effective. **The adoption of this employee handbook is entirely voluntary on the part of Community Care Network of Virginia, Inc. (CCNV) and shall not be construed as creating a contractual relationship between CCNV and any employee or promising treatment in any particular manner in any given situation. It is neither a contract nor an agreement of employment for a definite period of time;** rather, it is a summary of CCNV policies, work rules, and benefits you enjoy as an employee.

From time to time, conditions or circumstances may require management to change, amend, or delete some of the policies and benefits contained in this handbook. The provisions and guidelines of this handbook may also be subject to change in accordance with applicable federal or state law. When such changes are made, management, of course, will notify you of the new or revised policy.

The contents of this handbook are presented as a matter of information only. None of the benefits or policies in this handbook are intended by reason of their publication to confer any rights or privileges upon you or to entitle you to remain employed by CCNV. CCNV's policy is that of employment at will. While we hope that your employment with CCNV will be long-lasting, employees are free to resign at any time, just as CCNV is free to terminate your employment at any time.

This issue of the employee handbook supersedes all previous issues and any other previously-issued employee policy.

Any violation of the policies and/or procedures set forth in this Handbook may result in disciplinary action, up to and including termination.

CCNV is an Equal Employment Opportunity Employer.

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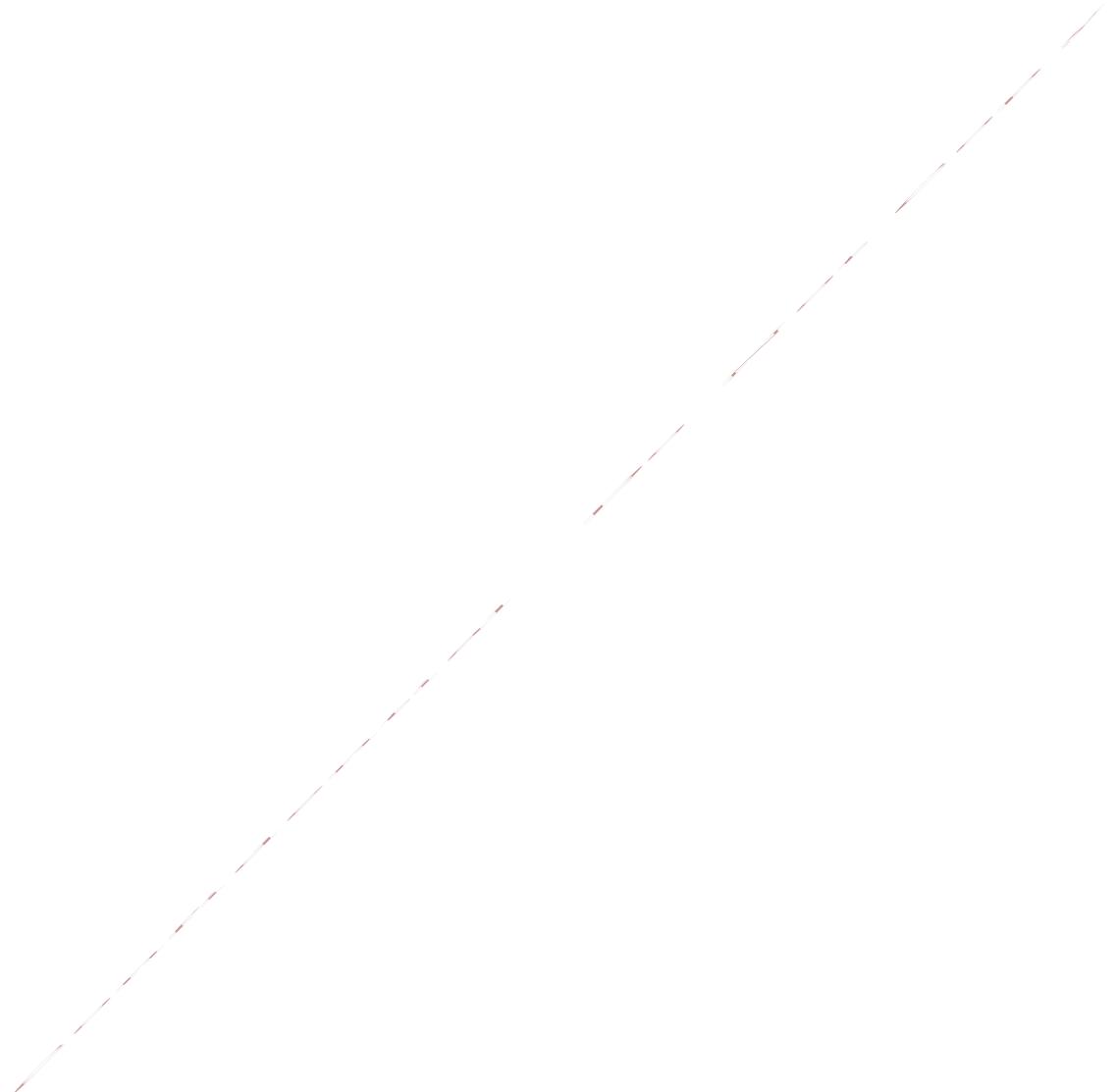
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# *Welcome*

**W**e are pleased to present you with a copy of the Community Care Network of Virginia, Inc., also referred to as CCNV, Employee Handbook. This booklet has been designed to help you know CCNV better. Whether you have been with us for a short time, or for a number of years, we want you to know we appreciate the contribution you are making to the continued successful operation of CCNV, herein, referred to as “CCNV.” In return for your loyalty and cooperation, we believe it to be our responsibility to keep you accurately informed of CCNV's policies and procedures.

As CCNV grows, we want you to grow with it. We have made considerable progress since its beginning, and the credit goes to each individual employee -- your job is important to our continued growth.

This booklet is a summary of the principles for which we stand, the benefits to which you are eligible, and the obligations you assume as an employee. We do not intend that any “rule” or “policy” cause an undue hardship for any employee. We set them forth simply to let you know what to expect from CCNV and what will be expected of you.

Please understand that this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract. CCNV Board of Directors reserves the right to change or revise policies and procedures whenever such action is warranted.

You are requested to read your handbook carefully and keep it for future reference. If you should have any questions concerning the policies or benefits outlined in this booklet, please ask your supervisor about them, as they will be glad to help you.

We welcome our new employees and extend best wishes for continued success to those who have become a part of the growth and progress of CCNV. We are pleased to have you as a member of our team.

**Provide Superior Service To All Our Clients And Employees.**

- ◆ Employees should recognize that CCNV's clients are its livelihood, that no client inquiry should be ignored, and that every client, both external and internal, deserves special treatment.
- ◆ Every client should be treated courteously and be offered consistent and prompt service.
- ◆ Employees should listen, empathize, and respond professionally to all client requests and/or complaints.
- ◆ Every client must be sincerely thanked after every encounter.

**Treat All Individuals With Dignity And Respect.**

- ◆ Absolute honesty and integrity are expected from all CCNV employees in their personal, as well as professional lives.
- ◆ Employees should treat others as they would like to be treated, regardless of job or position.

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**Employment Policies and Procedures**

<b>Policy Number:</b> 100.00	<b>Title:</b> <b>Equal Employment Opportunity</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 1

**POLICY:** CCNV is an equal employment opportunity employer and is dedicated to maintaining and improving a work environment that extends equal opportunity to all individuals regardless of race, creed, color, religion, sex, age, national origin, citizenship status, genetic information, marital status, physical or mental disability, past, present, or future membership in a U.S. Uniformed Service, or any other category protected by federal, state or local law.

CCNV directs employment and personnel practices to ensure that equal employment is afforded to everyone in matters relating to the following:

- A. Recruiting and hiring
- B. Training
- C. Compensation and benefits
- D. Promotions and transfers
- E. Demotions and terminations
- F. Layoff and recall from layoff
- G. CCNV-sponsored social and recreational programs
- H. Terms and conditions of employment

Any violation of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If an employee believes someone has violated this policy or otherwise has questions regarding this policy, the employee may bring the matter to the attention of the Director of Finance and Operations or the member of CCNV Executive Committee to which the employee's department reports. CCNV will promptly investigate the facts and circumstances of any claim this policy has been violated and take appropriate corrective measures.

No employee will be subject to, and CCNV prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims.

**Employment Policies And Procedures**

<b>Policy Number:</b> 100.01	<b>Title:</b> <b>Employees With Disabilities Act/ Job Accommodation</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY: AMERICANS WITH DISABILITIES ACT AS AMENDED**

**A. Nondiscrimination**

CCNV will fully comply with all requirements of the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and applicable state law.

It is the policy of CCNV not to discriminate against qualified individuals with disabilities and to provide reasonable accommodations as required by law to otherwise qualified applicants or employees with disabilities in all employment practices, including job application procedures, hiring, advancement, job assignments, leaves of absence, transfers, layoffs, demotions, discipline, discharge, compensation, fringe benefits, job training, and general treatment during employment. Employment opportunities will not be denied to an otherwise qualified applicant or employee because of the need to make a reasonable accommodation to the physical or mental impairment(s) of such individual.

A “disability” with respect to an applicant or employee is: (1) a physical or mental impairment that substantially limits one or more of the major life activities of such individual, (2) a record of such an impairment, or (3) being regarded as having such an impairment.

**B. Reasonable Accommodation**

It is CCNV’s intention to hire, employ or promote the best qualified candidate for a job whether disabled or not and to otherwise comply with the Americans with Disabilities Act. Upon request, CCNV will endeavor to provide any necessary workplace accommodations, so long as the accommodation does not result in an undue hardship on CCNV or pose a direct threat of substantial harm.

Reasonable accommodation may include, but are not limited to, the following:

1. Modifying an individual employee’s job duties by reassigning, reallocating, or redistributing non-essential, marginal job functions.
2. Modifying the employee’s work schedule.

**Employment Policies And Procedures**

<b>Policy Number:</b> 100.01	<b>Title: Employees With Disabilities Act/ Job Accommodation</b>
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3. Modifying the work flow and/or procedures affecting the employee's work shift.

**C. Request for Accommodation**

An applicant or employee in need of a reasonable accommodation for workplace accessibility or usability, to perform essential job duties, to participate in CCNV-sponsored programs and activities, or who need alternative accessible formats for CCNV communications, or emergency treatment or emergency evacuation assistance, should discuss the need for a possible accommodation with his or her supervisor, and if an accommodation cannot be reached, with the Director of Finance and Operations and/or the member of CCNV Executive Committee to which the employee's department reports.

The employee with a disability should identify the difficulties the employee is experiencing and propose suggestions for any potential accommodations CCNV might make that would enable him/her to perform the essential functions of the job. The Chief Executive Officer (CEO) and/or Department Director will meet with the employee in an "interactive process" to discuss the employee's suggestions for accommodations to allow the employee to perform the essential functions of the job.

An employee who identifies himself or herself as having a disability and requests reasonable accommodation may be required to provide documentation, including medical records, sufficient to establish the existence of the claimed physical or mental impairment and the need for accommodation. The CEO and/or Department Director may make such a request when the need for an accommodation is not obvious or when otherwise appropriate.

Reasonable accommodation does not negate the requirement of good job performance, successful completion of assigned training, adherence to CCNV work rules, and adherence to team leader instructions.

**D. Accommodation Transfers**

An employee who can no longer perform the essential functions of his or her current position because of a disability, with or without accommodation, will be placed on a lateral basis in an existing (or soon to be) vacancy for which they are qualified and can perform the essential job duties, with or without accommodation. Accommodation transfers will be considered before vacancies are made available for other employees or applicants.

**Employment Policies And Procedures**

<b>Policy Number:</b> 100.01	<b>Title:</b> <b>Employees With Disabilities Act/ Job Accommodation</b>
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If no such vacancy exists, the employee may be placed in an existing (or soon to be) vacancy on successively lower levels for which they are qualified and can perform the essential job functions, with or without accommodation. An employee with a disability who is reassigned to a lower graded position as an accommodation will receive the wages of the lower graded position.

Employees in need of an accommodation transfer will be considered for promotional opportunities along with other internal candidates without priority or preference.

**E. Separation of Employment**

If CCNV is unable to provide reasonable accommodation for the employee in the current job assignment or to transfer the employee to an open assignment that the employee can perform with or without reasonable accommodation, or the employee refuses reassignment, the employee will be terminated.

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**Employment Policies And Procedures**

<b>Policy Number:</b> 100.02	<b>Title:</b> <b>Harassment Policy</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 2

**POLICY:** It is expected that every person at CCNV will be treated with fairness, respect, and dignity. Accordingly, any form of harassment related to an individual's race, color, gender, religion, national origin, sexual orientation, age, or disability, or any other legally-protected basis is a violation of this policy and will be treated as a disciplinary matter.

- A. For these purposes, the term "harassment" includes unwelcome verbal, visual or physical conduct, based on an individual's protected characteristic, creating an intimidating, offensive, or hostile work environment that interferes with work performance. It can include slurs and any other offensive remarks, jokes, graphic material, or other offensive verbal, written, or physical conduct.
- B. Sexual harassment can include all of the above actions, as well as unwelcome or repeated sexual advances, requests for sexual favors, and/or any other unwelcome, unbecoming verbal or physical conduct. Sexual harassment will not be tolerated and is not a condition of employment. Neither submission to, nor rejection of, such conduct will be used as a basis for employment decisions. Employees who believe they have been subjected to unwelcome sexual advances or conduct are encouraged to inform the perpetrator of the specific behavior that is unwelcome, (preferably at the time of the unwelcome advance), and request the perpetrator to stop.

Examples of harassment include, but are not limited to:

1. Unwelcome, deliberate, or repeated unsolicited verbal comments, jokes, epithets, slurs, or stories of a sexual nature;
  2. Offensive physical contact, gestures, assault, or any physical interference with work or movement;
  3. Offensive graphic communication such as photographs, cartoons, posters, documents (including letters, poems, etc.), or drawings;
  4. Implicit or explicit unwelcome sexual advances, requests for sexual favors, or repeated unwelcome expressions of sexual interest; or
  5. Any other behavior of a sexual nature that has the purpose or effect of interfering with an applicant's or an employee's job placements, job performance or job advancement, or creating an intimidating, hostile, or offensive work environment.
- C. Harassment of any type is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of

**Employment Policies and Procedures**

<b>Policy Number:</b> 100.02	<b>Title:</b> <b>Harassment Policy</b>
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of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, or other third party.

- D. CCNV respects the rights of employees to practice the religion of his or her choice. Harassing conduct directed toward an individual based on his or her religious beliefs will not be tolerated and will result in disciplinary action.
- E. Similar to a request for an accommodation for a disability, any employee that needs a workplace accommodation because of his or her religious beliefs should make that request to their supervisor, and then to the Director of Finance and Operations and/or the member of CCNV Executive Committee to which the employee's department reports. In accord with the applicable federal and state statutes, CCNV will attempt to accommodate such requests, provided that the accommodation does not result in an undue hardship to CCNV.
- F. If employees have any questions about what constitutes harassing behavior, he or she should speak with their supervisor, Director of Finance and Operations and/or the member of CCNV Executive Committee to which the employee's department reports
- G. Violation of this policy by any employee will subject that employee to disciplinary action, possibly including dismissal. If an employee feels that he/she has been a victim of harassment by a co-worker, member of management, vendor, or visitor of CCNV, or if an employee becomes aware of such behavior, he/she should contact their supervisor, or any member of management with whom he/she feels comfortable discussing his/her concern, as soon as the problem arises. Every supervisor who learns of any employee's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to the Director of Finance and Operations or the member of CCNV Executive Committee to which the employee's department reports.
- H. CCNV will investigate all complaints and will endeavor to handle these matters expeditiously and in a professional manner so as to protect the offended individual and other individuals providing relevant information. CCNV will promptly investigate the facts and circumstances of any claim of harassment. To the extent possible, CCNV will endeavor to keep the reporting employee's concerns confidential; however confidentiality cannot be guaranteed. Employees must cooperate in all investigations. When the situation is fully understood by management, prompt and appropriate action will be taken. If wrongful harassment is established, the offending party will be subject to disciplinary action, up to and including discharge. There will be no retaliation against anyone for stepping forward with a concern regarding any type of harassment, pursuing such claim, or cooperating in any way in the investigation of such claims in good faith.

**Employment Policies and Procedures**

<b>Policy Number:</b> 100.03	<b>Title: Introductory Period</b>
<b>Effective Date:</b> January 1, 2014	
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- POLICY:** The first 180 days of employment are considered an introductory period. During this time, formal and informal evaluations of work performance are made to determine how well the employee is adjusting to CCNV and how well CCNV satisfies the employee's expectations.
- A. New employees are evaluated on factors such as, but not limited to, job knowledge, quantity and quality of work, cooperation, dependability, customer service and disciplinary problems. If at any time during this period, any factor is determined to be unsatisfactory, the employee may be terminated at the discretion of management without prior notice.
  - B. Each new employee will receive an introductory period evaluation. Upon satisfactory completion of this period, the employee will be considered for regular employment. If the CEO or Department Director determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period, but not to exceed one year.
  - C. At any time during the 180-day working period after the employee is hired, should CCNV feel the employee's working habits are not meeting CCNV standards, then the employee may be released by CCNV. Of course, during this period, or at any time during employment, the employee may resign, or CCNV may release the employee, as employment may be terminated at the will of either the employer or the employee.
  - D. The introductory period is just that—an introduction. Completion of the introductory period signifies an expectation that the employee will be capable of functioning fully and succeeding at CCNV. Still, completion of the introductory period is not in any way unqualified acceptance of performance or an assurance of continued employment. Completion of the introductory period does not alter the at-will nature of employment.

**Employment Policies and Procedures**

<b>Policy Number:</b> 100.04	<b>Title: Employment Status</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013, June 26, 2014	<b>Page:</b> 1 of 1

**POLICY: A. REGULAR FULL-TIME EMPLOYEE**

A regular full-time employee is one who consistently works 35 or more hours per week. Regular employees are eligible for all employee benefits as long as they meet the eligibility requirements of each benefit.

**B. REGULAR PART-TIME EMPLOYEE**

A regular part-time employee is one who predominantly works less than 35 hours per week. Regular part-time employees are eligible for any CCNV-provided benefits on a prorated basis as long as they meet the eligibility requirements of each benefit.

**C. TEMPORARY EMPLOYEE**

A temporary employee is one who is hired for specified or limited periods, not to exceed six months, during the year. Temporary employees are not eligible for any CCNV-provided benefits unless specified in their employment agreement or required by law.

Employees are further classified as nonexempt or exempt.

**D. NONEXEMPT EMPLOYEE**

Nonexempt employees are subject to the minimum wage and overtime provisions of the Wage and Hour laws. Employees in this category are entitled to overtime pay for all hours actually worked in excess of 40 hours in a work week. All overtime hours shall be approved by the Department Director and/or the CEO prior to the employee working such overtime hours. All requests for overtime will be sent to the Department Director and/or CEO via email. Department Directors will approve/disapprove such requests within 2 business days of request. If overtime hours are approved, the employee, the CEO and Controller shall be notified via email. Such employees include, but are not limited to, clerical, secretarial, and support personnel.

**E. EXEMPT EMPLOYEE**

Exempt employees are salaried and are exempt from the minimum wage and overtime provisions of the Wage and Hour laws of the Fair Labor Standards Act and/or applicable state wage/hour laws. This exemption will depend upon the employee's duties and responsibilities. Such employees included, but are not limited to, those who qualify as exempt executive, administrative, or professional supervisory personnel. Exempt employees receive a salary which is intended to cover all hours worked.

**Employment Policies and Procedures**

<b>Policy Number:</b> 100.05	<b>Title:</b> <b>Employee Confidentiality</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** CCNV respects each employee's right of confidentiality. The following actions will be taken to make sure CCNV adheres to this policy:

- A. CCNV will comply with all aspects of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that governs the collection, maintenance, transmission, use, and disclosure of Private Health Information (PHI).
- B. CCNV will maintain separate medical and “general” personnel files and make sure that all information in your records is maintained in a confidential manner.
- C. Only those people who have a “need to know” will review employee records. Those can include, but are not limited to, the CEO, Department Directors, and the Compliance Officer.
- D. CCNV will refuse to release information about employees to outside sources for matters such as credit checks, without the employee’s written consent. CCNV reserves the right, however, with or without employee approval, to verify employment and to comply with mandatory legal process from the courts and law enforcement agencies or pursuant to any mandatory or required regulatory or governmental regulations.
- E. CCNV will require all individuals who have access to employee records to comply with these policies and practices.
- F. **Employment References**
  - It is the policy of CCNV to only confirm the dates of employment and last position held. Former employees seeking a reference should direct any such inquires to the Director of Finance and Operations.

**Hours of Work and Pay**

<b>Policy Number:</b> 200.00	<b>Title:</b> <b>Wages And Salary Administration</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 1

**POLICY:** It is the policy of CCNV to pay wages and salaries comparable to those paid for similar jobs in the surrounding area. CCNV adjusts its wage and salary ranges in accordance with the business and general economic conditions of CCNV.

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**Hours of Work and Pay**

<b>Policy Number:</b> 200.01	<b>Title:</b> <b>Hours Of Work</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** A. **WORKWEEK**

The regular workweek shall be 40 hours and shall be worked during the period beginning at 12:00 a.m. Sunday and ending at 11:59 p.m. Saturday. Employees are paid bi-weekly. Work schedules are determined by the Department Director and/or the CEO in accordance with departmental requirements and will be noted in the electronic timecard system on the employees' timecard. If a change in work schedule is necessary, the employee should submit a request to the Department Director and/or CEO 5 business days in advance, unless extenuating circumstances apply. Department Directors shall respond to the request within 2 business days. No employee will commence work prior to the starting time assigned or continue to work after their scheduled quitting time without the approval of the Department Director and/or the CEO.

CCNV will keep a record of all employees standard work schedule. Standard work schedules shall be incorporated into each employee's job description.

B. **MEAL PERIODS**

Employees will be allotted a 30 to 60-minute lunch break as specified by the Department Director and/or the CEO, allowing for some level of staffing to be maintained so as not to disrupt the normal workflow.

Meal periods are unpaid time. Nonexempt employees must clock in and out for meal periods on their time records. Exempt employees are not required to clock in and out.

Non-exempt employees are not to perform any work during their lunch period, whatsoever, unless authorized to do so by his or her supervisor or the Director of Finance and Operations. In the event that work is performed by a non-exempt employee during the lunch break, the employee should first clock back in, perform the work, and then clock back out, restarting the entire lunch break. In the event that it is not possible to get prior approval from his or her supervisor or the Director of Finance and Operations, notice of such work must afterward be provided to the employee's supervisor and the Director of Finance and Operations.

C. **SMOKE BREAKS DURING THE WORKDAY ARE PROHIBITED**

Smoking is not permitted in the building. Any smoking activity should take place off campus, and only then before or after work time or during the lunch break.

**Hours of Work and Pay**

<b>Policy Number:</b> 200.01	<b>Title:</b> <b>Hours Of Work</b>
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**D. BREAKS FOR NURSING MOTHERS**

Employees who are nursing mothers are provided with unpaid breaks as often as needed to express breast milk for the employee's nursing child. A private place (other than the bathroom) which is shielded from view and free from intrusion from co-workers and the public is provided for this purpose. These unpaid breaks for expressing breast milk are in effect for up to one year after the child's birth.

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**Hours of Work and Pay**

<b>Policy Number:</b> 200.02	<b>Title:</b> <b>Automated Time Cards</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** All nonexempt employees should accurately record their “starting” and “stopping” times each day on their automated timecard in the automated payroll system. If a nonexempt employee misses recording a “start” or “stop” time, he/she needs to notify the Department Director by email no later than close of the next business day to correct the error. Employees must clock out and in when they leave their workstation/department for a period of time or any non-business reason and during meal periods. Nonexempt employees may never work off the clock. At the end of the pay period, the automated timecard should be verified by the employee to certify that the hours of work as indicated are correct. Timecards must be approved by the Department Director and/or CEO prior to the Controller processing the hours for bi-weekly payroll.

Exempt employees should accurately record their number of hours worked each day on their automated timecard. Each exempt employee shall document his/her work activities for the time recorded on his/her timecard, as requested. The accountability of work performed shall be used for various projects and funding opportunities.

At no time shall any employee record the time of another employee or have another employee record his/her time. Violation of this rule can result in disciplinary action, up to and including termination, for all employees involved in the said action.

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**Hours of Work and Pay**

<b>Policy Number:</b> 200.03	<b>Title: Pay Procedures</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY: A. PAYDAY**

1. Employees are paid every other Thursday for the preceding pay period. If the employee elects direct deposit, the net check is deposited in the employee's account as designated and pay stubs are distributed to each employee.
2. Normally, if an employee is unable to pick up his/her check, it will be mailed. However, in extenuating circumstances, employees may have a relative or another employee pick up their check, provided they supply their written authorization.
3. When regular paydays fall on holidays, special arrangements for earlier distribution of paychecks may be made.

**B. OVERTIME**

For all hours worked over 40 hours in one week, eligible employees will receive overtime pay. Overtime pay will be one and one-half times the regular hourly wage. Other paid time off such as vacations, holidays, funeral leave, etc. will not be considered as time worked for the purpose of computing overtime.

**C. PAYROLL DEDUCTIONS**

CCNV is required to deduct federal and state withholding taxes from an employee's paycheck. The amounts of these tax deductions are determined by individual earnings and the number of dependents. Each year, employees receive a slip (W-2) showing total earnings for the year and the amount of taxes withheld.

Also, out of each employee's paycheck will come deductions for Social Security and Medicare at the rate established by law, as well as other employee-authorized deductions. CCNV pays an equal amount in Social Security premiums on the employee's behalf. Other deductions, such as health insurance, must be authorized by the employee, in writing, before they can be deducted through payroll.

Any questions an employee may have about his or her paycheck or the deductions made should be addressed to his or her supervisor or the Director of Finance and Operations.

**D. PAYCHECK ERROR**

Every precaution is taken to avoid errors in employee paychecks. If an error does occur, the employee should contact his or her supervisor, the Director of Finance and

**Hours of Work and Pay**

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Operations and/or the member of CCNV Executive Committee to which the employee's department reports. Errors resulting in an underpayment to the employee will be corrected as soon as possible. Errors resulting in an overpayment to the employee will be adjusted by the next pay period.

**E. WAGE GARNISHMENT**

The assignment of wages, or an order for garnishments of wages or child support payments for credit for any employee, is regarded as a serious matter. If a creditor obtains a garnishment on your earnings, CCNV is required by law to deduct the necessary payment. Employees are encouraged to make arrangements for settlement of these personal obligations without CCNV's involvement. Repeated instances where CCNV is involved in garnishment proceedings may result in disciplinary action, up to and including termination of employment.

**F. SAFE HARBOR**

It is CCNV's policy to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that employees are paid properly and no improper deductions are made, employees must review pay stubs and promptly report all errors.

If an employee thinks that there has been a mistake in his or her pay, a mistake in how he or she is being paid, or that he or she has not been paid for all hours worked, the employee should use the reporting procedure outlined in Section D above.

Non-exempt employees should be paid for all hours worked.

Exempt salaried employees receive a salary which is intended to compensate the employee for all hours worked at CCNV. This salary will be established at the time of hire or when the employee is classified as an exempt employee. While it may be subject to review and modification from time-to-time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, the salary of an exempt employee is subject to certain deductions. For example, absent contrary state law requirements, a salary can be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences for sickness or disability, if the employee has exhausted the paid leave available.

Community Care Network of Virginia, Inc.

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- Intermittent absences, including partial-day absences, covered by the federal Family and Medical Leave Act, if the employee has exhausted other paid leave available.
- Full day disciplinary suspensions for infractions of written policies and procedures.
- To offset amounts received as payment for jury and witness fees or military pay.
- During the first or last week of employment in the event the employee works less than a full week.
- Any workweek in which the employee performs no work for CCNV.

The wages of exempt and non-exempt employees are subject to certain deductions, such as for the employee portion of any health, dental or life insurance premium; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) or pension plan.

In any workweek in which an exempt employee performed any work, his or her salary will not be reduced for any of the following reasons:

- Partial-day absences for personal reasons, sickness or disability.
- Absence on a holiday when the facility is closed, or because the facility is otherwise closed on a scheduled workday.
- Absences for jury duty, attendance as a witness, or military leave in any week in were the employee performed any work.
- Any other deductions prohibited by state or federal law.

Any mistake related to wages or pay should be reported immediately by the employee to his or her supervisor. If the supervisor is unavailable or if it would be inappropriate to contact that person (or if the supervisor has not provided a prompt and fully acceptable reply), the employee should immediately utilize the reporting procedure outlined in Section D above.

Every report will be fully investigated and any mistakes will be immediately corrected. CCNV will not allow any form of retaliation against individuals who report pay mistakes.

**Hours of Work and Pay**

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**POLICY:** CCNV will close its offices at the determination of the CEO due to inclement weather conditions, if those conditions make it hazardous or impossible for employees to work.

**PROCEDURES:**

- A. Employees should notify their Department Director of inclement weather conditions and await further instructions.
- B. If the CEO determines that CCNV Westerre office location will be open, employees will be given the option of using accrued paid time off (PTO) if they feel that traveling into the office is too hazardous. Working from home will be at the discretion of the Department Director and/or CEO and will be communicated in writing to employees within 2 hours of the employee's usual starting time.
- C. In the event of CCNV closing or delayed opening, the CEO or designee will inform all employees regarding office operations using CCNV emergency telephone number: (804) 404-CCNV (2268). All pertinent information regarding operations will be left via voicemail. All employees should call this number if there is any inclement weather or any question as to the current day's operation schedule.
- D. Office closure/delayed opening information will be available to all employees by 6:00 a.m. on the day in question. If weather conditions continue to worsen after 6:00 a.m., employees should check the emergency number every half-hour for any updates to office delays/closures.
- E. Within a calendar year (January – December), CCNV will pay all employees for the first two (2) inclement weather days where CCNV Westerre office location is closed. On the third (3<sup>rd</sup>) inclement weather day that CCNV Westerre office location is closed, non-exempt staff members have the choice to work a regular day remotely, request a PTO day or take the day without pay. Either choice must be approved by the Department Director within 2 hours of the employee's regularly scheduled day. Exempt staff members and employees who work from home are expected to work remotely to the extent possible on and after the 3<sup>rd</sup> inclement weather day where CCNV Westerre office location is closed.
- F. When feasible and upon employee request, an employee may check out a CCNV laptop that has been configured for working purposes. This check out process will be approved.

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on an individual basis and must be approved by the Department Director prior to the employee taking the laptop from CCNV Westerre office location.

- G. When an employee works remotely due to inclement weather, she/he shall submit a summary of work completed that day to his/her Department Director via email.
- H. If an employee has a scheduled outside meeting/training and the area where the meeting/training is to be held is not experiencing hazardous conditions, the employee should make a best effort to attend the meeting/training. The employee should notify his/her Department Director and/or CEO of options and a final decision by the Department Director and/or CEO should be made and sent to the employee in writing as soon as possible.
- I. If an employee is responsible for/leading a scheduled meeting/training at the Westerre Conference Center and the office is closed or operating under a delayed opening, the employee or his/her Department Director should notify all attendees of the adjusted times or closures via email or phone as soon as possible.

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**Hours of Work and Pay**

<b>Policy Number:</b> 200.05	<b>Title:</b> <b>Performance Evaluations</b>
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**POLICY:** Performance evaluations provide employees with ongoing feedback about their job performance and formally summarize that feedback on a periodic basis. Initial performance reviews occur at the end of the 6-month introductory period for all employees. Subsequent performance reviews will occur at least once per year for part time and full time employees. In addition, supervisors may give regular input regarding employee performance.

The purpose of a performance evaluation is to improve an employee's performance and to make the employee's job more productive. The employee's job performance will be evaluated, good performance will be recognized, and areas for improvement will be identified. Performance reviews will be conducted by the employee's supervisor, the Director of Finance, the Department Director, and/or CEO. Employees are encouraged to discuss his or her goals and express any comments and concerns regarding the job and CCNV in general.

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**Hours of Work and Pay**

<b>Policy Number:</b> 200.06	<b>Title:</b> <b>Seniority/Transfers/Promotions</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** A. **SENIORITY**

Having employees stay with CCNV is important, as it assures the availability of an experienced workforce. Seniority is important for employees as it represents an investment in time and money by CCNV in their training and experience. It enables employees to continue self-improvement and advancement in order to qualify for higher wages and promotion opportunities. Seniority may also be taken into consideration when scheduling and approving vacations.

It is expected, however, that increased seniority will also be matched by increased performance ability. Seniority alone will not be the sole determining factor in consideration relative to promotions and wage increases.

**B. TRANSFERS/PROMOTIONS**

It is CCNV's general policy to fill vacancies by the transfer or promotion of qualified employees within CCNV whenever possible; however, CCNV reserves the right to fill vacancies from outside CCNV, when such action is necessary.

1. Employees requesting a transfer or applying for a higher-rated position will be considered along with external candidates. If the employee seeking the transfer or promotion is qualified, his/her personnel file will be reviewed and the employee may be interviewed at management's discretion.
2. The transferred or promoted employee may be subject to a new introductory employment period. If the employee is unable to perform the required work, he/she will be subject to disciplinary action, up to and including termination.
3. Non-promotional transfers will only be considered if the transfer will not have a negative impact on the overall operation of CCNV.
4. Employees requesting an accommodation transfer will be given consideration for any lateral or downward openings before outside candidates are considered for the opening. Promotions, of course, will be based on qualifications.

**Hours of Work and Pay**

<b>Policy Number:</b> 200.07	<b>Title:</b> <b>Telecommuting Policy</b>
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**POLICY:** Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that CCNV may offer to some employees when it would benefit both the organization and the employee. However, the business needs of CCNV shall take precedence over an employee's desire to telecommute. It is not an entitlement; it is not a CCNV-wide benefit, and it in no way changes the at-will nature of the employment or the other terms and conditions of employment with CCNV.

A. The CEO or Department Director must approve a home-based work arrangement. The home-based work arrangement must be reflected in a formal contract or letter of agreement. The Department Director and/or CEO will review the contract or letter of agreement with the employee at least annually and the home-based work arrangement may be discontinued, at will, at any time at the request of either the employee or the CEO or Department Director. The Department Director and/or CEO has the discretion to review the contract or letter bi-annually if the need arises. The CEO may identify certain home-based positions for which annual review may not be necessary. The contract or letter of agreement will usually stipulate:

- A core office attendance time;
- A trial period;
- A definition of the specific room or area of residence to be used as the home worksite;
- A description of the equipment supplied to the employee;
- An agreement about the use of privately-owned equipment;
- An agreement about the return of equipment supplied by CCNV;
- An agreement about maintenance of CCNV-owned equipment;
- An agreement about reimbursement of telephone calls;
- An agreement to allow access to the worksite to specified CCNV personnel;
- An agreement that no CCNV data will be saved to an employee's personal hard drive or any electronic storage device.
- A statement to the effect that at any time and without any reason, CCNV may discontinue a home-based work arrangement at its sole discretion and require the employee to resume the same position in the main office.
- A statement reflecting that the telecommuting privilege shall be re-evaluated at least annually on a date determined by the Department Director and/or CEO.

B. The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on

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the organization. Supervisors must ensure that an up-to-date position description is provided to the employee concerned. Supervisors may need, at least initially, to establish short-term (e.g. weekly) goals in order to maintain productivity. Normal performance appraisal for work performed at the office and at the home worksite is undertaken by the supervisor of home-based workers on an annual basis.

- C. The employee is required to acknowledge receipt of resources and equipment supplied by CCNV. Only CCNV property is covered by CCNV insurance. Insurance coverage of personal property remains the responsibility of the employee. CCNV accepts no responsibility for damage or repairs to employee-owned equipment.
- D. The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).
- E. CCNV requires that the home workspace be defined as a specific room or area of a residence, not the entire domestic residence.
- F. The employee's at-home work hours will conform to a schedule agreed upon by the employee and his/her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.
- G. During working hours, the employee's at-home workspace will be considered an extension of CCNV's workspace. Therefore, workers' compensation benefits may be available for job-related accidents that occur in the employee's at-home workspace during working hours. All job-related accidents will be investigated immediately.
- H. CCNV assumes no responsibility for injuries occurring in the employee's at-home workspace outside the agreed-upon work hours. The employee agrees to maintain safe conditions in the at-home workspace and to practice the same safety habits as those followed on CCNV's premises.
- I. In the case of an injury while working at home, the employee will immediately report the injury to the immediate supervisor to get instructions for obtaining medical treatment.

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- J. Where a working from home agreement exists and there are agreed travel requirements for employees outside the (CCNV location) area to CCNV from home during the specified hours of the contract, Workers' Compensation will apply. A travel schedule must be approved by the immediate supervisor prior to the travel. Only rental cars are covered by CCNV insurance.
- K. Consistent with the Company's expectations of information asset security for employees working at the office full-time, telecommuting employees will be expected to ensure the protection of proprietary Company and customer information accessible from their home office. Steps include, but are not limited to, use of locked file cabinets, disk boxes and desks, regular password maintenance, and any other steps appropriate for the job and the environment.
- L. Telecommuting is not a substitute for dependent care. Although an individual employee's schedule may be modified to accommodate care, the focus of the arrangement must remain on job performance.
- M. Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, CCNV has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time at its sole discretion.

Telecommuting employees who are not exempt from the overtime requirements of state and federal law will be required to record all hours worked in a manner designated by CCNV. Telecommuting employees will be held to a higher standard of compliance than office-based employees due to the nature of the work arrangement. Hours worked in excess of those specified per day and per work week, in accordance with state and federal requirements, will require the advance approval of his or her supervisor.

**Hours of Work and Pay**

<b>Policy Number:</b> 200.08	<b>Title:</b> <b>Business Travel Expenses</b>
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**POLICY:** CCNV will either provide a *per diem* or reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. Any employee traveling on CCNV business where travel expenses are to be charged to CCNV must submit a travel budget form 5 business days in advance or as soon as travel needs are known. A travel budget must be approved by the Department Director and/or the CEO prior to making traveling arrangements if the travel requires an overnight stay. Department Directors and/or CEO will respond to such requests within 2 business days of receipt. Specific reimbursement rates are detailed in CCNV Financial Policy and Procedure Manual.

**A. PERSONAL VEHICLES**

When using personal vehicles for business purposes, reimbursement will be made for point-to-point mileage in excess of the employee's normal commute at the current IRS allowance. This rate is subject to change as economies dictate. Tolls and parking fees are also reimbursable; however, emergency service, maintenance, gas, etc. are the responsibility of the employee. Any vehicle violations or accidents incurred while driving a personal or rented vehicle are the responsible of the violator.

**B. GROUND/AIR TRANSPORTATION**

The lowest cost alternative for transportation should be selected. Choices to be considered are driving a personal vehicle, driving a rented vehicle, train travel or air travel. Rental vehicles should be direct billed to the company when possible, and if so, additional insurance coverage should be declined since coverage is provided under our corporate policy. For air travel, coach or economy class of service should be selected. First or business class must be pre-approved by the Department Director and/or CEO in writing prior to making any airline reservations.

**C. MEALS AND ENTERTAINMENT:**

1. Employees must first secure by e-mail, approval from their Department Director or CEO before entertaining potential customers. Entertaining customers or other outside parties requires a bona fide business purpose. Per IRS guidelines, the following details are required for business expenses for food and beverages:
  - a) Costs including taxes and tips, if any. (A detailed receipt indicating the name and address of the restaurant or other establishment is required).

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- b) Date/time the expense was incurred.
  - c) Business relationships of individuals present.
  - d) Business reason for the expense.
2. CCNV also requires a receipt detailing the food and beverages consumed when a *per diem* is not used.
  3. When traveling for business, the actual cost of breakfast, lunch, and dinner for the employee is reimbursable by CCNV up to the maximum allowed per day per CCNV Financial Policies. Excess cost is personal and will not be reimbursed. Alcoholic beverages for personal consumption will not be reimbursed. Employees that travel for business should, prior to travel, obtain confirmation of the current allowance.
  4. Employees who travel for CCNV business as part of a contracted services agreement with specific clients will abide by the agreed upon reimbursable items/fees outlined in the agreement.
  5. At the option of CCNV, employees that travel for CCNV business may either be reimbursed for allowable, pre-approved expenses or be paid a *per diem*. Prior to making any travel plans or incurring travel or entertain expenses, the employee should check with his or her supervisor as to the amount of and how expenses will be handled. In the event that the employee is provided a *per diem*, any amounts expended over and above the *per diem* are the sole responsibility of the employee.

**D. LODGING:**

In non-*per diem* circumstances, reimbursable expenses include room charges, meals and garage/parking expenses plus applicable taxes. In-room movies, mini-bar, other hotel services, and no-show charges are not reimbursable.

**E. REPORTING EXPENSES:**

1. In non-*per diem* circumstances, an expense report should be submitted within 15 days of completing a trip and no later than 30 days of travel. Reimbursement will not be made without proper explanation for incurred expenses and original itemized receipts. Employees may not bill any expenses directly to the company except rental vehicles.

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2. Expense reports must be approved by the employee's supervisor. Any exceptions to this travel policy must be noted and approved by the supervisor prior to reimbursement.

**F. TRAVEL TIME AWAY FROM HOME**

**1. Nonexempt Employees:**

When business related travel keeps an employee away from home overnight, only travel during the hours corresponding to the employee's normal working hours must be counted as time worked. Travel hours on Saturdays, Sundays, and holidays that correspond to an employee's normal working hours on other days of the week also must be counted as time worked. However, bona fide meal periods may be excluded from time worked. Any hours over 40 worked within one week should be paid to the nonexempt employee as overtime.

**2. Exempt Employees:**

When business related travel keeps an exempt employee away from home overnight or on Saturdays, Sundays, and holidays, no extra compensation is required.

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**Employee Benefits**

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**POLICY:** A. CCNV observes eight holidays per year. Due to client commitments, some work activity may be required on a holiday, but every attempt will be made to keep such time to a minimum. If an employee is required to work on a CCNV acknowledged holiday, an alternate day off will be agreed upon between the employee and his/her Department Director. When possible, an employee should request an alternate day off within 10 business days of the worked holiday. This request will be sent via email to the Department Director and/or CEO who will respond to the received request within 2 business days.

CCNV acknowledges the following paid holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Martin Luther King, Jr. Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- Employee's Birthday\*

\* Day off should be taken within the employee's birth month. If the employee is unable to take the day within the month it occurs, an alternate day off may be taken at the discretion of the CEO and/or Department Director.

**B. ELIGIBILITY REQUIREMENTS**

Holiday pay is paid to employees who would normally have been scheduled to work on that day.

To be eligible for holiday pay, the employee must have worked the last regularly scheduled day before and the first regularly scheduled day after the holiday, unless either or both of those days have been approved days off in writing via email and/or through the electronic payroll system by the Department Director and/or CEO. An employee should request PTO for either or both days as defined above 5 business days in advance, absent any extenuating circumstances. The Department Director or CEO will respond in writing via email and/or the automated payroll system to the PTO request within 2 business days of receipt.

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**C. HOLIDAYS FALLING ON NON-WORKING DAYS**

If a holiday should fall on a Saturday or Sunday, it will be observed the day preceding or following the holiday, as designated by the CEO.

**D. VACATION DURING HOLIDAYS**

No additional time off will be given for official holidays that fall during an employee's vacation time.

**E. HOLIDAY PAY**

Holiday pay for exempt and nonexempt employees will be at their regular rate or salary earned. Should a non-exempt employee be required to work during a holiday, he or she will receive the regular rate for all hours worked. An alternate day off may be taken at the discretion of the Department Director and/or the CEO.

Employees on leaves of absence are not eligible for holiday pay.

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<b>Policy Number:</b> 300.01	<b>Title:</b> <b>Paid Time Off (PTO)</b>
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**POLICY:** Paid Time Off (PTO) combines and replaces traditional policies of vacation, sick leave, and/or personal leave. Therefore, eligible employees accumulate a specified amount of paid annual leave time each year, which may be used, as approved by the Department Director or CEO, but also within the needs of CCNV.

PTO is defined as two separate categories:

**Scheduled PTO:** Time off in which an employee has provided a written request to his/her Department Director for requested time off and time has been approved by the Department Director prior to the employee taking the time off.

**Unscheduled/Absence PTO:** Time off that has not been approved prior to the employee taking time off from work. Examples can include, but are not limited to, calling in sick, calling in to take care of a sick child or other dependent, leaving work early or coming in late to work for any reason in which the time has not been previously approved. The use of unscheduled PTO will be monitored by the Department Director and CEO. (See Attendance Policy 400.5).

A. Eligible regular **full-time employees** earn PTO time based on completed years of service, according to the following schedule:

<b>Years of Continuous Service</b>	<b>Amount of PTO Accrual per Pay Period</b>	<b>Total Days of PTO Per Year</b>
0 - 2 years	5.55 hours	18 days
3 - 4 years	6.46 hours	21 days
5 - 9 years	8.31 hours	27 days
10+ years	9.54 hours	31 days

B. Eligible **part-time employees** that work on average not less than 30 hours a week earn time in accordance with the following schedule:

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<b>Years of Continuous Service</b>	<b>Amount of PTO Accrual per Pay Period</b>	<b>Total Days of PTO Per Year</b>
0 - 2 years	2.78 hours	9 days
3 - 4 years	3.23 hours	10.5 days
5 - 9 years	4.16 hours	13.5days
10+ years	4.77 hours	15.5 days

C. Eligible employees may begin using approved PTO as it is accrued.

D. The employee's PTO balance (in hours) will appear on his/her account in the automated payroll system. Each employee is responsible for validating that the automated payroll system is accurate in the number of PTO hours reflected.

**E. Vacation:**

PTO time that is used for vacation may be taken at any time during the calendar year with approval by the CEO or Department Director, based on CCNV or departmental needs. A written request for vacation should be submitted to the CEO or Department Director, through the automated payroll system as far in advance as possible. Senior staff must also submit an email to the Department Director and/or CEO that states what projects may be impacted during and who can address any concerns that may surface while the senior staff member is away from CCNV office. Under certain circumstances, the Department Director and/or the CEO may require that time requests be submitted by a particular date. Should there be more than one request in a department for the same period of vacation time, approval shall be at the Department Director's and/or the CEO's discretion. Non-exempt employees who are on vacation are not to perform any work. In the event that a non-exempt employee is expected to and/or does perform work during vacation, the employee must first obtain written permission from his or her supervisor and that work-time should be documented and included on his or her timesheet, such that the employee is paid for such work at his or her regular rate.

**F. Sick Leave:**

1. Employees wishing to use Paid Time Off (PTO) that has not been pre-approved by the CEO or Department Director, such as for illness, should

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submit a written request via email to the CEO or Department Director the day after returning to work. The Department Director and/or CEO will respond to the request within 2 business days of receiving the request.

2. A physician's statement shall be required if more than two (2) days of sick leave are taken consecutively.

**G. PTO Increments:**

Approved Paid Time Off (PTO) for nonexempt employees may be taken in one-hour increments. Approved Paid Time Off (PTO) for exempt employees may be taken in full-day increments.

- H. PTO may be taken at any time during the calendar year, and no more than 80 hours of PTO may be carried forward from one calendar year to the next.
- I. PTO will be paid at the employee's regular rate or salary earned.

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**Employee Benefits**

<b>Policy Number:</b> 300.02	<b>Title:</b> <b>Leaves Of Absence (LOA)</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013 June 26, 2014	<b>Page:</b> 1 of 3

**POLICY:** A leave of absence (LOA) is defined as an unpaid approved absence from work for a specified period of time for medical, bereavement, military or personal reasons. (*See each LOA category below for a more complete definition of each type of LOA.*) Provisions for a leave of absence shall be made in writing via email and the automated payroll system and must be approved by the Department Director and/or the CEO. All leaves of absence requests, when known and absent any extenuating circumstances, shall be made at least 10 business days in advance. The Department Director and/or CEO shall respond to the leave of absence request within 2 business days of receiving the request in writing via email with a copy going to the CEO.

**A. PERSONAL LEAVE OF ABSENCE**

1. Accrued PTO time may be substituted for a personal leave of absence, at the discretion of the CEO or Department Director. Otherwise, the leave will be without pay.
2. In the event that an employee seeks an unpaid leave of absence, the employee must first exhaust any available PTO.
2. PTO accrual, seniority, and all other CCNV benefits cease during a personal leave of absence, but these benefits will resume upon the employee's return to work. Insurance coverage will continue as long as the employee maintains his/her insurance premiums.
3. Business needs may dictate that someone else assumes the position of the employee on a personal leave of absence. Employees who desire to return from a leave of absence will be considered for either their original job, if vacant or others at the same level of responsibility, if available. CCNV cannot guarantee that employees will be returned to their former positions, or any position in CCNV.
4. Employees requesting leave due to pregnancy or a serious health condition must submit a physician's fitness-for-duty statement prior to returning to work.

**B. PREGNANCY/MATERNITY LEAVE**

Maternity leave is treated as a temporary disability for health reasons. Extended maternity leave for up to 12 weeks without pay and reinstatement to former job position may be granted at the discretion of the Department Director and/or the CEO as required by applicable law.

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**C. BEREAVEMENT LEAVE**

1. When a member of a regular full-time employee's immediate family dies, three consecutive workdays (up to 24 hours) of paid bereavement leave will be granted.
2. The immediate family is defined as the employee's spouse, children, parents, brothers, sisters, grandparents, mother-in-law and father-in-law.
3. The employee should notify his/her Department Director and/or CEO of bereavement leave requests as soon as possible. The Department Director and/or CEO will respond to the request within one business day.
4. Should additional time off be needed, employees may use accrued PTO with written approval via email and/or through the automated payroll system from the Department Director and/or CEO.
5. This leave is for bereavement and managing personal matters associated with the death of a family member and may be taken during bereavement period at time of death.
6. Compensation during bereavement leave will not be counted as hours worked for the purpose of computing overtime.

**D. JURY DUTY**

1. Employees shall be allowed to be absent from work for the time necessary to serve as jurors.
2. At the discretion of management, employees will receive their normal regular wages, reduced by jury duty pay, for scheduled workdays on which they have been summoned for jury duty. To be eligible for jury duty pay you must deliver to the accounting office a statement from the Court Clerk indicating the time served on the jury and the amount received as jury duty pay.

**E. UNIFORMED SERVICES LEAVES OF ABSENCE (USLA)**

1. Employees who give advance notice, except in exceptional circumstances or national emergency, and who leave CCNV for any

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period of active or training service in the Uniformed Services of the United States, are entitled to continued employment and, after completing longer periods of service, will be reemployed in accordance with federal and state law.

2. Employees should inform CCNV of training or drill schedules as far in advance as possible.
3. Upon request, employees going on USLA may use any available accrued PTO during leave.
4. Reinstated employees will receive full credit for seniority and other rights and benefits determined by seniority that they had at the start of the leave, plus full credit for the period of time spent (up to five years) in the Uniformed Services.

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<b>Policy Number:</b>	<b>Title: Family and Medical Leave Act (FMLA) DRAFT POLICY</b>
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FAMILY AND MEDICAL LEAVE ACT (“FMLA”) LEAVE – DRAFT POLICY

**Important Note: CCNV is not currently subject to the FMLA. This policy is accordingly provided only for informational purposes and CCNV employees are not entitled to the provisions of this policy unless and until CCNV hires sufficient employees to meet the FMLA threshold, at which point all CCNV employees will be provided with an official notice from the Director of Finance and Operations that this policy has been adopted.**

Eligibility Requirements

Employees are eligible for FMLA if:

- At least 50 or more employees are employed within a 75-mile radius of the employee’s work site;
- The employee has been employed for at least one year; and
- The employee has worked at least 1250 hours within the previous 12 months.

Basic Leave Entitlement

The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave in a 12 month period to eligible employees for certain family and medical reasons. The 12 month period is determined on (1) **the calendar year**. Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son or daughter, or parent (but not in-law) who has a serious health condition; and/or
- For the employee’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee’s job.

Military Family Leave

Eligible employees with a spouse, son, daughter, or parent on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserve component of the Armed Forces in support of a contingency operation or Regular Armed Forces for deployment to a foreign country may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty and attending post-deployment reintegration briefings.

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*FMLA also includes a special leave entitlement which permits eligible employees to take up to 26 weeks of leave to care for a covered service member with a serious injury or illness during a single 12-month period (one time basis only). A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. These individuals are referred to in this policy as “current members of the Armed Forces.” Covered servicemembers also includes a veteran who is discharged or released from military services under condition other than dishonorable at any time during the five year period preceding the date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation or therapy for a serious injury or illness. These individuals are referred to in this policy as “covered veterans.”*

*The FMLA definitions of a “serious injury or illness” for current Armed Forces members and covered veterans are distinct from the FMLA definition of “serious health condition” applicable to FMLA leave to care for a covered family member.*

**Job Benefits and Protection**

*If applicable, during FMLA leave, the Company must maintain health coverage under any “group health plan” on the same terms as if the employee had continued to work. If paid time off is substituted for unpaid leave, the Company will deduct the employee’s portion of any applicable health plan premium as a regular payroll deduction. If the employee’s leave is unpaid, the employee must make arrangements with the Director of Finance and Operations prior to taking leave to pay their portion of any applicable health insurance premiums each month. If the employee’s premium is more than thirty (30) days late, the applicable coverage may cease without further notice.*

*Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.*

*The use of FMLA leave cannot result in the loss of any employment benefits that accrued prior to the start of an employee’s leave.*

*Upon returning from FMLA, employees are required to work 30 days from the date of return to ensure continued benefit coverage. If the employee fails to work the 30 days following, benefits will be cancelled retroactively to the last day worked.*

**Definition of Serious Health Condition**

*A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the*

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employee's job, or prevents the qualified family member from participating in school or other daily activities.

*Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.*

Use of Leave

*An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.*

Substitution of Paid Leave for Unpaid Leave

*Employees must use PTO, accrued vacation and sick/personal time while on unpaid FMLA leave. The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leaves and the paid time will run concurrently with an employee's FMLA entitlement.*

*Upon written request, the Company will allow employees to use accrued vacation and sick/personal time to supplement any paid disability or Workers' Compensation benefits. Receipt of disability benefits or Workers' Compensation benefits does not extend the maximum amount of leave time to which an employee is eligible under the FMLA.*

Employee Responsibilities

*Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Company's normal call-in procedures.*

*Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees may also be required to provide medical certification and periodic recertification supporting the need for leave.*

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Employer’s Responsibilities

*Covered employers must inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice must specify any additional information required as well as the employees’ rights and responsibilities. If they are not eligible, the employer must provide a reason for ineligibility.*

*Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee’s leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.*

Unlawful Acts by Employers

*FMLA makes it unlawful for the Company to:*

- *Interfere with, restrain, or deny the exercise of any right provided under the FMLA;*
- *Discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.*

*If you believe that the Company has violated either of these obligations, please report your concerns to the Director of Finance and Operations.*

Enforcement

*Employees may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.*

*FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement, which provides greater family or medical leave rights.*

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**Employee Benefits**

<b>Policy Number:</b> 300.03	<b>Title: Insurance Benefits</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** CCNV participates in an insurance benefits program on behalf of its employees. Eligibility is divided into two categories: (1) Full-time employees working a regular schedule of 35 hours per week and (2) Part-time employees working a regular schedule of less than 35 hours per week.

Regular full-time employees are eligible for 100% of benefit plan participation, with exceptions noted. Eligible part-time employees can qualify for 50% of benefit plan participation, with exceptions noted.

CCNV reserves the right to amend or terminate any of its benefit programs, or to require or increase employee premium contributions toward any benefits, at its discretion. This reserved right may be exercised in the absence of financial necessity. Whenever an amendment is made to any of CCNV's benefits programs, the respective plan administrator will notify plan participants of all approved amendments or plan terminations, in accordance with the requirements of applicable federal law. Further, CCNV (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit eligibility and entitlement.

The descriptions of the insurance benefits merely highlight certain aspects of CCNV's plans for your general information only. If information in this handbook and our summary plan descriptions contradicts information in these master contracts or master plan documents, the master contracts/documents shall govern in all cases. For more complete information regarding any of our benefits programs, please contact the Director of Finances and Operations.

**A. GROUP HEALTH PLAN**

1. Eligible employees may participate in CCNV's group health plan, effective on the first day of the month following the employee's date of hire. For example, employee was hired on July 20, 2016, his/her benefits become effective on August 1, 2016.
2. Both CCNV and employee, or the employee only, contributes to the insurance premiums, depending on the type of health plan.
3. The employee has the option to enroll spouse and/or dependent children in the group health plan, with the employee being responsible for the insurance premiums.
4. The premium is subject to change.

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5. Each employee will receive a Summary Plan/Benefit Coverage Description that describes the coverage provided.
6. Upon termination of employment, or termination of coverage under CCNV's group health plan, CCNV will follow the appropriate state and/or federal regulations that are applicable at the time of the employee's termination or termination of coverage.

**B. LIFE INSURANCE**

1. CCNV provides life insurance benefits to eligible employees on the first day of the month following date of hire. For example, employee was hired on July 20, 2016, his/her benefits become effective on August 1, 2016.
2. Summary Plan Descriptions (SPDs) which explain coverage of benefits in greater detail will be furnished to employees at hire.

**C. COBRA**

COBRA is part of a federal law enacted in 1986 requiring certain employers to offer employees and their families an opportunity for the temporary extension of health coverage under certain instances where coverage under the plan would otherwise end. At the time a new employee becomes eligible for health care coverage through CCNV, that employee will be provided literature notifying him/her and his/her families of his/her rights under COBRA. This should be read carefully, both by the employee and his/her family, and retained for future reference.

Employees (and their dependents) are not eligible for COBRA continuation coverage if they are discharged for "gross misconduct."

**D. WORKERS' COMPENSATION INSURANCE**

Workers' Compensation insurance coverage is provided for all employees from the day they start work. CCNV pays the full cost of this protection. This insurance covers employees who are injured on the job, or who suffer a job-related illness. Benefits include income replacement for lost wages, hospital and medical expenses, compensation for total or partial permanent disability and death benefits.

Employees injured on the job (no matter how slight) are required to report the injury immediately to the supervisor who will complete an accident report and see that medical attention, if required, is received. In accordance with Virginia Workers' Compensation laws, CCNV has created a Panel of Physicians from which employees

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are required to select a physician for treatment. Failure to use a doctor from the Panel may result in denial of any claim for Workers' Compensation benefits, including payment of medical expenses.

Workers' Compensation is solely a monetary benefit and not a leave of absence.

**E. UNEMPLOYMENT INSURANCE**

CCNV pays the entire cost of this insurance. Its purpose is to provide income for employees during temporary periods of involuntary unemployment. Employees must have earned a certain amount in covered employment and be willing and able to work in order to be eligible to receive unemployment compensation benefits, as required by law.

**F. SOCIAL SECURITY BENEFITS AND PAYMENTS**

Federal Social Security provides a variety of benefits, including retirement income, health benefits, death benefits, and monthly income payments for certain dependent survivors of covered employees. A percentage of an employee's gross earnings is deducted as his/her contribution for this protection. CCNV contributes an equal amount. Normally, employees will be eligible to receive a monthly income from Social Security when they reach retirement age or become disabled.

**G. RETIREMENT PLAN**

Employees have the option to participate in CCNV's retirement plan. Participation is on a voluntary basis. CCNV makes payments to the retirement plan on behalf of each participating employee according to the structure and design of the plan in effect at the time. Contributions to the retirement plan will not exceed the current level of federal limits of contributions per year. Payments are made in accordance with federal, state, and local laws.

Eligible employees shall receive a Summary Plan Description describing the vesting schedule and other details of the Plan.

*Community Care Network of Virginia, Inc.*

**Employee Responsibilities**

<b>Policy Number:</b> 400.00	<b>Title: What Community Care Network Of Virginia, Inc. Expects From its Employees</b>
<b>Effective Date:</b> January 1, 2014	

**POLICY:** Along with the advantages and opportunities offered by CCNV, employees have certain responsibilities and expectations to meet. The primary and most important responsibility, of course, is to perform assigned tasks well. The supervisor is primarily responsible for overseeing employee performance. The employee should respect the supervisor's experience, listen to instructions carefully, and carry them out promptly to the best of his/her ability.

In addition to following instructions, doing a good job requires an employee to think for him or herself, ask questions, make constructive suggestions, set goals, and work toward these goals. It also requires that an employee be a team player -- willing to work together with his/her co-workers in a spirit of cooperation, harmony, and respect.

Doing a good job also implies certain obligations on the part of an employee, such as using good judgment, being prompt and regular in attendance, and always working in the best interests of CCNV.

The employee will want to keep well-informed about CCNV so that he/she will be able to talk intelligently about CCNV. The employee represents CCNV, at all times.

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**Employee Responsibilities**

<b>Policy Number:</b> 400.01	<b>Title:</b> <b>Personal Qualities</b>
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**POLICY:** CCNV seeks in its employees many special qualities of character and personality, and only through developing these qualities to a high degree can CCNV hope to earn a high position of respect in its field. These qualities are:

**A. INTEGRITY**

Absolute honesty is expected as a first requirement of CCNV. The client entrusts its business to CCNV and must have complete confidence in the services it provides and the people who work for it. The entire business of CCNV is built on this confidence, which is based chiefly on the client's impression as to the honesty and integrity of CCNV personnel.

**B. NEATNESS AND CARE**

The outward evidence of quality service is displayed in the neatness and care with which work is done. It should be an unfailing rule that no work should go out of CCNV into the client's hands unless it is accurate, complete, and of good quality and appearance.

Every employee is expected to keep his/her work area in proper order at all times. When leaving for the day, employees should insure that the working area is left clean and neat.

**C. PERSONAL APPEARANCE**

Too much care cannot be given to matters of personal cleanliness and appearance. Every detail is important. Moderation and good taste are also important, particularly for those who have client contact.

**D. COOPERATION**

CCNV is a business of human contacts with fellow workers and with clients. Success requires the ability to get along with people, to work well with others, to show consideration for the other person, regardless of their position. No one should assume the attitude that their responsibility is for just one assigned task. All employees work for CCNV as a whole and should welcome every opportunity to be of greater service.

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**E. ENTHUSIASM**

The person who is outstanding in any group is one who is enthusiastic. Without enthusiasm for the job and CCNV employees cannot be inspired to do their best work. Entering wholeheartedly and enthusiastically into the promotion of CCNV and the accomplishment of the employees' responsibilities will not only bring greater enjoyment to the immediate task, but will also mark employees as worthy of assuming greater responsibility.

**F. DEDICATION**

The successful employee will be dedicated to the organization and his or her commitment to the job duties and responsibilities assigned.

**G. RESPECT**

The successful employee will show respect for CCNV, its clients, and co-workers at all times.

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<b>Policy Number:</b> 400.02	<b>Title:</b> <b>Code Of Ethics</b>
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**POLICY:** CCNV is committed to maintaining the highest legal, ethical, and moral standards in the conduct of our business. The commitment applies without exception to all our activities as we deliver services to clients, fulfill contractual obligations and other agreements, authorize and account for the use of CCNV assets, and carry out our obligations to shareholders, the public, and employees. CCNV respects the privacy of employees when not at work. However, employees are expected to be a positive reflection on CCNV and what it stands for.

**A. CCNV Pledges To:**

1. Conduct its business in a legal and ethical manner.
2. Maintain a working environment that will assure each employee the opportunity for growth, for achievement of his/her personal goals, and for contributing to the achievement of CCNV goals.
3. Without regard to race, color, national origin, handicap, age, gender, genetic information, sexual orientation, marital status or any other category protected by federal, state or local law, recruit, employ, and develop individuals of competence and skills commensurate with job requirements.
4. Make a positive contribution to the quality of life of its clients and the communities in which it operates, always mindful of its economic obligations as well as the economic impact of its activities in these communities.

B. The following guidelines point the way to high, ethical standards for CCNV employees. Although no policy can guarantee ethical behavior, these guidelines can help by establishing the standards for a climate of integrity.

The Board of Directors has adopted the following policies.

**1. FREEDOM FROM CONFLICTING INTERESTS**

- a) The employees of CCNV are not allowed to engage in a business or professional activity that causes a conflict of interest (or the appearance of a conflict of interest) between their private interests and their CCNV affiliation. Employees are not allowed to enter into financial or other transactions that involve direct or indirect use, or the appearance of use, of CCNV information. Employees who are unsure whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss the situation with

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their supervisor or a member of management for clarification. Failure to adhere to this policy, including failure to disclose any conflict or seek an exception to this policy, may result in disciplinary action, up to and including termination.

- b) Employees are expected to interact with suppliers, clients, and all others doing business with CCNV on the sole basis of what is in the best interest of CCNV without favor or preference to third parties based on personal considerations, contracts, agreements, or understandings of any nature.
- c) Employees working with suppliers, clients, and all others doing business with CCNV shall not own any interest in or have any personal contract, agreement, or understanding of any nature with these individuals that might tend to influence the decision of the employee with respect to the business of the company.
- d) Employees shall not do business with a close relative on behalf of CCNV unless expressly authorized in writing by the CEO to do so after the relationship has been disclosed.
- e) The only circumstances under which an employee may accept a gift or other item from a supplier, client, or anyone doing business with CCNV are as follows:
  - 1) Acceptance of normal meals, refreshments, or entertainment, in the course of a meeting or other occasion, the purpose of which is to hold bona fide business discussions, provided that these expenses would be paid for by CCNV if not paid for by the other party as a reasonable business expense;
  - 2) Acceptance of advertising or promotional material such as pens, pencils, note pads, key chains, calendars, and similar items; and
  - 3) Acceptance of discounts or rebates on merchandise or services that do not exceed those available to other clients.

**2. CONFIDENTIAL INFORMATION/FIDUCIARY DUTY**

All proprietary information about the business of CCNV must be kept confidential at all times. The employee must also understand that he or

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she owes CCNV, as an employee, a fiduciary duty to always act in the best interest of CCNV.

requires as a condition of employment written acknowledgements of CCNV's Code of Ethics and Confidentiality Statement within 5 days of beginning employment.

**4. PERSONAL USE OF CCNV PROPERTY**

Employees may not use, divert, or appropriate CCNV property, equipment, services, and assets ("Property") for personal use or benefit. Use of CCNV time for personal use is strictly prohibited. The improper and unauthorized use of CCNV Property or time will be treated as theft. This includes, but is not limited to, the use of the mainframe computer system and any personal computers.

**5. DEALING WITH NEWS MEDIA**

Requests from news representatives will only be answered by employees who have been specifically designated by the CEO or Board of Directors for such communication.

**6. INTERNAL RELATIONSHIPS**

It is important that principles of ethical conduct and fairness be applied within the organization, in employee-to-employee and department-to-department interaction. All employees are expected to be honest in their dealings with others in CCNV, to make no attempt to unfairly discredit the work of others or to distort the effectiveness of their own performances in an effort to win recognition.

**7. ARREST/CONVICTION**

As a condition of employment, any employee that has been arrested/convicted of a misdemeanor/felony charge must notify his or her supervisor and the Director of Finance and Operations within 48 hours of the arrest and/or conviction.

**Employee Responsibilities**

<b>Policy Number:</b> 400.03	<b>Title: Telephone Conduct/Telephone/Voice Mail/Email Use/Cell Phones</b>
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**POLICY: A. TELEPHONE CONDUCT**

The telephone is an important public relations tool for CCNV. Telephone contacts warrant special consideration because the person calling cannot see to whom they are speaking. They can only draw their impression from the employee's voice and manner. Employees should be alert, pleasant, natural, distinct, and expressive.

Employees should answer promptly – at the first ring, if at all possible. Prompt answering helps build a reputation of efficiency. Employees should be friendly and give the caller their undivided attention. If the caller waits on the line, a “thank you for waiting” is a must when the employee returns to the line. Employees should always remember the importance of the terms “thank you” and “I’m sorry.” Hang up gently. Employees should use the caller’s name in the conversation and give them individual consideration. Take time to be helpful and punctuate the conversations with pleasantries.

**B. TELEPHONE/VOICE MAIL/EMAIL USE**

**1. Telephone Use:**

Management may monitor the usage of the telephone and email system for business purposes (i.e., monitoring employee performance and efficiency, determining necessary upgrades, determining the adequate number of telephone lines, etc.) at any time without employee consent.

Therefore, use of office telephones for personal calls should be kept to a minimum and only during lunch periods, except in cases of emergency. A client should never be kept on hold until a personal call has been completed. Management expects that everyone cooperate to the fullest in this situation. It is requested that all personal telephone calls be limited to two (2) minutes.

If it is necessary to make a personal long-distance call while at work, employees may do so by using their personal phone. Management reviews all phone bills for unnecessary or personal calls. Telephone abuse will result in disciplinary action, up to and including termination.

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**2. Voice Mail/Email:**

For its business, CCNV maintains an electronic mail system. Voice mail, via the telephone system, is also provided. These systems are provided primarily for CCNV business. CCNV may access its electronic communications systems and obtain the communications within the systems, without notice to users of the system, in the ordinary course of business when CCNV deems it appropriate to do so.

Messages sent through email, the contents of any CCNV computer and messages contained in the voice mail system are the sole property of CCNV and represent CCNV business records. Such systems are alternate forms of communication within CCNV and other CCNV policies apply to those communications. For example, policies regarding courtesy to others, and policies against threats and harassment policies all apply to these systems. No one may use electronic communications in a manner that may be construed by others as harassment based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by applicable federal, state or local law. No jokes on these bases should be transmitted over CCNV's electronic communications systems.

Email should not be used to solicit or to advocate non-CCNV or personal interests. Examples of these prohibited solicitations include, but is not limited to, home business endeavors and other business products or services. Foul, offensive, defamatory, pornographic or other inappropriate communication is prohibited. Employees have no right to privacy for anything created, sent, or stored through CCNV's computer or email.

Illegal dissemination of copyrighted materials is also forbidden.

Employees will be responsible for protecting their password to the voice mail system from unauthorized usage by others. Employees may not reveal their password to any other person. No one may access, or attempt to obtain access, another individual's electronic communications without appropriate authorization. All employees, upon request, must inform management of any private access codes or passwords.

Any personal use of CCNV's electronic communications systems must be limited to employees' non-work time.

**Employee Responsibilities**

<b>Policy Number:</b> 400.03	<b>Title:</b> <b>Telephone Conduct/Telephone/Voice Mail/Email Use/Cell Phones</b>
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**C. CELLULAR PHONES**

Because they create distractions and disrupt regular work routines, the use of personally-owned personal communications devices such as cellular or portable phones is discouraged during work hours and in work areas. Cellular or portable phones that CCNV has provided to employees must be used for business purposes only.

During meetings, conference calls, presentations and other situations where an audible ringer would disrupt business, cell phones must be set up to vibrate rather than make a noise. If the cell phone does not have this capability, please do not bring it into these situations.

This policy applies to all categories of employees, whether full-time, part-time, or temporary. Violations of this policy will be grounds for discipline, up to and including termination of employment.

Employees whose job responsibilities include regular or occasional driving and who have a cell phone are expected to refrain from using their phone while driving, unless they utilize a "hands-free" device. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, employees are expected to keep the call short, use "hands-free" options, refrain from complicated or emotional discussions and keep their eyes on the road. Texting or emailing while driving is prohibited at all times. CCNV encourages that special care be taken in situations where there is traffic, inclement weather or where employees are driving in an unfamiliar area. Employees who violate applicable laws may be subject to a fine. CCNV will not reimburse any employee for any fine imposed as a result of violating these laws.

**Employee Responsibilities**

<b>Policy Number:</b> 400.04	<b>Title:</b> <b>Computer Use/Social Media/Social Networking Policy</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 8

**POLICY:** CCNV maintains computers and a computer network primarily to assist in the conduct of business within CCNV. These networks also provide access to the Internet and other sites and networks outside CCNV, again primarily for business purposes.

Social media may be used by CCNV employees and workforce members in the course of their job responsibilities, for business-related purposes subject to the restrictions set forth in this policy. These restrictions are intended to ensure compliance with legal and regulatory restrictions and privacy and confidentiality laws and agreements. Social media includes, but is not limited to, items such as blogs, podcasts, discussion forums, and social networks.

The following policies apply to employees accessing all CCNV computers and networks.

**A. COMPUTER USE**

**1. Internet Usage:**

Employees with Internet access for business purposes will be responsible for protecting their passwords and accounts from unauthorized usage by others. Employees may not reveal their passwords to other persons, unless required by the employee's supervisor or the CEO. No one may access, or attempt to obtain access, to another individual's electronic communications without appropriate authorization. All employees, upon request, must inform management of any private access codes or passwords.

The sole reason for using the internet should be for business purposes. Examples of prohibited improper usage of the internet include, but are not limited to:

- a) Personal use
- b) Viewing or transferring obscene, pornographic, abusive, harassing, vulgar, threatening, and/or offensive material
- c) Unauthorized viewing or transferring of confidential or proprietary materials
- d) Unauthorized posting of any material on the World Wide Web
- e) Violation of the copyright laws
- f) Any other activity deemed by CCNV to be in conflict with the intent of CCNV's policies.

**Employee Responsibilities**

<b>Policy Number:</b> 400.04	<b>Title:</b> <b>Computer/Social Media/Social Networking Policy</b>
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**2. Use Of CCNV Systems Is Not Private:**

In using CCNV's email, voice mail and Internet access, employees must remember that such systems are the exclusive property of CCNV. As such, employees should not expect that any usage is confidential or private or that any attempt to erase information placed on the system will be effective or prevent it from being recreated by others.

By their use of the systems, employees acknowledge that they understand that CCNV may monitor the systems to ensure that the usage or access is appropriate.

**3. Contamination Prevention:**

Non-computing devices (flash memory drives, CDs, DVDs, tapes, hard disks, internal memory, and any other interchangeable, reusable, and/or portable electronic storage media) from outside sources may not be loaded on any CCNV computer or network without first having been scanned for viruses. Questions regarding this process or regarding the appropriate person to assist an employee should be directed to the employee's supervisor.

Software not specifically authorized by CCNV may not be installed upon any CCNV computer and will be deleted and removed upon discovery.

**4. Software:**

It is a violation of CCNV policy to copy any software from one CCNV PC to another, unless it is within the parameters of the license for the software. Internally-developed software is exempted from this requirement.

It is a violation of CCNV policy to knowingly breach the terms and conditions of a software license.

**5. Non-Compliance:**

CCNV reserves the right to terminate any employee's access to any of these communications systems at any time. Improper use of the communications systems or any violation of this policy may result in disciplinary action, up to and including termination of employment.

**Employee Responsibilities**

<b>Policy Number:</b> 400.04	<b>Title:</b> <b>Computer/Social Media/Social Networking Policy</b>
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**B. SOCIAL MEDIA/SOCIAL NETWORKING**

**1. Purpose**

The purpose of this policy is to provide CCNV employees with requirements for participation in social media, including CCNV-approved and/or sponsored social media and non-CCNV social media in which the employee's CCNV affiliation is known, identified, expected, or presumed. This policy is designed to give additional guidance on the proper use of CCNV electronic business tools.

**2. Definitions**

- a) **Blog:** Short for "Web log," a site that allows an individual or group of individuals to share a running log of events and personal insights with online audiences.
- b) **Electronic Media:** Non-computing devices (flash memory drives, CDs, DVDs, tapes, hard disks, internal memory, and any other interchangeable, reusable, and/or portable electronic storage media):
  - 1) On which electronic information is stored, or
  - 2) Which are used to move data among computing systems/devices.
- c) **Protected Health Information (PHI):** Individually identifiable information (oral, written or electronic) including, but not limited to, information about a patient's physical or mental health, the receipt of healthcare, or payment for that care; patient records; name, address, social security number, birth date, account number, and others. Individually identifiable health information in CCNV's employment records is not PHI; however, it can be subject to other state and federal privacy protections.
- d) **Social Media:** Any web-based and mobile technologies, in use now or developed in the future, that enable individuals or entities to disseminate or receive information, communicate, or otherwise interact, and includes, without limitation, email, texting, messaging, blogs, podcasts, discussion forums, wikis, videos, and social networks like Facebook, LinkedIn, Twitter, and MySpace. Streaming websites, including, but not limited to, YouTube, Netflix, and Hulu.

**Employee Responsibilities**

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**3. Prohibited Use**

**a) Use Of CCNV's Computer Systems:**

The use of CCNV computers, telecommunications systems, or other electronic software for any of the following activities is **prohibited**:

- 1) Sending, receiving, displaying, printing, or otherwise disseminating:
  - ◆ Material that is fraudulent, harassing, disparaging, sexually explicit, obscene, intimidating or defamatory;
  - ◆ Confidential, proprietary business information in violation of CCNV policy, employee contract and/or proprietary agreements;
  - ◆ Commercial or personal advertisements, solicitations, promotions, destructive programs and viruses or political or religious material;
  - ◆ Confidential information or Protected Health Information (PHI) in violation of the Health Insurance Portability and Accountability Act (HIPAA or the Health Information Technology, Economic and Clinical Health Act of 2009 (HITECH), or any other applicable federal, state or local privacy laws.
- 2) Engaging in any type of illegal activity;
- 3) Violating any federal, state or international law governing intellectual property (i.e. copyright, trademark and patent laws) and online activities;
- 4) Violating any license governing the use of software;

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- 5) Procuring or attempting to procure a password, access to a file or retrieve any stored communications without explicit authorization; and
- 6) Personally endorsing CCNV's products/services or other advertising where consumers are likely to believe our personal opinions reflect the opinions, beliefs, findings or experiences of CCNV shareholders, board members, committees, clients, and staff members.

**b) Use Of Personal Computer Systems:**

Use of personal computers, telecommunications systems, social networking or other social media sites, and other electronic software for any of the following activities is **prohibited**:

- 1) Sending, receiving, displaying, printing, or otherwise disseminating:
  - ◆ Material that is fraudulent, harassing, sexually explicit, obscene, intimidating or defamatory against any other person employed by CCNV, past or present;
  - ◆ Confidential, proprietary business information in violation of CCNV policy, employee contract and/or proprietary agreements;
  - ◆ Confidential information or Protected Health Information (PHI) in violation of the Health Insurance Portability and Accountability Act (HIPAA) or the Health Information Technology, Economic and Clinical Health Act of 2009 (HITECH), or any other applicable federal, state or local privacy laws.
- 2) Personally endorsing CCNV's products/services or other advertising where consumers are likely to believe our personal opinions reflect the opinions, beliefs, findings or experiences of CCNV shareholders, board members, committees, clients, and staff members.

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**4. Restricted Use**

**a) Use Of CCNV's Computer Systems:**

All electronic equipment, media and services provided and maintained by CCNV are primarily for business use and within the scope of an employee's job responsibilities. Personal use of electronic equipment or media for non-business purposes may be permitted in certain circumstances as long as the personal use does not interfere with the employee's productivity or work performance, does not interfere with any other employee's productivity or work performance, and does not adversely affect the operations of CCNV (i.e. activity does not slow network performance). Any employee who uses CCNV electronic, media and services for limited non-business purposes shall do so responsibly and ethically and shall not abuse this privilege in any way.

**5. Social Media Best Practices**

Personal websites and weblogs are methods of self-expressions in our culture. CCNV respects the right of all employees who use social media during their personal time. This policy addresses the requirements for employees of CCNV who participate in social media, including professionally-hosted sites as well as personally-hosted sites in which the employee's CCNV affiliation is known, identified, expected or presumed.

a) Employees are personally responsible for the content they publish on blogs, wikis, social networking sites or any other form of user-generated media.

b) Employees are prohibited to disclose any business information that is confidential or proprietary to CCNV or to any third party that has disclosed such information to CCNV with the expectation of confidentiality. Consult CCNV's confidential policy for guidance in what constitutes confidential business information.

c) Uphold CCNV's value of respect for individuals and avoid making any defamatory, disparaging, or harassing statements about other employees, members, partners and affiliates of CCNV, past or present. Employees must observe and follow existing CCNV policies and agreements. Employees are prohibited from using social media to post or display comments about coworkers or supervisors or CCNV that are vulgar, obscene, threatening, intimidating, or a violation of CCNV's workplace policies against

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discrimination, harassment, or hostility on account of age, race, religion, sex, ethnicity, nationality, disability, or other protected class, status, or characteristic.

d) If an employee chooses to identify him/herself as a CCNV employee on a website or blog, either professionally-hosted or personally-hosted, they must adhere to **CCNV Best Practices** below:

- 1) CCNV employees are personally responsible for the content they publish on blogs, wikis, social networks or any other form of user-generated media. Be mindful that what you publish will be public indefinitely.
- 2) Identify yourself. Include your name, and when relevant, your role at CCNV. Make it clear that you are speaking for yourself and not on behalf of CCNV.
- 3) Abide by all applicable confidentiality laws and policies.
- 4) Respect copyright, fair use and financial disclosure laws.
- 5) Company-hosted blogs must focus on subjects related to the organization.
- 6) Employees must seek supervisor approval before setting up a CCNV-hosted blog or other social media site or forum.
- 7) Be honest and accurate when position information or news. Correct mistakes, either content-related or typographical in nature.
- 8) Use references and citations when appropriate. Give credit to those who created information that you share, quote or paraphrase.
- 9) Provide worthwhile information and perspective in posting any information. CCNV's mission is best fulfilled when its employees and affiliates contribute knowledgeable and accurate information that support CCNV's Standards of Excellence.

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**6. Waiver Of Privacy**

The electronic business tools are the sole property of CCNV. As such, all passwords, usernames, messages, content, attachments and other communications used in connection with the electronic property of CCNV are the property of CCNV. The federal Electronic Communications Privacy Act creates a right for CCNV to access and disclose all electronic communications, and CCNV reserves such right to monitor, inspect, copy, review and store at any time and without notice any and all usage of the electronic tools. These electronic tools can include, but are not limited to, any and all files, information, software and any other content created, sent, received, downloaded, uploaded, accessed or stored in connection with employee usage and conducted on business-owned property. Employees have no reasonable expectation of privacy with respect to business and/or personal use of business-owned property, and by using such property, employees affirmatively consent to management or supervisory personnel accessing and monitoring any and all material employees create, send, receive, download, upload, access or store. Employees should also be aware that “deleted” messages from the computer screen may not actually be deleted from the email system. Any failure of CCNV to enforce these rights of accessing and monitoring does not constitute a waiver of such right.

**7. Violations And Enforcement**

Violations of this policy may result in disciplinary action, including prohibiting an employee from accessing any electronic tools or equipment and possible termination of employment. CCNV retains the right to commence legal action and employees could face criminal liability regarding serious violations of this policy.

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**Employee Responsibilities**

<b>Policy Number:</b> 400.05	<b>Title:</b> <b>Attendance</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** Timely and regular attendance is an expectation of performance for all CCNV employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule. In the event an employee is unable to meet this expectation, he/she must obtain approval from his/her supervisor in advance of any requested schedule changes. This approval includes requests to use accrued PTO, as well as late arrivals to or early departures from work. Department Directors or CEO have/has the discretion to evaluate the circumstances of an absence and determine whether or not the absence is considered excused or unexcused absence. The HR Coordinator is available to advise Department Directors regarding this decision making process. A pattern of excessive or unexcused absences or tardiness may result in disciplinary action, up to and including termination.

CCNV is committed to complying with all federal, state, and local laws providing employees with the right to be away from work. All aspects of this attendance policy will be interpreted and applied to ensure compliance with these laws. Any unscheduled absence, tardiness or other occurrence that is protected by federal, state or local law will not count against an employee under these attendance guidelines or otherwise.

**PROCEDURE:**

A. Absence

Defined: Absence is the failure of an employee to report for work when the employee is scheduled to work.

1. **Excused Absence occurs when all four of the following conditions are met:**
  - a. the employee provides sufficient notice (refer to Section B) to his/her Department Director and/or CEO;
  - b. the reason is found credible or acceptable by his/her Department Director and/or CEO;
  - c. such absence request is approved via an email and documented in the electronic payroll system by his/her Department Director and/or CEO; and
  - d. the employee has sufficient accrued PTO time to cover such absence absent any extenuating circumstances.

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Employees must take earned PTO time for every absence unless otherwise allowed by company policy (e.g. Leave of Absence policy, Bereavement policy, Jury Duty, etc.).

2. **Unexcused Absence** occurs when one of the four conditions in (A) (1) is not met.

Employees are required to report to the Department Director or CEO upon return to work from an unscheduled absence and provide any required documentation. A written PTO request via email should be submitted to the Department Director and/or CEO for the unscheduled absence time. The Department Director and/or CEO will respond to the written request within two (2) business days.

Employees, who have two (2) or more consecutive days of excused absences because of illness or injury, must give his/her Department Director and/or CEO proof of physician's care. If an illness or injury prevents an employee from performing his/her regularly scheduled duties, a physician's statement must be provided verifying:

- (a) if and when the employee will be able to return to work, if applicable; and
- (b) whether the employee is capable of performing their regularly scheduled duties, and if not, what duties the employee is capable of performing.

The employee is responsible for providing CCNV with the above-described physician's proof of physician's care within 2 business days of returning to work.

**B. Sufficient Notice**– To be considered an excused absence as defined in (A), sufficient notice must be given to the Department Director and/or CEO. Sufficient notice is:

- (a) For **an unscheduled absence or late arrival**, employees must notify their Department Director and/or CEO as soon as possible before the beginning of their scheduled workday or,
- (b) During the employee's workday, employees must notify their Department Director and/or CEO as soon as possible prior to leaving the premises,
- (c) For **a scheduled absence of 8 hours or more**, employees must give a notice of five (5) business days, absent any extenuating circumstances,
- (d) For **a scheduled absence of less than 8 hours**, employees must give a notice of two (2) business days, absent any extenuating circumstances,

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(e) The Department Director and/or CEO must approve any exceptions to this provision or any conflicts in scheduling.

No-call/No show is when the employee does not report an unscheduled absence to his/her Department Director or CEO for a missed day of work in a timely manner.

No employee will be retained on the payroll whose absence from work is unreported for two (2) consecutive workdays. However, CCNV reserves the right to consider extenuating circumstances that may result in waiving this decision.

Failure to comply with this policy will be subject to disciplinary action, up to and including termination.

**C. Related Discipline**

Department Directors should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. If Department Directors notice a pattern of unscheduled usage of accrued PTO, excused or not excused, they should discuss this concern with the employee. Employees are reminded that Department Directors and/or the CEO have/has the discretion to assign an unexcused absence to any requested future unscheduled time off requests. Timely and regular attendance is a performance expectation of all CCNV employees.

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**Employee Responsibilities**

<b>Policy Number:</b> 400.06	<b>Title:</b> <b>Conduct</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** A. **SMOKING**

The entire business campus at 3831 Westerre Parkway is tobacco-free. The business campus will include the building, surrounding sidewalks and all adjacent parking lots. No tobacco products (smoking or smokeless) will be allowed on the business campus. Employees who wish to use tobacco products will have to do so off campus.

B. **PERSONAL CONDUCT AND PERSONAL APPEARANCE**

As with any organization in the business of serving the public, CCNV is vitally aware of the importance of the professional appearance and conduct of its employees. Each employee at all times is a direct representative of CCNV. Therefore, the attention each employee gives to their personal dress, grooming, appearance, and attitude is as important to CCNV's success as the quality of services CCNV provide.

To help employees achieve the standards of appearance and conduct CCNV considers appropriate for the medical environment, CCNV has established the following guidelines. These directives are by no means complete and any questions concerning them and an employee's ability to meet CCNV's requirements should be directed to the Department Director. Failure to comply with these standards may result disciplinary action.

1. **Personal Conduct**

Employees are expected to observe reasonable standards of conduct and may be disciplined when they do not. The use of sound and ethical judgment is expected at all times. Employees are asked to demonstrate common courtesy and respect for their fellow employees and clients and to approach their work environment and job requirements with pride and consideration for the professional standards set forth by CCNV. Some examples of misconduct include failure to comply with any CCNV policy or practice, poor performance, or any other form of misconduct. Malicious, threatening, and defamatory behavior CCNV shall not be tolerated and will be subject to disciplinary action, including termination.

Employee discipline generally will be in the form of oral warnings, written warnings, or, in CCNV's discretion, termination. However, pursuant to CCNV's at-will employment policy, CCNV reserves the right to impose whatever form of discipline it chooses, or none at all in a particular instance. CCNV will deal with each case individually, and nothing in this handbook should be construed as a promise of specific treatment in a given situation.

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**2. Personal Appearance**

Employees are expected to dress in a professional manner, with neatness and cleanliness being the most important factor. CCNV recognizes the fact that styles change from time to time; however, professionalism should be the main concern when preparing for work each day.

Clothing and accessories should be appropriate for the job the employee is performing and should project a professional image. Since dress is a matter of individual taste, CCNV does not wish to set forth strict guidelines. All clothing should be conducive to a healthcare business setting and considered in good taste.

Hairstyles, jewelry, make-up, and accessories should conform to the best modesty. Untrimmed beards and mustaches and long hair that is unruly will be considered as inappropriate.

While on CCNV premises or while working on CCNV business, any tattoo must be covered and non-conspicuous. Employees may wear earrings that are appropriate for a business environment but no other form of visible pierced jewelry is to be worn on the job (e.g. nose ring, eyebrow piercing, tongue piercing, etc.).

**Work-Day Business Attire**

Appropriate business attire is to be worn Monday through Friday and may include any of the following:

Men:

Blazers, suits, or sport coats

Professional Style work pants

Professional Style button down collared shirts

Ties

Professional Style shoes

Women:

Professional Style dresses/skirts

Professional Style pants

Blouses/sweaters

Professional Style shoes

Nylons/stockings

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Fridays between Memorial Day and Labor Day are considered business casual days. Pressed and neat casual pants, collared polo shirts, skirts, capris, casual tops, and sweaters etc., are permitted. However, no jeans, cargo pants or T-shirts will be allowed.

On specified occasions and with advance notice, exempt (salaried) staff members will be required to wear business suits. Suit and ties for men and suit with skirt or pants and collared shirt for women employees will be expected.

**Unacceptable Attire:**

- Strapless dresses or blouses
- Sundresses, “spaghetti” strap dresses/shirts
- See-through materials
- Low-cut dresses or blouses
- Tops that do not meet the pants (midriff should not be exposed)
- Tank tops, T-shirts, severe V-necks or plunging necklines
- Off-the-shoulder tops, tube tops or halter tops
- Any garment deemed to be excessively tight. Shirts must fit so no cleavage is visible.
- Denim Jeans
- Cut off shorts
- Spandex, Lycra (such as biker shorts) or leggings
- Beachwear/Athletic wear, short shorts
- Any clothing containing words or pictures of any kind (except for CCNV logo shirts)
- Short skorts, culottes, and mini or short skirts
- Flip flops or tennis shoes

The Department Director or CEO reserves the right to require that employees dressed inappropriately be not allowed to work and be dismissed from the office until they return in appropriate dress. Should an employee be required to leave, their missed time can be taken as PTO leave or without pay.

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**C. PERSONAL VISITORS**

Visits to CCNV by friends and relatives should be limited during working hours. However, CCNV does recognize this will occasionally occur. Employees should remind their visitor that they are working and, therefore, must make the visit as short as possible.

All adult visitors and guests are to be escorted by an employee at all times. Employees shall be responsible for the conduct of their guests and visitors and their compliance with CCNV’s rules and regulations. The employee shall be held accountable for any violation of the rules by the guest.

Minor child visits must be for a limited time and with supervisor’s approval. Employees with childcare emergencies are encouraged to take vacation time. Children too sick for school or public daycare should not be brought to work.

**D. OUTSIDE EMPLOYMENT**

CCNV appreciates the ability, energies, and loyalty employees bring to their jobs. In fairness to fellow workers and to CCNV, employees are not permitted to hold employment with another organization, or have an interest in any business which may, in any way, result in a conflict of interest (or appearance of a conflict of interest), or which would adversely affect their employment at CCNV. However, should employees wish to involve himself or herself with work which cannot be described by the above stipulation, they are free to do so, provided it is not done on CCNV time and will not interfere with their performance as an employee at CCNV. Employees on an approved leave of absence from CCNV are not allowed to work another job.

**E. SOLICITATION AND DISTRIBUTION**

In the interest of maintaining a proper, clean, and orderly work environment, the following rules will apply to solicitation and the distribution of materials on CCNV property.

Employees may not solicit funds, or otherwise solicit among employees, for any purpose while either person is on working time. Working time includes the time during which any of the employees involved are actually scheduled to work, but does not include scheduled rest periods, meal breaks and other specified times when employees are not expected to be working. Solicitation by non-employees on CCNV premises is prohibited at all times. Information regarding products/services can be posted/placed in employee community areas for viewing during non-working times

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of the day. Examples of non-working time include lunch periods or any other rest/break periods when full attention to work is not required

Any solicitation must be conducted in an unobtrusive, courteous, and professional manner; must not disrupt or interfere with the soliciting employee’s work or the work of any other employees; and must not harass any employee. Any disruption, harassment, or neglect of work that accompanies any solicitation will result in appropriate disciplinary action. Employees who have been harassed or whose work has been disrupted or interfered with by a soliciting employee should bring it promptly to the attention of their supervisor for corrective action.

Employees may not distribute or circulate any printed or written material in any work area at any time concerning matters other than those directly related to CCNV business. Distribution of literature by non-employees on CCNV premises is prohibited at all times.

**F. WORK AREA**

The appearance and condition of the facility and each individual work area reflects an image to those who do business with and visit CCNV. Poor and cluttered conditions send the wrong message as well as create a safety hazard. All employees play a part in keeping CCNV in good order. Orderliness in the work area reduces accidents, improves health conditions, adds to the efficiency of an employee’s work, and improves the quality of client services. Greater detail to work areas is expected when visitors and guests are in the building.

**G. CARE OF CCNV EQUIPMENT**

Cooperation in the care and use of CCNV equipment is necessary to maintain it in good operating condition. Employees should use it only for the purpose intended and as

instructed by management. If any equipment is defective or not in a safe working order, employees should notify the supervisor so that a repair or replacement can be made.

Failure to use CCNV equipment properly can result in disciplinary action, up to and including dismissal.

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**Employee Responsibilities**

<b>Policy Number:</b> 400.07	<b>Title:</b> <b>Substance Abuse Policy</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 2

- POLICY:**
- A. CCNV has the responsibility to maintain a safe and efficient work environment. Employees who use drugs or who work while under the influence of drugs or alcohol present a safety hazard to themselves, to fellow employees and to the public. The use of drugs and alcohol by employees limits our ability to produce high quality services and perform our work with the highest amount of efficiency. Accordingly, we are implementing a policy to ensure that CCNV continues to maintain its reputation as a quality employer.
  - B. Employees are prohibited, while on duty or on CCNV property, from being under the influence of alcohol or non-prescription drugs. Abusing or being under the influence of prescription drugs to the point of diminished capacity to safely perform one's job while on CCNV property is prohibited. Employees required to take prescription or non-prescription medication, which may potentially affect job performance, are required to report this to the Department Director and/or the CEO. The Department Director and/or the CEO will determine if it is necessary to temporarily place the employee on another assignment to ensure the safety of other employees and the public, or to remove them from the workplace.
  - C. Moreover, employees may not possess, sell, solicit, or receive alcohol or non-prescription drugs while on duty or on CCNV property. This includes the giving of alcohol-related gifts for various holidays. A violation of this policy is grounds for immediate disciplinary action, up to and including termination.
  - D. CCNV reserves the right to require employees, while on duty or CCNV property (including parking lots), to agree to inspections of their persons, vehicles, lockers, personal property and any other property on the employer's premises. This applies to all property at the workplace, whether owned by CCNV or employee. The retention of personal items property at the workplace is at the employee's risk. A search can be made without notice, at any time. If an employee withholds consent to such inspection, CCNV may discipline the employee, up to and including termination.
  - E. CCNV reserves the right to constantly ensure that employees are complying with this policy. CCNV reserves the right to investigate any possible violations of this policy. If CCNV determines that there is reasonable cause to suspect an employee is under the influence of drugs or alcohol they may require the employee to be tested. Reasonable grounds would include:
    - 1. Inappropriate behavior or performance problems on the job

**Employee Responsibilities**

<b>Policy Number:</b> 400.07	<b>Title:</b> <b>Substance Abuse Policy</b>
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2. An accident in the workplace;
3. Observable indications of use of substance; and
4. Direct observation of the individual taking drugs or alcohol.

If the employee refuses to cooperate with CCNV in assuring compliance with this policy or investigating possible violations of this policy, including the refusal to sign a written consent for a drug test, CCNV may discipline the employee, up to and including termination.

- F. CCNV reserves the right to randomly test all employees in order to preserve the safety and well-being of both employees and clients. The random selection will be in a manner established by CCNV and will be non-discriminatory. Employees selected will be asked to be tested without notice and are required to report to the testing facility within a specified period time after notification.
- G. All drug testing will be performed by a qualified laboratory and in accordance with applicable law. Test results will be CCNV's property and will remain confidential. If an employee tests positive for the use of alcohol or drugs, a confirmatory test will be given. If an employee also tests positive on the confirmatory test, CCNV may discipline the employee, up to and including termination.

**H. Alcohol At Outside Events:**

CCNV or vendor-sponsored activities that may include the service of alcoholic beverages are not included in this policy. However, all employees are viewed as representatives of CCNV, whether at work or participating in these events.

CCNV expects that such consumption will be in moderation so as not to reflect negatively on CCNV's professional reputation or expose CCNV to undue legal liability. An employee should not operate a motor vehicle or otherwise engage in any hazardous activity if the alcohol consumed would impair their ability to safely perform those functions.

**Employee Responsibilities**

<b>Policy Number:</b> 400.08	<b>Title:</b> <b>Workplace Violence</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 2

- POLICY:**
- A. CCNV is concerned about the increased violence in society that has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at CCNV. In this connection, it is the policy of CCNV to expressly prohibit any acts or threats of violence or aggression by any employee, former employee, their family members, or others, against any other employee CCNV. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, attempts to intimidate or to instill fear in others, menacing gestures, bringing weapons to the workplace, stalking, or any other hostile, aggressive, injurious and/or destructive actions undertaken for the purpose of domination or intimidation. CCNV has zero tolerance for any acts or threats of violence or aggression against our employees, members, or visitors on its premises at any time, or while they are engaged in business with, or on behalf of, CCNV, on or off CCNV premises.
  - B. In keeping with the spirit and intent of this policy, and to ensure that CCNV's objectives in this regard are attained, it is the commitment of CCNV:
    - 1. To provide a safe and healthful work environment, in accordance with CCNV safety and health policy.
    - 2. To take prompt remedial action up to, and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or aggression, or who uses any obscene, abusive, or threatening language or gestures.
    - 3. To take appropriate action when dealing with members, former employees, or visitors to CCNV who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
    - 4. To prohibit employees, former employees, clients, and visitors from bringing firearms or other weapons onto the premises, in accordance with applicable law.
    - 5. To establish viable security measures to keep CCNV as safe and secure as possible, and to properly handle access to CCNV facilities by the public, off-duty employees, and former employees.
  - C. All employees are entitled to perform their work free from violence, regardless of location, whether on the employer's premises or elsewhere.

**Employee Responsibilities**

<b>Policy Number:</b> 400.08	<b>Title:</b> <b>Workplace Violence</b>
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- D. In furtherance of this policy, employees have a duty to warn management, security personnel, or personnel representatives of any suspicious workplace activity or situations or incidents that they observe, or that they are aware of, that involve other employees, former employees, clients, or visitors and that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made pursuant to this policy will be held in confidence to the maximum extent possible. All threats will be promptly investigated. CCNV will not condone any form of retaliation against any employee for making a report under this policy.
- E. If an employee is the recipient of a threat made by an outside party, CCNV asks that the employee follow the steps detailed in this policy. It is important for CCNV to be aware of any potential danger in the workplace.

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**Employee Responsibilities**

<b>Policy Number:</b> 400.09	<b>Title:</b> <b>Rules To Live By</b>
<b>Effective Date:</b> January 1, 2014	
<b>Revised Date:</b> October 24, 2013	<b>Page:</b> 1 of 2

**POLICY:** CCNV wants to provide a good work environment for all of its employees. This desire is expressed in many forms: safe working conditions, maintenance of facilities and equipment, equitable wage structures, and progressive benefit programs. In turn, it is reasonable to expect a productive effort and acceptance of responsibility on the part of employees.

In any business, some rules are needed to help everyone work together by letting them know what they can and cannot do. CCNV expects employees to follow CCNV rules and show good behavior and efficiency. For these reasons, a number of work rules have been included in this handbook. Employees are expected to read, understand, and follow these rules in their day-to-day work.

Failure to follow CCNV work rules is against the best interests of fellow employees and CCNV and may lead to discipline, up to and including dismissal.

While the following list is not all-inclusive, some of the violations that can result in disciplinary action, including discharge, are:

- A. Adverse attitude toward CCNV clients and fellow employees: discourtesy to fellow employees, clients, business associates, and/or visitors.
- B. Use of abusive or profane language.
- C. Misrepresentation or omission of facts in seeking employment or while conducting CCNV business.
- D. Falsification of time records, clocking of another employee's time, or having another employee clock your time.
- E. Making or permitting a false record relating to any material or work.
- F. Defacing, damaging, or destroying property of CCNV or of another employee.
- G. Possession or consumption on CCNV premises, or reporting to work under the influence of intoxicants or illegal drugs.
- H. Theft, pilferage, or unauthorized removal of property of CCNV, clients, or others.
- I. Abusing CCNV equipment or property, or using any piece of equipment or property without being authorized to do so.
- J. Bringing in, possessing, or using weapons or explosives on CCNV premises without prior management approval.

**Employee Responsibilities**

<b>Policy Number:</b> 400.09	<b>Title:</b> <b>Rules To Live By</b>
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- K. Assisting any person to gain unauthorized entrance to any portion of CCNV premises.
- L. Repeated absence or tardiness; failure to report to work without satisfactory reason.
- M. Failure to report absence or lateness within one-half hour of normal starting time.
- N. Refusal to accept or follow orders or directions from proper authority, or any other form of insubordination to a manager or lack of respect and cooperation with fellow employees or guests.
- O. Interfering with, obstruction of, or otherwise hindering the production or work performance of another employee.
- P. Immoral or indecent conduct on CCNV property.
- Q. Leaving work area without permission, wasting time, loitering or sleeping during working hours.
- R. Using any piece of equipment or property without being authorized to do so.
- S. Inefficiency or lack of application or effort on the job.
- T. Harassment, in any form, of or by employees or non-employees.
- U. Intimidating, threatening, or assaulting other employees or non-employees.
- V. Violations of CCNV policy on fair treatment, equal opportunity, and non-discrimination.

Pursuant to CCNV's at-will employment policy, CCNV reserves the right to impose whatever form of discipline it chooses, or none at all in a particular instance. CCNV will deal with each case individually, and nothing in this handbook should be construed as a promise of specific treatment in a given situation.

Should an employee's performance or behavior warrant disciplinary action, he/she may be assured that their case will be fully investigated and reviewed before final action is taken. In certain serious cases, a supervisor may suspend an employee from work, pending management review.

**Employment Policies And Procedures**

<b>Policy Number:</b> 400.10	<b>Title:</b> <b>Employees With Health Conditions Requiring Injectable Medications</b>
<b>Effective Date:</b> July 1, 2014	
<b>Original Date:</b> June 26, 2014	<b>Page:</b> 1 of 3

**PURPOSE:** To work with employees who require injectable medications during their work day to help improve productivity, decrease absenteeism, and generally promote healthier lifestyles, by providing adjustments or modifications which support employees in the management and treatment of their health conditions.

**POLICY:** An assessment will be made to determine whether an employee who has a health condition requiring injectable medications would pose a “direct threat” or significant risk of substantial harm to themselves or others that cannot be reduced or eliminated through reasonable accommodation. This assessment will be based on objective, factual evidence, including the best recent medical evidence and advances to treat and control health conditions, like diabetes.

An individual health care plan may be written for each employee with a health condition requiring injectable medications that addresses care of the employee in the workplace, symptoms to assess and emergency actions to take if necessary.

**PROCEDURE:**

- A. CCNV will provide employees, with a health condition requiring injectable medications, with one or more of the following accommodations:
  - 1. A private area to inject required medications,
  - 2. A place to rest if employee needs time for medications to take effect; and
  - 3. Breaks to take care of injection needs.

Where such arrangements are made during an employee’s normal break period, the time will be paid. If special arrangements are made to provide an hourly employee extra time beyond or in addition to their normal break period, the time may be unpaid.

*Community Care Network of Virginia, Inc.*  
**Employment Policies And Procedures**

<b>Policy Number:</b> 400.10	<b>Title:</b> <b>Employees With Health Conditions Requiring Injectable Medications</b>
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**B. Precautions In Handling Specimens/Sharps:**

1. Employees will practice Universal Health Precautions when testing blood sugar levels, administering insulin or administering any injectable medication.
2. Any surfaces overtly contaminated with blood or other potentially infectious materials must be wiped down with a solution of 1:10 bleach. Saturated cloths must be placed in a biohazard waste container.
3. A sharps container, marked with a biohazardous contamination alert label, will be provided for the disposal of used needles and other sharps to reduce the risk of needle-sticks, cuts, or punctures from loose sharps.
4. Used needles and other sharps should be immediately placed in the sharps container.
5. DO NOT throw needles and other sharps into the trash.
6. DO NOT flush needles and other sharps down the toilet.
7. DO NOT put needles and other sharps in the recycling bin – they are not recyclable.
8. DO NOT try to remove, bend, break, or recap needles.
9. DO NOT attempt to remove the needle without a needle clipper device because the needle could fall, fly off, or get lost and injure someone.

**C. Disposal Of Sharps Container:**

Used Sharps containers must be closed and replaced when no more than 2/3rds full. Used Sharps containers will be disposed of in accordance with local community guidelines.

**D. Disclosure:**

1. CCNV respects each employee's right of privacy.
2. CCNV will comply with all aspects of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) that governs the collection, maintenance, transmission, use, and disclosure of Private Health Information (PHI).

**Employment Policies And Procedures**

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3. CCNV will maintain separate records for highly sensitive information such as, medical, criminal records check, etc. from general personnel files.
4. CCNV, however, may disclose that an employee has a health condition requiring injectable medications under the following circumstances:
  - a. To supervisors and managers in order to provide a reasonable accommodation or to meet an employee's work restrictions;
  - b. To first aid and safety personnel if an employee would need emergency treatment or require some other assistance because, for example, the employee's blood sugar levels are too low;
  - c. To individuals investigating compliance with the ADA and similar state and local laws; and,
  - d. Where needed for Workers' Compensation or insurance purposes (for example, to process a claim).

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**Employee Responsibilities**

<b>Policy Number:</b> 400.11	<b>Title:</b> <b>Separation Of Employment/Exit Interview/Returning CCNV Property</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY:** A. **RESIGNATION**

Occasionally, personal affairs result in an employee's decision to change jobs. In such cases, employees are requested to give their supervisors adequate notice, defined as two weeks written notice for nonexempt employees and four weeks for exempt employees. Advance notice will allow the supervisor time to adjust working schedules and secure a replacement. This act of courtesy will be entered favorably on the individual's employment record. Employees who leave in good standing are given consideration if they wish to return to work at a later date. Employees will be provided their final paycheck for wages earned no later than the next regularly scheduled payday on which those wages are due.

B. **TERMINATION**

The employment of any employee of CCNV can be terminated, with or without cause, and with or without notice, at any time by either CCNV or by the employee. No oral or other representation, regardless of by whom made, shall be effective to modify the terms of this policy so as to create an agreement for employment for any specified time or contrary to the provisions of this policy unless in writing and approved by the Board of Directors.

In the event CCNV elects to terminate an employee, there shall be no further obligation to that employee with respect to salary, benefits, or any other terms or conditions of employment subsequent to the date of the employee's termination, unless otherwise required by law.

Terminated employees will be provided their final paycheck for wages earned no later than the next regularly scheduled payday on which those wages are due. In cases of termination for cause, payment for unused, accrued Paid Time Off will be forfeited.

**Employee Responsibilities**

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**C. EXIT INTERVIEW**

Whenever possible, an exit interview will be conducted for anyone who leaves the employment of CCNV. The importance of this interview is to find out what each employee thinks about CCNV policies and practices and what can be done to make CCNV an even better place to work for everyone. This interview will also provide CCNV with an opportunity to explain or to deliver any notices or materials related to CCNV's benefit plans or to perform any other required actions.

**D. RETURNING CCNV PROPERTY**

Although provided for the employees' daily use, items (such as laptops, cell phones, pagers, entry badges and/or keys and any other company issued equipment, etc.) remain the property of CCNV. Employees leaving the employment of CCNV, for any reason, are required to return all CCNV property on their last day of work (or earlier if requested by CCNV). Employees will be responsible to CCNV for the cost of any unreturned CCNV property, in accordance with applicable law.

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**General Information**

<b>Policy Number:</b> 500.00	<b>Title:</b> <b>General Information</b>
<b>Effective Date:</b> January 1, 2014	
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**POLICY: A. PERSONNEL RECORDS**

Employee personnel records are required by law and essential for efficient operations. Employees are requested to report any changes in status listed below.

1. Name
2. Address
3. Telephone Number
4. Marital Status
5. Name, birth date, relationship and number of dependents
6. Formal education, courses completed, etc.
7. Person(s) to contact in case of emergency
8. Beneficiary designation on any insurance or retirement benefits provided by CCNV

Active personnel files will be kept in a secured, locked area. Management and supervisors shall have access to these files on a need-to-know basis for employees supervised, but may not remove the files from CCNV office. Employees may review their own personnel files during normal business hours, upon request and in the presence of an appropriate member of the management team.

**B. EMPLOYEE HANDBOOK**

Each employee will have access to this employee handbook through the automated payroll system. Each employee will be required to sign a receipt of acknowledgement and understanding of the policies and procedures for employment at CCNV.

**C. OTHER BOOKLETS AND LETTERS**

In addition to this employee handbook, employees may receive other informative booklets from CCNV. Employees should take these booklets home with them so that their families may know more about their job and benefits.

**EMPLOYEE ACKNOWLEDGEMENT**

I understand that my employment with Community Care Network of Virginia, Inc. (CCNV) is for an unspecified term and may be terminated at the will of either CCNV or myself, with or without reason or cause, and with or without notice. No words or actions of CCNV will be deemed to create an express or implied contract of employment or require CCNV to have good cause for terminating my employment. No CCNV representative is empowered or authorized to modify this at-will relationship, on an individual or collective basis, other than the Board of Directors.

I acknowledge I have received a copy of CCNV’s Employee Handbook. I understand I am responsible for reading and understanding the contents of the Employee Handbook. I further acknowledge that I have read the Employee Handbook in its entirety in accordance with this responsibility.

I understand that any rules, policies, and benefits described in the Employee Handbook may be modified or varied from by CCNV at anytime—except as required by law and except for the rights of the parties to terminate employment at will (which may be modified, on an individual or collective basis, only by an express written agreement signed by the Board of Directors of CCNV).

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

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