



# Employee Handbook

Effective 03/08/2021  
Updated 1/21/2026

## Table of Contents

<b>Required Policies .....</b>	<b>1</b>
Introductory Statement.....	1
Right to Revise.....	1
Changes to Governing Law.....	2
At-Will Employment Status .....	2
Equal Employment Opportunity .....	2
Policy Prohibiting Harassment and Discrimination.....	2
Bulletin Boards.....	4
Agency Locations.....	4
<b>Hiring .....</b>	<b>5</b>
New Hires .....	5
Job Duties .....	5
Criminal Background Check.....	5
Physical Examinations .....	6
Full-Time Employees .....	6
Part-Time Employees .....	6
Per Diem Employees .....	6
Inactive Status .....	6
Temporary Employees .....	7
Non-Exempt Employees .....	7
Exempt Employees .....	7
<b>Leaves of Absence.....</b>	<b>8</b>
Bereavement Leave.....	8
Pregnancy Disability Leave.....	8
Baby Bonding.....	9
Lactation Location.....	9
Your Benefits While on Pregnancy Disability Leave.....	9
Paid Time Off.....	9
Health Insurances.....	9
Jury Duty and Witness Leave .....	10
Domestic Violence Leave.....	10
Family/Medical Leaves .....	11
Military Leave.....	11
Military Spouse Leave.....	11
Personal Leave .....	11
School Activities.....	12
Suspension .....	12
Sick Leave .....	12
Amount of Sick Leave .....	13
Requesting Sick Leave.....	13
Agency Temporary Workers.....	13
Compensation for Sick Leave .....	13
Required Use of Paid Sick Leave Before Unpaid Leave .....	14
Coordination with Other Benefits.....	14
Reinstatement of Accrued Sick Leave upon Re-Hire Within One Year .....	14
State Disability Benefits .....	14
Victims of Crime Leave .....	14
Vacation.....	15
Volunteer Civil Service Personnel.....	15

# Employee Handbook - George G. Glenner Alzheimer's Family Centers, Inc.® (GGG AFC)

<b>Benefits</b> .....	<b>16</b>
External Employee Education .....	16
Holidays .....	16
Health Insurance Benefits .....	17
Medical Insurance .....	17
Workers' Compensation.....	17
Return to Work After Work Related Injury.....	18
Workers' Compensation and Sick Leave.....	18
<b>Management</b> .....	<b>19</b>
Employee Property .....	19
Employment of Relatives .....	19
Names and Addresses.....	19
Open-Door Policy.....	19
Performance Evaluations.....	20
Personnel Records .....	20
<b>Agency Property</b> .....	<b>21</b>
Employer Property .....	21
Housekeeping.....	21
Off-Duty Use of Facilities .....	21
Parking.....	22
Personal Use of Cell Phone.....	22
Prohibited Use of Cell Phone While Driving.....	22
Smoking.....	22
Solicitation and Distribution of Literature .....	22
Use of Electronic Media .....	23
Internet Usage.....	23
Security .....	23
E-mail Usage.....	23
Unacceptable Computer Related Behavior .....	23
Monitoring and Computer Privacy.....	24
Social Media.....	24
Application.....	24
Scope .....	24
Use at Work or on Employer Equipment .....	24
Application of Other Policies.....	24
Personal Opinions .....	24
Endorsements .....	25
Confidential Information.....	25
Intellectual Property Laws .....	25
Demonstrate Respect.....	25
Personal Information .....	25
Business-Related Social Media Accounts .....	25
Retaliation.....	25
Media Inquiries .....	25
Internal Contacts .....	25
References .....	25
Work-Related Concerns .....	25
Monitoring and Enforcement .....	25
<b>Employee Conduct</b> .....	<b>26</b>
Conducting Personal Business .....	26
Confidentiality .....	26
Conflicts of Interest and Supervisor/Subordinate Relationships .....	26
Public Relations .....	26

# Employee Handbook - George G. Glenner Alzheimer's Family Centers, Inc.® (GGG AFC)

---

Conversing with Visitors, Staff and/or Clients .....	27
English Language Policy.....	27
Personal Telephone Calls .....	27
Dress Code and Other Personal Standards .....	28
Uniform Policy.....	28
Casual Day .....	28
Grooming .....	29
Other.....	29
Drug and Alcohol Abuse .....	29
Prescription Drugs.....	29
Medical Marijuana .....	30
Treatment.....	30
Post-Accident Drug Testing .....	30
Reasonable Suspicion Testing.....	30
News Media Contacts .....	30
Off-Duty Employment.....	30
Prohibited Camera Phone.....	31
Prohibited Conduct .....	31
Punctuality and Attendance .....	32
Request for Time Off.....	33
Work From Home .....	34
Video Conferencing .....	34
Use of Artificial Intelligence (AI) .....	35
<b>Wages .....</b>	<b>38</b>
Advances .....	38
Reporting to Work Pay.....	38
Deductions for Exempt Employees .....	38
Mileage Reimbursement .....	39
Meal and Rest Periods.....	39
Overtime for Non-Exempt Employees.....	39
Pay for Mandatory Meetings/Training.....	40
Payment of Wages.....	40
Biweekly Payments .....	40
Automatic Deposit .....	40
Resigning Employees.....	40
Terminated Employees.....	41
Timekeeping Requirements .....	41
Work Schedules.....	41
<b>Safety and Health .....</b>	<b>42</b>
Employees Who Are Required to Drive .....	42
Fire/Disaster Plans.....	42
Ergonomics .....	42
Personal Safety .....	43
Recreational Activities and Programs .....	43
Security/Workplace Violence .....	43
<b>Termination .....</b>	<b>44</b>
Progressive Discipline and Involuntary Termination .....	44
Reductions in Force .....	44
Voluntary Termination.....	44
Employee References.....	44
<b>Confirmation of Receipt.....</b>	<b>45</b>

## REQUIRED POLICIES

### INTRODUCTORY STATEMENT

Welcome! As an employee of the George G. Glenner Alzheimer's Family Centers, Inc.® (“the Agency”), you are an important member of a team effort. We hope that you will find your position with the Agency rewarding, challenging, and productive.

The George G. Glenner Alzheimer's Family Centers, Inc.® was founded in 1982 to provide quality adult day care, family support and caregiving training, family and community education, advocacy, crisis intervention, information and referrals to those affected by Alzheimer's and other memory impairing illnesses.

The Agency has facilities throughout San Diego County, including its corporate office located at 2765 Main St. Ste. A, Chula Vista, California, 91911, and care facilities in Encinitas, Hillcrest, and Chula Vista. This Employee Handbook (“Handbook”) applies to employees at all Agency facilities.

Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of the Agency.

This Handbook is intended to explain the terms and conditions of employment of all full-time, part-time and per diem employees and supervisors. Written employment contracts between the Agency and some individuals may supersede some of the provisions of this Handbook.

### RIGHT TO REVISE

This Handbook contains the employment policies and practices of the Agency in effect at the time of publication. This Handbook supersedes all previously issued handbooks and any inconsistent policy statements or memoranda.

The Agency reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this Handbook or in any other document, except for the policy of at-will employment. However, any such changes must be in writing and must be approved by the Board of Directors and signed by the Chief Executive Officer (CEO) of the Agency.

Any written changes to this Handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this Handbook.

This Handbook sets forth the entire agreement between you and the Agency as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this employee handbook or in any other personnel document, including benefit plan descriptions alters the at-will employment relationship, or creates or is intended to create a promise or representation of continued employment for any employee.

## **CHANGES TO GOVERNING LAW**

Federal and state laws and regulations which govern the provisions of this Handbook may be amended, repealed or altered in the future. To the extent those laws change, such alterations, additions, deletions and other changes are hereby incorporated by reference herein.

## **AT-WILL EMPLOYMENT STATUS**

Employees of the Agency are employed on an at-will basis. Employment at-will may be terminated with or without cause and with or without notice at any time by the employee or the Agency. Nothing in this Handbook shall limit the right to terminate at-will employment. No manager, supervisor, or employee of the Agency has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the CEO of the Agency has the authority to make any such agreement, which is binding only if it is in writing and signed by the CEO of the Agency as well as the employee.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The Agency is an equal opportunity employer. We want to have the best available persons in every job. The Agency is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to **all** persons involved in Agency operations and prohibits unlawful discrimination by any employee of the Agency, including supervisors and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Agency will provide reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any otherwise qualified applicant or employee who requires an accommodation in order to perform the essential functions of his or her job should contact an Agency representative with day-to-day personnel responsibilities and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Agency will conduct an investigation to identify the barriers that interfere with the equal opportunity of the otherwise qualified applicant or employee to perform his or her job. The Agency will identify possible accommodations, if any, that will help eliminate the limitation.

## **POLICY PROHIBITING HARASSMENT AND DISCRIMINATION**

The Agency is committed to providing a work environment free from sexual harassment and all other forms of unlawful harassment and discrimination. The Agency prohibits unlawful harassment by any employee of the Agency, including supervisors and managers, as well as vendors, customers, independent contractors and any other persons involved in the operation of the Agency.

The Agency will not discriminate against qualified applicants with respect to any terms or conditions of employment based on race, color, creed, gender, sex, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, military or veteran status, or any other protected status recognized by federal, state or local laws.

Agency policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religion, color, gender, gender identity, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation, military or veteran status, and any other basis protected by federal, state or local law, ordinance or regulation.

The Agency also prohibits unlawful harassment or discrimination based on the perception that anyone has any of the listed characteristics or is associated with a person who has or is perceived as having any of the listed characteristics. All such harassment is **unlawful**.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- All forms of offensive or degrading conduct, whether verbal, visual, physical or otherwise, including but not limited to making slurs, innuendos or potentially offensive comments or jokes, display or distribution of potentially offensive cartoons, posters, words or other materials.
- Offensive and degrading physical contact and/or touching.
- Threats, intimidation or other abusive behaviors.
- Expressly or impliedly conditioning a job benefit (or the absence of a job detriment) on sexual favors.
- Retaliation for good faith reporting or threatening to report harassment.

This policy applies at all Agency locations, Agency-sponsored social or other events, as well as activities at which employees represent the Agency.

The Agency encourages all employees to report any incidents of harassment and/or discrimination forbidden by this policy immediately so that complaints can be quickly and fairly resolved. If you believe that you have been subjected to sexual or other harassment in violation of this policy by an employee or a non-employee, in most cases you should immediately inform the offending party that their conduct is unwelcome and tell them to stop the behavior. If you are uncomfortable doing so, or if after doing so the situation has not been satisfactorily resolved, bring your complaint to any Agency supervisor, HR Department or the Chief Operating Officer (COO) of the Agency as soon as possible after the incident. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The Agency will immediately undertake an effective, thorough, and objective investigation.

All complaints of harassment and/or discrimination must be submitted in writing and will be investigated thoroughly and promptly. You may be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. The investigation will be kept as confidential as possible, although complete confidentiality cannot be guaranteed.

The Agency will not retaliate against you for filing a good faith complaint and will not knowingly permit retaliation by management employees or your coworkers. Any employee who believes retaliation has taken place should consult with the HR Department or Chief Operating Officer (COO), or if the COO is the alleged perpetrator, to the CEO or any board member.

If the Agency determines that unlawful harassment and/or discrimination has occurred, effective remedial

action will be taken commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination.

Any employee determined by the Agency to be responsible for unlawful harassment and/or discrimination will be subject to appropriate disciplinary action, up to and including termination.

We strongly encourage you to use our internal process of investigation and resolution of harassment and discrimination issues. However, you may also seek assistance from the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing. The nearest office is listed in the telephone book.

## **BULLETIN BOARDS**

The Agency maintains bulletin boards located at each site. Please ask your supervisor for exact location.

Bulletin boards are used to provide information to employees concerning HR topics, i.e., Discrimination & Harassment Information, California Minimum Wage, Federal Minimum Wage, Family & Medical Leave, Time Off to Vote and much more.

## **AGENCY LOCATIONS**

### **Support Office & Guardian Angel (GA) Program of San Diego County**

2765 Main Street, Suite A, Chula Vista, CA 91911

(Ph) 619-543-4700 (F) 619-295-1034

[www.glenner.org](http://www.glenner.org) | [information@glenner.org](mailto:information@glenner.org)

### **Hillcrest Adult Day Center**

3686 Fourth Avenue, San Diego, CA 92103

(Ph) 619-543-4704 (F) 619-543-5145

### **Chula Vista Adult Day Health Care Center**

2765 Main Street, Suite A, Chula Vista, CA 91911

(Ph) 619-420-1703 (F) 619-420-0196

### **Encinitas Adult Day Health Care Center**

335 Saxony Road, Encinitas, CA 92024

(Ph) 760-635-1895 (F) 760-436-0949

## HIRING

### NEW HIRES

The first 60 days of continuous employment at the Agency is considered an introductory period. During this time, you will learn your responsibilities, get acquainted with fellow employees, and determine whether or not you are happy with your job. Your supervisor will closely monitor your performance.

Upon completion of the introductory period, the Agency will review your performance. If the Agency finds your performance satisfactory and decides to continue your employment, it will advise you of any improvements expected from you. There is no guarantee of employment for the entire 60-day period. Completion of the introductory period does not entitle you to remain employed by the Agency for any definite period of time nor does it alter the at-will employment relationship as outlined in this Handbook. Rather, the introductory period allows both you and the Agency to evaluate whether or not you are right for the position.

### JOB DUTIES

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Agency. Your cooperation and assistance in performing such additional work is expected.

The Agency reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

### CRIMINAL BACKGROUND CHECK

The Agency conducts criminal background checks on individuals given a conditional offer of employment with the Agency. The criminal background check must be completed and clearance established before the first day of work.

The purpose of a criminal background check is to identify individuals whose contact with clients pose a risk to the client's health and safety.

The Criminal Background Check requires providing fingerprints. The Department of Justice (DOJ) informs the appropriate department that you either have no criminal record or provides the criminal record for the department's review. The Agency makes the ultimate decision of whether to approve or disapprove an application for employment or any other Agency contact which requires a clearance.

All criminal background screens are conducted post-offer (contingency offer). However, as part of Title VII of the Civil Rights Act, this information cannot be used as a basis for denying employment, unless it is determined to be job-related. Some positions are exempt from this procedure. Please see your immediate supervisor with questions.

## **PHYSICAL EXAMINATIONS**

A health screening examination including Tuberculosis (TB) Skin Test is required of individuals given a conditional offer of employment with one of the day care sites. The examination must be completed before the first day of work. The health screen examination is pertinent to the position you are applying for and is directly related to a determination of whether you would endanger your health and safety or the health and safety of others. Physical examinations are offered at no cost to you if given by our Agency designated medical office. If you wish to have your own physician examine you, it will be at your own expense.

TB tests must be completed annually. The tests will be scheduled for you and you will be notified when to report. If the results of the test are positive, you will be required to have a chest x-ray, which also will be given at no cost to you. If your chest x-ray is positive for active TB, you are referred to your physician for treatment. If you are determined to be at risk of exposure to blood borne pathogens, you will be offered the hepatitis B vaccination (HBV) at no cost to you. All exams will be held in confidence unless the Agency is required by law to disclose any information which the examination reveals. Job offers will be made contingent upon satisfactory completion of the physical examination and TB tests.

## **FULL-TIME EMPLOYEES**

Full-time employees are those who are scheduled for and work at least 30 hours per week on a regular basis. Following the completion of the introductory period, regular full-time employees are eligible for all employee benefits described in this Handbook.

## **PART-TIME EMPLOYEES**

Part-time employees are those who are scheduled for and work fewer than 30 hours per week, but not fewer than 24 hours on a regular basis. Part-time employees are eligible for benefits such as vacation pay, sick pay and holiday pay, as described below and where applicable, based on their position and length of service.

## **PER DIEM EMPLOYEES**

Per Diem employees are those employees who work 23 hours or less a week. Per Diem employees are eligible for statutory benefits only (State Disability Insurance, Workers' Compensation and Social Security). Work hours for Per Diem employees are scheduled on an as needed basis, and may or may not provide a consistent work schedule.

## **INACTIVE STATUS**

Employees who are on any type of leave of absence, work-related or non-work-related, that for a period of more than four (4) consecutive months, will be placed on inactive status. During any type of leave employee benefits such as vacation and sick leave will not be earned.

## **TEMPORARY EMPLOYEES**

Temporary employees are those employed for short-term assignments. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended. Temporary employees are not eligible for employee benefits except those mandated by applicable law.

## **NON-EXEMPT EMPLOYEES**

Non-exempt employees are eligible to receive overtime compensation and usually receive an hourly wage for the actual time spent in the performance of their jobs.

## **EXEMPT EMPLOYEES**

Exempt employees are not eligible to receive overtime compensation and usually receive an agreed-upon salary to perform their jobs, regardless of the weekly hours.

## LEAVE OF ABSENCE

### BEREAVEMENT LEAVE

The Agency grants leave of absence to employees in the event of the death of the employee's family member or close friend. An employee with such a death may take up to 3 consecutive scheduled workdays off with pay with the approval of the Agency. The employee's supervisor may approve additional unpaid time off.

### PREGNANCY DISABILITY LEAVE

A female employee is eligible for pregnancy disability leave if she becomes disabled by pregnancy, childbirth or related medical conditions. A woman is considered disabled by pregnancy, childbirth or related medical conditions if, in the opinion of her health care provider, she is unable to work at all because of pregnancy, childbirth or related medical conditions, is unable to perform any one or more of the essential functions of her job, or is unable to perform those functions without undue risk to herself, to the successful completion of her pregnancy, or to other persons.

Any female employee planning to take pregnancy disability leave should advise the HR department as early as possible. The individual should make an appointment with the HR Department to discuss the following conditions:

- Employees who need to take pregnancy disability must inform the Agency when a leave is expected to begin and how long it will likely last. If the need for a leave is foreseeable, employees must provide notification at least 30 days before the pregnancy disability leave is to begin. Employees must consult with the HR Department regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Agency. Any such scheduling is subject to the approval of the employee's health care provider.
- If 30 days' advance notice is not possible, notice must be given as soon as practical.
- Upon the request of an employee and recommendation of the employee's physician, the employee's work assignment may be changed if necessary to protect the health and safety of the employee and her pregnancy.
- Requests for transfers of job duties will be reasonably accommodated if the job and security rights of others are not breached.
- Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job.
- Pregnancy leave usually begins when ordered by the employee's physician. The employee must provide the Agency with a certification from a health care provider verifying the disability. The certification indicating the disability should contain:
  - The date on which the employee became disabled due to pregnancy.

- The probable duration of the period or periods of disability.
- A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other people.
  - Leave returns will be allowed only when the employee's physician sends an authorization for return to work.
  - An employee will be allowed to use accrued sick time (if otherwise eligible to take the time) during a pregnancy disability leave. An employee will be allowed to use accrued vacation or personal time (if otherwise eligible to take the time) to extend a pregnancy disability leave.

Duration of the leave will be determined by the advice of the employee's physician, but employees disabled by pregnancy may take up to four months of unpaid leave. Part-time employees are entitled to leave on a pro rata basis. The four months of leave includes any period of time for actual disability caused by the employee's pregnancy, childbirth, or related medical condition.

Pregnancy leave includes leave for severe morning sickness and for prenatal care.

Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.

### **Baby Bonding**

PDL is not designed for "baby bonding time" but to provide time off when you are medically disabled by your pregnancy. After you are no longer disabled, you are not entitled to PDL to stay at home with your new baby. The Company must employ 50 or more employees before you have protected time off available for baby bonding. You may request a personal leave of absence if you wish baby bonding time but approval will be determined on a case by case basis and business operations.

### **Lactation Location**

In accordance with the Affordable Care Act's amendment to the Fair Labor Standards Act (FLSA), the Agency will provide reasonable unpaid break time for you to express breast milk for your nursing child for one year after the child's birth each time you have a need to express milk. The Company will also provide a place, other than a bathroom, for you to express breast milk. Please inform the HR Department at least one month in advance of your upcoming need so a lactation location can be prepared.

### **Your Benefits While on Pregnancy Disability Leave**

#### **Paid Time Off**

You may choose to use accrued paid leave while taking PDL. In order to use paid leave for PDL, follow our normal paid leave policies. While on PDL leave you will not accrue any additional paid time off until you return to work and you begin accruing again.

#### **Health Insurances**

You are allowed to continue participating, for up to four (4) months, in any health and welfare benefit plans in which you were enrolled before the first day of the leave at the level and under the conditions of coverage as if you had continued in employment for the duration of such leave. We will continue to make

the same premium contribution as if you had continued working. The continued participation in health benefits begins on the date leave first begins under PDL.

Your share of any premium is due by the first of the month of coverage. For example, the premium for coverage through April would be due on or before March 31st. If you do not submit payment for your share of the monthly premium within 30 days of its due date or if you have not returned from your leave at the end of four months, you will be given the option to elect to continue your group health coverage through Consolidated Omnibus Budget Reconciliation Act ("COBRA").

If you fail to return to work following your leave, we may be allowed to recover from your premiums we paid to maintain your health coverage.

## **JURY DUTY AND WITNESS LEAVE**

Non-exempt employees are unpaid during any absence but may retain any mileage allowance or other fee paid by the court for jury services.

Exempt employees will receive full salary unless they are absent for a full week and perform no work.

You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You may be requested to provide written verification from the court clerk of performance of jury service. If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule.

## **DOMESTIC VIOLENCE LEAVE**

Employees who are victims of domestic violence are eligible for unpaid leave. You may request leave to seek medical attention for injuries caused by domestic violence or sexual assault, to obtain services from a domestic violence shelter or program, to obtain psychological counseling related to an experience of domestic violence or sexual assault or if you are involved in a judicial action, such as obtaining restraining orders, or appearing in court to obtain relief to ensure your health, safety, or welfare, or that of your child.

You should provide notice and certification of your need to take leave under this policy. Certification may be sufficiently provided by any of the following:

- A police report indicating that the employee was a victim of domestic violence.
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence advocate, health-care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence.

The Agency will, to the extent allowed by law, maintain the confidentiality of an employee requesting leave under this provision.

The total length of unpaid Domestic Violence Leave may not exceed 12 weeks.

## **FAMILY/MEDICAL LEAVES**

Both the state and federal governments have recognized the stress placed on small company business operations when you are unable to work as scheduled. Therefore, companies with fewer than 50 employees are not required to comply with current family/medical leave laws. However, you may still be eligible for another leave or accommodation. The Agency would like to help you, if possible, so please contact the HR Department to discuss your situation.

## **MILITARY LEAVE**

Employees who wish to serve in the military and take military leave should contact their immediate supervisor for information about their rights before and after such leave. You are entitled to reinstatement upon completion of military service, provided you return or apply for reinstatement within the time allowed by law.

## **MILITARY SPOUSE LEAVE**

Employees who work more than 20 hours per week and have a spouse in the Armed Forces, National Guard or Reserves who have been deployed during a period of military conflict are eligible for up to 10 unpaid days off when their spouse is on leave from military deployment.

Employees must request this leave in writing to their supervisors within two business days of receiving official notice that their spouse will be on leave. Employees requesting these leaves are required to provide written documentation certifying the spouse will be on leave from deployment.

## **PERSONAL LEAVE**

The Agency believes that its vacation and holiday policies are sufficiently generous so that additional time off should not be necessary. There may, however, be occasional exceptions for important personal reasons.

A personal leave of absence without pay may be granted at the discretion of the Agency. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than two weeks. Approved personal absences of shorter duration are not normally treated as leaves, but rather as excused absences without pay.

Request any leave in writing as far in advance as possible, keep in touch with your supervisor or the HR Department during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting your supervisor or the personnel office, the Agency will assume that you do not plan to return and that you have terminated your employment. Upon return from a leave of absence, the Agency will make every effort to return you to your prior position, at which time you will resume all aspects of your employment status that existed prior to the start of your leave. The Agency cannot guarantee reinstatement following a Personal Leave of Absence.

An employee on Personal Leave may not accept employment with any other employer without the Agency's written approval. An employee who accepts such employment while taking a Personal Leave of Absence will be deemed to have resigned from the Agency.

## SCHOOL ACTIVITIES

Employees are encouraged to participate in the school activities of their child(ren). In addition, you may use this time to find, enroll or re-enroll a child in school or with a childcare provider or to address a childcare or school emergency. The absence is subject to all of the following conditions:

- Parents, guardians, or grandparents having custody of one or more children in kindergarten or grades one to 12 may take time off for a school or daycare activity.
- The time off for school activity participation cannot exceed eight (8) hours in any calendar month, or a total of 40 hours each school year.
- Employees planning to take time off for school visitations must provide a least two weeks' notice if possible to their supervisor.
- If both parents are employed by the Agency, the first employee to request leave for school activity will receive the time off. The other parent will receive the time off only if the leave does not cause undue hardship to the operation the Agency.
- Employees must use vacation or unpaid personal leave in order to receive compensation for this time off.
- Non-exempt employees who do not have paid time off available may take the time off, but will not be paid during that time.
- Employees must provide their supervisor with documentation from the school verifying that the employee participated in a school activity on the day of the absence for that purpose.

## SUSPENSION

Pursuant to California Labor Code section 230.7, an employee who is the parent or guardian of a school child and is summoned to school to discuss the student's suspension or to be present in the classroom as provided by California Education Code section 48900.1, should alert his or her supervisor as soon as possible before leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes non-paid time off for this purpose.

## SICK LEAVE

Paid sick leave provides a cushion for incapacitation due to your own illness or injury or that of close family members. Time off for medical and dental appointments will be treated as sick leave. This sick leave policy applies to all employees other than staffing agency workers.

Sick leave may be taken for the diagnosis, care, or treatment of an existing health condition of, or preventative care for, you or your family member. You may also take sick leave pursuant to the Company's leave of absence policy for victims of domestic violence, sexual assault, or stalking.

For purposes of this policy, "family member" is defined to include any of the following persons in relation to the employee: (a) child; (b) parent, stepparent, or legal guardian of the employee or the employee's

spouse, or registered domestic partner; (c) spouse or registered domestic partner; (d) grandparent or grandchild; (e) sibling.

### **Amount of Sick Leave**

Sick leave accruals, use, and maximums are based on a 12-month period (“year”) that is measured as the calendar year. You accrue sick leave from date of hire as shown below but you are not allowed to use any accrued sick leave until you have been employed for at least 60 days.

Type of Employee	Amount Accrued	Maximum Accrual Allowed
Hourly (Non-Exempt)	1.00 Hour of Sick Leave For every 30 Hours (Including Overtime Hours)	96 Hours
Salaried (Exempt)	1.334 Hours of Sick Leave Per 40-Hour Workweek	96 Hours

Under this accrual method, your remaining accrued hours carry over to the next 12-month period until you reach the maximum accrual allowed. Once you hit the cap, you will stop accruing until your balance falls below the cap.

You do not accrue sick leave during any unpaid leave of absence.

### **Requesting Sick Leave**

When the need for sick leave is foreseeable, you must provide reasonable advance notification. If you are unable to report for work on any particular day, call and actually speak with your supervisor prior to the start of your shift or as soon as possible and provide the expected duration of your absence.

Sick leave must be taken in increments of at least one hour. If you take time off for an injury or illness for a full or partial workday, you will have the corresponding amount of time deducted from your sick leave balance. If you do not have sufficient sick leave, the time off will be unpaid.

### **Agency Temporary Workers**

Sick leave rights of staffing agency workers are governed by the staffing agency that is responsible for paying the worker’s wages. Please discuss your sick leave with the agency.

### **Compensation for Sick Leave**

Eligible employees will receive pay at your normal hourly wage for any sick leave taken. If you have or had different hourly rates, are paid by commission or piece rate or were a non-exempt salaried employee during the workweek sick leave is taken, your sick leave hourly rate of pay will be calculated by dividing your total wages (including overtime premium pay) by your total hours worked in that workweek.

Your sick leave balance will be charged, at the minimum, for the full amount of the increment we allow. You will not receive pay in lieu of sick leave under any circumstances and will not be paid for any accrued, unused sick leave upon termination of employment.

### **Required Use of Paid Sick Leave Before Unpaid Leave**

You are required to take accrued and unused paid sick leave before taking unpaid leave or having unpaid absences.

### **Coordination with Other Benefits**

The Company will pay any available sick leave benefits to you during the waiting period for workers' compensation benefits, State Disability Insurance (SDI) program, or other insured unemployment disability plan. Following the waiting periods, you will continue to receive any available sick pay, less the disability benefits actually received or the disability benefits that would have been received had the employee made timely application to the appropriate agency.

### **Reinstatement of Accrued Sick Leave upon Re-Hire Within One Year**

If your employment with the Company terminates (whether voluntarily or involuntarily) and you are re-hired by the Company within one year, any previously accrued and unused sick leave will be reinstated and be made available for immediate use.

## **STATE DISABILITY BENEFITS**

Employees who are absent because of their own disability may be eligible for State Disability Insurance (SDI) benefits. SDI payments do not begin until after an employee has been absent from work for 7 calendar days. If you have accrued paid sick leave, sick leave will be used for the first 7 days, before SDI payments begin. If you have no accrued sick leave, any accrued vacation will be used during this waiting period.

SDI benefits do not replace all of your usual wages. Your SDI benefits will be supplemented with any accrued and unused sick leave. If you have no sick leave, or once you exhaust your sick leave, accrued and unused vacation will be used to supplement your SDI benefits.

## **VICTIMS OF CRIME LEAVE**

An employee who is themselves a victim or who is the family member of a victim of a crime may take time off from work under the following circumstances:

- The crime must be a violent or serious felony, as defined by law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

The absence from work must be in order to attend judicial proceedings related to a crime listed above.

Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence. Any absence from work to attend judicial proceedings will be unpaid, unless you choose to take paid time off, such as accrued vacation or sick leave.

## VACATION

All part-time and full-time employees who began employment after September 18, 2008 shall accrue vacation after their first year of service. Vacation time is paid time off provided by the Agency to give eligible employees the opportunity to relax and refresh themselves. You may not use vacation for sick leave. Eligible employees are entitled to vacation based upon their years of active service. Active service commences with your first day of work and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of employment.

Full-time employees are eligible for paid vacation time in accordance with the following schedule. Part-time employees are eligible for vacation pay in proportion to the number of hours they work. Temporary employees do not accrue paid vacation.

Vacation accrues at a prorated amount each pay period and can accrue to a maximum number of unused hours. Once this cap is reached, no further vacation will accrue until some vacation is used so you are below your cap.

Full Time Employees			
Years of Eligibility	Days/Hours Accrued Per Year	Accrual Rate Per Pay Period	Maximum Accrual
0-12 months	0	0	0
≥12 months of service	10 Days/80 Hours	3.08 Hours	200 Hours
≥5 years of service	15 Days/120 Hours	4.62 Hours	200 Hours
≥10 years of service	20 Days/160 Hours	6.15 Hours	200 Hours
≥15 years of service	25 Days/200 Hours	7.69 Hours	200 Hours

Part Time Employees			
Years of Eligibility	Days/Hours Accrued Per Year	Accrual Rate Per Pay Period	Maximum Accrual
0-12 months	0	0	0
≥12 months of service	5 Days/40 Hours	1.54 Hours	100 Hours
≥5 years of service	7.5 Days/60 Hours	2.31 Hours	100 Hours
≥10 years of service	10 Days/80 Hours	3.08 Hours	100 Hours
≥15 years of service	12.5 Days/100 Hours	3.85 Hours	100 Hours

Vacation schedules must be coordinated and cleared with your supervisor and are subject to supervisor discretion. The Agency schedules determine permissible vacation periods, which employees may need to defer or otherwise adjust accordingly. An employee whose employment terminates will be paid for unused accrued vacation days on a pro rata basis.

### VACATION CASH OUT

As a benefit to our eligible Employees, up to eighty (80) hours of available earned unused vacation time may be "cashed out" bi-annually in April and December. The vacation "cash out" request must be submitted via written submittal (Form: Employee Time Off Request\*) at least five (5) business days before the pay period ending date to your immediate supervisor for processing and will be paid on the first paycheck in April and December. The vacation "cash out" are paid as regular hours, not subject to the overtime provision and subject to standard withholding deductions (e.g., insurance deductions, etc.).

### VOLUNTEER CIVIL SERVICE PERSONNEL

No employee shall be disciplined for taking time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel. You are also eligible for unpaid leave for required training. If you are an official volunteer firefighter, please alert your supervisor that you may have to take time off for emergency duty. When taking time off for emergency duty, please alert your supervisor before doing so when possible.

## BENEFITS

### EXTERNAL EMPLOYEE EDUCATION

Some employees may need to attend training programs, seminars, conferences, lectures, meetings, or other outside activities for the benefit of the Agency or the individual employees. Attendance at such activities, whether required by the Agency or requested by individual employees, requires the written approval of the immediate supervisor. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance. Attendance at any such event is subject to the following policies on reimbursement and compensation.

For attendance at events required or authorized by the Agency, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, meals, transportation, and parking.

Employee attendance at authorized outside activities will be considered hours worked for non-exempt employees and will be compensated in accordance with normal payroll practices. Please refer to the "Wages" policy in this Handbook for information regarding compensation for attendance at meetings and/or training.

**Note:** This policy does not apply to an employee's voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While the Agency generally encourages all employees to improve their knowledge, job skills, and promotional qualifications, such voluntary activities do not qualify for reimbursement or compensation under this policy unless prior written approval is obtained as described previously.

### HOLIDAYS

The Agency observes the following paid holidays:

- January 1 (New Year's Day)
- Memorial Day
- July 4th (Independence Day)
- Labor Day
- Thanksgiving Day and the Friday after
- Christmas Eve and Christmas Day

When a holiday falls on a Saturday or Sunday, it is usually observed on the preceding Friday or the following Monday. However, the Agency may close on another day or grant compensating time off instead of closing. Holiday observance will be announced in advance.

Each non-exempt employee is eligible for paid holidays immediately upon hire.

Part-time employees are eligible for holiday pay in proportion to the number of hours they normally would be scheduled to work.

To be eligible for holiday pay, employees must be regularly scheduled to work on the day on which the holiday is observed and must work regularly scheduled working days immediately preceding and immediately following the holiday, unless an absence on either day is approved in advance by your supervisor. If you are required to work on a paid scheduled holiday you will receive double time pay.

## **HEALTH INSURANCE BENEFITS**

### **Medical Insurance**

The Agency provides a comprehensive medical insurance plan for eligible employees and their dependents after 60 days employment. Employees who work 30 hours or more per work week are eligible for medical insurance. The Agency will pay up to \$200 per month for each eligible employee. The employee is responsible for paying the difference, if any, through payroll deduction.

In the event of an increase in medical insurance premium rates, all employees will be required to contribute to the cost of increased premiums to retain coverage. Details about medical insurance coverage are available in a separate publication distributed by the HR office.

### **Dental Insurance**

Dental insurance is also available for eligible employees and their dependents. Employees are responsible for paying premiums through payroll deduction.

## **WORKER'S COMPENSATION**

The Agency, in accordance with state law, provides insurance coverage for employees in case of work-related injury. The workers' compensation benefits provided to injured employees may include:

- Medical care
- Cash benefits, tax free, to replace lost wages
- Assistance to help qualified injured employees return to suitable employment

To ensure that you receive any workers' compensation benefits to which you may be entitled, you must:

- Immediately report any work-related injury to your supervisor
- Seek medical treatment and follow-up care if required
- Complete a written Employee's Claim Form (DWC Form 1) and return it to the HR Department
- Provide the Agency with a certification from your health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work from the leave.

After an injury, it is your responsibility to provide your supervisor with regular updates regarding doctor appointments, surgeries and other procedures. If you are going to miss any hours of regular work because of an injury sustained on the job, you must arrange your absence in advance. It is also your responsibility to provide your supervisor and the office with any temporary or permanent work restrictions provided by your doctor. Failure to comply with these provisions may result in disciplinary measures up to and including termination.

### **Return to Work After Work Related Injury**

Upon submission of a medical certification that an employee is able to return to work after a workers' compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers' compensation leave would have been laid off had he or she not gone on leave, or if the employee's position has been eliminated or filled in order to avoid undermining the Agency's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Agency's obligations to the employee may include reasonable accommodation, as governed by the Americans with Disabilities Act. The law requires the Agency to notify the workers' compensation insurance Agency of any concerns of false or fraudulent claims.

### **Workers' Compensation and Sick Leave**

Paid sick leave is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by workers' compensation insurance. However, workers' compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment for a work-related injury.

Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment of a work-related injury, physical therapy or other prescribed appointments will not be paid as time worked. If you have accrued sick leave, the additional absences from work will be paid with the use of sick leave.

If you do not have accrued paid sick leave, or if you have used all of your sick leave, you may choose to substitute vacation for further absences from work, related to your work-related illness or injury.

## MANAGEMENT

### EMPLOYEE PROPERTY

An employee's personal property, including but not limited to packages, purses, and backpacks, may be inspected whenever the Agency deems it appropriate.

### EMPLOYMENT OF RELATIVES

Relatives of employees may be eligible for employment with the Agency only if individuals involved do not work in a direct supervisory relationship, or in job positions in which a conflict of interest could arise. The Agency defines "relatives" as spouses, registered domestic partners, children, siblings, parents, in-laws and step-relatives.

Present employees who marry or become registered domestic partners will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another or in job positions involving conflict of interest.

### NAMES AND ADDRESSES

The Agency is required by law to keep current all employees' names and addresses. Employees are responsible for notifying the Agency in the event of a name or address change.

### OPEN-DOOR POLICY

Suggestions for improving the Agency are always welcome. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions are of concern to the Agency. We ask you to first speak with your supervisor, following these steps:

- Immediately after the occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation.
- If your immediate supervisor is the center Activity Coordinator and you feel that the problem has not been resolved please present the problem to the Center Manager, who will then investigate and provide a solution or explanation.
- If the problem persists, you may describe it in writing and present it to HR Department, who will investigate and provide a solution or explanation. If you need assistance with your complaint, or you prefer to make a complaint in person, contact the HR Department at the corporate office. We encourage you to bring the matter to the HR Department as soon as possible after you believe that your immediate supervisor has failed to resolve it.
- If the problem is not resolved, you may present the problem in writing to the CEO of the Agency, who will attempt to reach a final resolution.
- If the problem is still not resolved, you may present the problem in writing to the Board of Directors' Chair who will reach a final resolution.

This procedure, which we believe is important for both you and the Agency, cannot guarantee that every problem will be resolved to your satisfaction. However, the Agency values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

## **PERFORMANCE EVALUATIONS**

Each employee may receive periodic performance reviews conducted by his or her supervisor. Your first performance evaluation will take place after completion of your introductory period, if necessary. Subsequent performance evaluations may be conducted annually, or on or about the anniversary date of your employment with the Agency. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems.

Your performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of the Agency and depend upon many factors in addition to performance. After the evaluation, you will be required to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

## **PERSONNEL RECORDS**

You have a right to inspect documents in your personnel file, as provided by law, in the presence of an Agency representative at a mutually convenient time. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comments to any disputed item in the file on a separate written statement, no documents in the file may be altered by the employee.

The Agency will restrict disclosure of your personnel file to authorized individuals within the Agency. Any request for information contained in personnel files must be directed to the HR Department. Only the HR Department is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, the Agency will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

## AGENCY PROPERTY

### EMPLOYER PROPERTY

Desks, computers and all office equipment are the property of the Agency and must be maintained according to Agency rules and regulations. They must be kept clean and are to be used only for work-related purposes. The Agency reserves the right to inspect all Agency property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence.

Agency voice mail and/or electronic mail (e-mail) are to be used for business purposes only. The Agency reserves the right to monitor voice mail messages and e-mail messages to ensure compliance with this rule, without notice to the employee and at any time, not necessarily in the employee's presence. (Also see section Electronic Media)

The Agency owns the e-mail system and all of its contents. Employees are not to expect their computer usage or e-mail accounts to be private. (See e-mail policy)

The Agency may periodically need to assign and/or change "passwords" and personal codes for voice mail, e-mail, computer, etc. These communication technologies and related storage media and databases are to be used only for Agency business and they remain the property of the Agency. The Agency reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any Agency property may be removed from the premises.

For security reasons, employees should not leave personal belongings of value in the workplace. The Agency is not responsible for lost or stolen items.

Terminated employees should remove any personal items at the time they leave the Agency. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee's termination.

### HOUSEKEEPING

All employees are expected to keep their work areas clean and organized each day. Employees using common areas such as lunchrooms, locker rooms, and restrooms are expected to keep them sanitary. Please clean up after meals and dispose of trash properly.

### OFF-DUTY USE OF FACILITIES

Employees are prohibited from remaining on the Agency premises or making use of Agency facilities while not on duty (exempt employees are excluded). Employees are expressly prohibited from using Agency facilities, Agency property, or Agency equipment for personal use.

## **PARKING**

Employees may not use parking areas specifically designated for customers, vendors, Agency vehicles, or reserved for managers. The Agency is not responsible for any loss or damage to employee vehicles or contents while parked on Agency property or during Agency hours. Please ask site manager for specific parking directions.

## **PERSONAL USE OF CELL PHONE**

Employees are prohibited from using Agency-issued cell phones and any other Agency property to conduct personal business. Cell phone use is limited to Agency business and client/agency related emergencies.

## **PROHIBITED USE OF CELL PHONE WHILE DRIVING**

In the interest of the safety of our employees, clients and other drivers, The George G. Glenner Alzheimer's Family Centers' employees are prohibited from using cell phones while driving on Agency business and/or Agency time.

If you keep your cell phone turned on while you are driving, you must use a hands-free device or safely pull off the road before conducting Agency business. Under no circumstances should employees place phone calls while operating a motor vehicle while driving on Agency business and/or Agency time.

The Agency is not responsible for any traffic citations or cost associated with a traffic citation or accidents caused by cell phone usage.

Always use a hands-free device with a cell phone.

## **SMOKING**

The Agency strives to provide a healthy work environment for all employees, clients, etc., therefore, smoking is not allowed on any part of the Agency property. If you choose to smoke, you must leave the agency property on your scheduled break times to do so.

## **SOLICITATION AND DISTRIBUTION OF LITERATURE**

In order to ensure efficient operation of the Agency's business and to prevent disruption to employees, we have established control of solicitations and distribution of literature on Agency property.

Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on Agency property.

All employees are expected to comply; any employee who is in doubt concerning the application of this rule should consult with his or her supervisor.

## **USE OF ELECTRONIC MEDIA**

### **Internet Usage**

Internet use, on Agency time, is authorized to conduct Agency business only.

### **Security**

Additionally, under no circumstances may Agency computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related Internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

Employees may only use Agency Internet Access during working hours and to conduct Agency business. Unauthorized internet use risks viruses to the Agency's computer system and may contaminate the Agency's system.

### **E-mail Usage**

Use of e-mail by employees of the Agency is permitted and encouraged where such use supports the goals and objectives of the business.

The Agency has a policy for the use of e-mail whereby the employee must ensure that they:

- Use e-mail in an acceptable way and do not create an unnecessary business risk to the Agency by their misuse of the Internet.

### **Unacceptable Computer Related Behavior**

- Use of Agency communications systems to set up personal businesses or send chain letters
- Forwarding of Agency confidential messages to external locations
- Distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal or otherwise offensive
- Distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment
- Accessing copyrighted information in a way that violates the copyright
- Breaking into the Agency's or another organization's system or unauthorized use of a
  - password/mailbox
- Broadcasting unsolicited personal views on social, political, religious or other non-business-related matters
- Transmitting unsolicited commercial or advertising material
- Undertaking deliberate activities that waste staff effort or networked resources
- Introducing any form of computer virus or malware into the corporate network

## MONITORING AND COMPUTER PRIVACY

The Agency accepts that the use of e-mail is a valuable business tool. However, misuse of this feature can have a negative impact upon employee productivity and the reputation of the business.

Keep in mind that the Agency owns any communication sent via e-mail or that is stored on Agency equipment. Management and other authorized staff have the right to access any material in your e-mail or on your computer at any time. **Your electronic communication, storage or access created or stored at work is NOT private.**

Failure to comply with these guidelines will result in sanctions ranging from disciplinary procedures such as verbal and written warnings, through to dismissal.

Questions about access to electronic communications or issues relating to security should be addressed to HR Department.

### Social Media

Definition of Social Media - For the purposes of this policy, social media should be understood to include any website or forum that allows for open communication on the internet including, but not limited to:

- Social and professional networking sites (e.g., LinkedIn, Facebook, Tumblr);
- Micro-blogging sites (e.g., Twitter);
- Blogs (including company and personal blogs) and other online journals and diaries.
- Bulletin boards and chat rooms.
- Online encyclopedias (e.g., Wikipedia);
- Video and photo-sharing websites (e.g., YouTube, Flickr); and
- Employee review sites (Glassdoor, vault).
- Social media activity not only includes adding posts/content, but also includes permitting or failing to remove posts/content by others when the employee has control over the forum, such as a personal page or blog.

Application - This policy applies to all employees and to social media activity that relates to GGG AFC business, employees, customers, vendors or competitors or that identifies an employee's affiliation with GGG AFC (other than as an incidental mention of place of employment in personal social media activity unrelated to GGG AFC).

Scope - This policy applies to social media activity when on or off duty, while using GGG AFC or personal electronic resources, and whether or not the employee posts anonymously or using a pseudonym.

Use at Work or on Employer Equipment - Employees should limit their use of social media during working hours or on equipment provided by GGG AFC unless such use is work-related or authorized by a supervisor or other authorized personnel of GGG AFC. Employees should not use company-provided email addresses to register on social networks, blogs or other websites for personal use.

Application of Other Policies - GGG AFC policies regarding discrimination, harassment, retaliation and protection of GGG AFC confidential information apply to social media use.

Personal Opinions - Employees should express only personal opinions online and should never represent themselves as a spokesperson for GGG AFC unless given explicit permission or approval to do so. An employee who chooses to post online content relating to GGG AFC should make it clear that he or she is not speaking on behalf of GGG AFC.

Endorsements - An employee who seeks to endorse GGG AFC in social media should disclose his or her affiliation with GGG AFC.

Confidential Information - Employees should aim to protect GGG AFC trade secrets and private, confidential and proprietary information. Employees should make sure that online postings do not violate any nondisclosure or confidentiality obligations or disclose GGG AFC's trade secrets and confidential and proprietary information.

Intellectual Property Laws - Employees should respect and comply with all copyright, patent, trademark and intellectual property laws and to avoid violating the intellectual property rights of the company or others. Employees are prohibited from using the company's logos for any business/commercial venture without GGG AFC approval. Privacy Settings - Employees should use privacy settings to restrict access by others to overly personal content posted on social media websites.

Demonstrate Respect - Employees should not post content that: (a) is threatening, abusive, offensive or knowingly false; (b) disparages the employer's products or services; or (c) depicts the employee engaging in conduct that violates company policy or that is unlawful.

Personal Information - Employees should safeguard sensitive personal information and avoid posting their own or others' personal information that may be used to commit identity theft, such as credit card numbers, driver's license numbers and Social Security Numbers.

Business-Related Social Media Accounts - All business-related social media accounts and related postings maintained by employees for marketing and/or networking purposes remain the property of GGG AFC at all times. All information, including the account, login and password, should be provided to GGG AFC at the end of the employee's employment. No employee has the right to use the account after termination of employment, and only GGG AFC is permitted to change account names and settings.

Retaliation – GGG AFC prohibits taking adverse action (e.g., discipline, transfer, termination) against any employee for reporting a possible violation of this social media policy or cooperating in any investigation with respect to a potential social media policy violation. Any employee who retaliates against another employee in violation of this policy will be subject to disciplinary action, up to and including termination.

Media Inquiries - Any media inquiry for comment on GGG AFC's behalf must be directed to the CEO/ Executive Director.

Internal Contact - Any concerns about social media content posted by others related to GGG AFC must be directed to CEO/Executive Director. Connecting with Management via Social Media – Employees and supervisors/managers are cautioned against "friending," following or otherwise connecting with each other on personal social media accounts as access may reveal personal and private issues.

References - Employees must direct all requests for recommendations or references received through social media to the CEO/Executive Director.

Work-Related Concerns - For the most efficient resolution, employees are asked to directly address any work-related concerns with their supervisor rather than through social media. This policy is not intended to prohibit employees from using social media.

Monitoring and Enforcement - Where applicable law permits, the company reserves the right to monitor employees' use of any social media and to take appropriate action with respect to inappropriate or unlawful postings. The need to monitor may arise in cases where GGG AFC has specific information about work-related misconduct or criminal activities or the unauthorized transfer of the employer's confidential and proprietary information and trade secrets or GGG AFC needs to comply with applicable federal, state or regulatory requirements. GGG AFC will monitor social media to the fullest extent permitted by law and will take disciplinary action, up to and including termination, against those who violate the policy.

## EMPLOYEE CONDUCT

### CONDUCTING PERSONAL BUSINESS

Employees are to conduct only Agency business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

### CONFIDENTIALITY

Each employee is responsible for safeguarding confidential information obtained during employment.

In the course of your work, you may have access to confidential information regarding the Agency, its suppliers, its customers, or perhaps even fellow employees. You have a responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a “need-to-know” basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and could result in legal action against the Agency and can lead to disciplinary action up to and including termination of employment.

### CONFLICTS OF INTEREST AND SUPERVISOR SUBORDINATE RELATIONSHIPS

Relationships which create an actual or potential conflict of interest are strictly prohibited, including but not limited to romantic involvement, direct employment, granting loans or providing other monetary support, giving or receiving anything other than token gifts. Personal or romantic involvement with a client, client's family, competitor, supplier, or supervising or subordinate employee of the Agency, which impairs an employee's ability to exercise good judgment on behalf of the Agency, creates an actual or potential conflict of interest.

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her immediate supervisor, or any other appropriate supervisor, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict exists, the Agency may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action, up to and including immediate termination.

### PUBLIC RELATIONS

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

Your employment places you in close contact with visitors, clients and their family member/caregivers. In some cases, this contact is greater than others. Employees are expected to be polite, courteous, and attentive whatever the circumstances. When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the supervisor should be called immediately.

- Never regard a visitor, client, caregiver or family member's question or concern as an interruption or an annoyance. You must respond to inquiries, whether in person or by telephone, promptly and professionally.
- Never argue. If a problem develops or if a visitor, client or family member remains dissatisfied, ask your supervisor to intervene.
- Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received. If the appropriate person is not available, take a message and or send caller to the appropriate voicemail.

Through your conduct, show your desire to assist the visitor, client or family member in obtaining the help he or she needs. If you are unable to help, find someone who can.

All correspondence and documents must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

## CONVERSING WITH VISITORS, STAFF AND/OR CLIENTS

We recognize that often our employees may be dealing with personal issues or problems. Although we are sensitive to this please refrain from discussing your personal life with visitors, staff, clients or anyone else while on the job.

Our focus while at work should be on the care we provide and on those we serve in this agency. At times, visitors, staff, etc. may ask about your well-being, but in keeping with a professional environment we ask that you refrain from excessive personal conversation.

## ENGLISH LANGUAGE POLICY

You must render the appropriate respect and dignity of the clients who only understand English by speaking to them in English while in their presence or while providing them with care or services. You may speak a language other than English during rest or meal periods, but at all times you must show consideration and respect for the clients and their families.

## PERSONAL TELEPHONE CALLS

While on duty, you are expected to perform your job assignment. You may not make or receive personal telephone calls during this time, except in emergency situations. Please ask your family and friends not to call the Agency to talk to you or leave a message unless there is an emergency.

Employees are expected to exercise the same discretion in using personal cellular phones as is expected for the use of Agency phones. Personal calls during work hours, regardless of the phone used can interfere with employee productivity and be distracting to others. Employees are therefore asked to make personal calls during breaks and lunch period and to ensure that friends and family members are aware of the Agency policy. Personal cell phones **must** remain on vibrate or off while you are on duty. The Agency will not be liable for the loss of personal cellular phones brought into the workplace. Violation of this policy will subject an employee to disciplinary action up to and including immediate termination.

## **DRESS CODE AND OTHER PERSONAL STANDARDS**

Because each employee is a representative of the Agency, each employee must report to work professionally groomed and wearing appropriate clothing. Employees are expected to dress neatly and in a manner consistent with the nature of the work performed, and are expected to come to work with clean nails, teeth, hair, shoes, body and clothing. Employees who report to work inappropriately dressed or groomed may be asked to clock out and return in acceptable attire.

Acceptable clothing for management and office employees includes suits, sport coats, dress shirts, slacks, blouses, sweaters, skirts (no mini skirts) and business appropriate sleeveless tops and dresses. All clothing should be clean and without rips or holes. Proper undergarments must be worn at all times. Jeans, Bermuda and/or above the knee Capri's, T-shirts, hats, tank or halter tops, casual shoes or sneakers are not proper attire.

Acceptable clothing for center staff includes skirts (no mini skirts), dresses, slacks and jeans, business appropriate sleeveless tops and dresses, walking or appropriate work shoes. Open toe and backless shoes and tank tops are not appropriate. All clothing should be clean and without rips or tears.

## **UNIFORM POLICY**

GGG AFC wants to ensure that its employees engaged in service functions with participants are clearly identified as representing the company. To achieve this goal, GGG AFC has instituted a uniform policy for all employees assigned to the service functions with participants.

Employees engaged in tasks involving participants are required to wear company-designated uniforms at all times. Company uniform procedures are the following:

GGG AFC will issue two (2) shirts to each new employee that is required to wear a uniform as part of new-hire process and two (2) shirts on an annual basis. Those employees that are required to wear uniforms will wear black pants or skirts with shirts. Employees are required to sign for the uniforms. Upon issue, company uniforms become the responsibility of the employee for maintenance and care. If the shirts are damaged during the service functions with participants, the company will replace the shirt. GGG AFC may require uniforms to be returned for special purposes (e.g., logo change, corporate color change). Affected employees will be given advance notice of the exchange, and the company will provide suitable replacement uniforms.

If employees have questions regarding this policy or its implementation, they should contact the human resource department.

## **CASUAL DAY**

The Agency observes a casual dress day on Friday. Some employees who have community contact may not be permitted to participate in the casual dress day.

Employees who do participate in a casual dress day are expected to report to work properly groomed. Business Casual, no weekend wear clothing. Employees may never wear the following, even on casual Fridays: ripped, torn or dirty clothing, T-shirts with any written message, flip flops, beach sandals, no inappropriate tank and/or low-cut tops, no midriff baring, Bermuda and/or above the knee capris or shorts. Corporate and management staff may never wear tennis shoes. Employees required to wear safety equipment or clothing must continue to do so on a casual dress day.

## **GROOMING**

All employees should maintain a clean and groomed appearance. Hairstyles, hair color, beards, moustaches, sideburns, and other appearance-related items should present a neat and professional style. While employees may have a variety of hair styles and colors, extreme styles or colors are not acceptable.

## **OTHER**

The Agency expects its employees to project a good public image. Therefore, the Agency expects its employees to use good judgment. Tattoos that a reasonable person would find to be offensive, suggestive, or lewd must be covered at all times while the employee is on duty.

The Agency also restricts the wearing of jewelry, posts, pins or other adornments of a size or in a location that could be a potential safety hazard to the employee or are such that a reasonable person would find them to be offensive.

Supervisors are responsible for insuring that employees adhere to the policies above. Employees found to be in violation will be asked to remove the article while the employee is on duty. Failure to conform will be seen as insubordination and may result in disciplinary action up to and including termination.

Management will be the sole judge with respect to what is considered appropriate professional appearance and grooming. Such discretion will be exercised in a reasonable manner.

## **DRUG AND ALCOHOL ABUSE**

The Agency supports the philosophy and practice of maintaining safe and efficient working conditions for employees. We care about each of our employees. The use of alcohol, illegal drugs, or controlled substance, whether on or off the job, can detract from your health, safety and work performance.

A conviction of a charge of illegal sale or possession of any controlled substance will not be tolerated if such conduct, whether on or off duty, reflects adversely on the Agency. We reserve the right to conduct searches and to implement other measures necessary to deter and detect abuse of this policy.

This policy applies to all employees while on paid Company time or on Company business. Behavior violating this policy includes, but is not limited to:

- Possession or use of an illegal or controlled substance (including medical marijuana) or alcoholic beverage or being under the influence of an illegal or controlled substance or alcoholic beverage while on the job (see Exception to Alcohol-Free Policy section below).
- Driving on company business while under the influence of alcohol or an illegal or controlled substance.
- Failure to pass alcohol/drug testing during work hours.
- Distribution, sale, or purchase of an illegal or controlled substance while on the job.

### **Prescription Drugs**

If you are using prescription or over-the-counter drugs potentially impairing your ability to safely perform your job, or affect the safety or well-being of others, notify your supervisor of such use before starting or resuming work.

## **Medical Marijuana**

Many states, including California, allow prescriptions for medical marijuana. However, this is still considered an illegal drug by the federal government. As such, and in accordance with our drug-free workplace policy, testing positive for marijuana will be cause for immediate termination regardless of whether or not you have a prescription or medical marijuana card.

## **Treatment**

The Agency will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave. The Company is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the Agency obligated to re-employ any person who has participated in treatment and/or rehabilitation if your job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect the Company's treatment of employees who violate the regulations described previously. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end your dependency.

## **Post-Accident Drug Testing**

Any employee who is involved in a workplace-related accident and/or injury may be required to undergo testing within four hours of the incident or as soon as physically able.

## **Reasonable Suspicion Testing**

An employee may be sent for testing based on "reasonable suspicion." Reasonable suspicion is based on facts and observations, usually by two witnesses. Specific objective facts and rational inferences drawn from those facts may justify reasonable suspicion. Evidence can include, but is not limited to, alcohol on the breath, lapses in performance, inability to appropriately respond to questions, physical symptoms of alcohol or drug influence, odor of marijuana, dilated or constricted pupils or unusual eye movement, or sleepiness. Failure to complete testing upon management's request may result in termination of employment.

## **NEWS MEDIA CONTACTS**

Employees are not to make statements to any media. Only specific contact people as designated by the CEO may comment to news reporters on Agency policy or events.

## **OFF-DUTY EMPLOYMENT**

While employed by the Agency, employees are expected to devote their energies to their jobs with the Agency. The following types of employment elsewhere are strictly prohibited:

- Additional employment that conflicts with an employee's work schedule, duties, and responsibilities at the Agency.
- Additional employment that creates a conflict of interest or is incompatible with the employee's position with the Agency.

- Additional employment that impairs or has a detrimental effect on the employee's work performance with the Agency.
- Additional employment that requires the employee to conduct work or related activities on Agency property during the employer's working hours or using Agency facilities and/or equipment; and
- Additional employment that directly or indirectly competes with the business or the interests of the Agency.

Employees who wish to engage in additional employment that may create a real or apparent conflict of interest must submit a written request to their direct supervisor explaining the details of the additional employment. If additional employment is authorized, the Agency assumes no responsibility for other employment. The Agency shall not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment can be revoked at any time.

## **PROHIBITED CAMERA PHONE**

The Agency prohibits the use of the camera feature and/or the recording feature of personal cell phones and other personal electronic devices. This is to protect the privacy and confidentiality of all individuals.

## **PROHIBITED CONDUCT**

The following conduct is prohibited and will not be tolerated. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Agency operations will also be prohibited. Conduct discussed elsewhere in this Handbook may also qualify as prohibited conduct.

- Falsifying employment records, employment information, or other Agency records.
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any timecard, either your own or another employee's.
- Theft and deliberate or careless damage or destruction of any Agency property, or the property of any employee or customer
- Removing or borrowing Agency property without prior authorization.
- Unauthorized use of Agency equipment, time, materials, or facilities.
- Provoking a fight or fighting during working hours or on Agency property.
- Threatening another employee.
- Any physical harm to client, employee or visitor.
- Participating in horseplay or practical jokes on Agency time or on Agency premises.
- Carrying firearms or any other dangerous weapons on Agency premises at any time.
- Engaging in criminal conduct at any time and whether or not related to job performance.

- Causing, creating, or participating in a disruption of any kind during working hours on Agency property.
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management.
- Using abusive or offensive language at any time on Agency premises.
- Failing to notify a supervisor when unable to report to work.
- Unreported absence for a period of two days the Agency will consider you to have abandoned your employment.
- Failing to obtain permission to leave work for any reason during normal working hours.
- Failing to observe working schedules, including rest and lunch periods.
- Failing to provide a physician's certificate when requested or required to do so.
- Sleeping or malingering on the job.
- Working overtime without authorization or refusing to work assigned overtime.
- Violating any safety, health, security or Agency policy, rule, or procedure.
- Committing a fraudulent act or a breach of trust under any circumstances; and
- Committing of or involvement in any act of unlawful harassment of another individual.

This statement of prohibited conduct does not alter the Agency's policy of at-will employment. Both the employee and the Agency remain free to terminate the employment relationship at any time, with or without reason or advance notice.

## **PUNCTUALITY AND ATTENDANCE**

As an employee of the Agency, you are expected to be punctual and regular in attendance. Any tardiness or absence cause problems for your fellow employees and your supervisor. When you are absent, your assigned work must be performed by others.

Each employee shall be responsible for obtaining his or her scheduled work hours from his or her supervisor or department head. Standard work hours are as follows: Corporate Office: 8:15 AM - 5:15 PM and Day Care Centers: 8:45 AM - 5:15 PM. Deviations from this set work schedule must be approved in advance from your supervisor.

Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees are also expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized Agency business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

Effective 1/15/2019:

Any scheduled work time that is missed due to an absence event regardless of reason without being pre-approved (see Request for Time Off - page 33) by your supervisor will be considered an absence occurrence. Absence events are defined as: tardy, partial absence and/or full absence. An absence occurrence is defined as one (1) absence event. Tardies and partial absences are considered one (1) absence occurrence. Multiple consecutive days of full absence are considered one (1) absence occurrence.

Absence Occurrences in one (1) Calendar Year will result in the following disciplinary action:

- 0 - 3 Absence Occurrences - No Disciplinary Action
- 4 - 7 Absence Occurrences - Verbal Warning
- 8 - 11 Absence Occurrences - Written Warning
- 12th Absence Occurrence - Termination

Absence events and/or absence occurrences exclude employees that are on approved leave or are using Paid Sick Leave.

If you are unable to report for work on any day, you must under all but the most extenuating circumstances, call your supervisor at least one hour before the time you are scheduled to begin working for that day. If you call less than one hour before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day. In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Employees also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness, whether excused or not, will not be tolerated and may be subject to disciplinary action up to and including termination.

If you fail to report for work without any notification to your supervisor and your absence continues for a period of two days, the Agency will consider you to have abandoned your employment.

## **REQUEST FOR TIME OFF**

Employees who wish to take time off must submit written requests for supervisor approval two weeks or more in advance of the date requested. The timeline for the submission of this information shall be at the supervisor's discretion. In emergency situations shorter notice may be accepted by the supervisor.

Employees are not permitted to make up time during the workday or alter their work schedule when they are late to work unless it has been approved verbally or in writing by their supervisor in advance. Employees are not permitted to work through their lunch period or breaks to make up time.

All requested time off requires Supervisor approval based on a submitted Employee Time Off Request Form and is subject to operational need.

## WORK FROM HOME

The Agency recognizes the importance of flexible work arrangements and will, therefore, review and approve request to work from home on a case-by-case basis. Certain positions within the Agency are not eligible to work from home due to the nature of the position.

Requests to work from home must be submitted in writing to supervisor. Requests must include reason, duration (temporary, intermittent or permanent) and any changes to regularly scheduled work hours and/or job responsibilities/duties.

If work from home is approved, the following guidelines must be followed:

- Normal productivity is expected.
- Employee must be available during scheduled business hours.
- Agency policies regarding the use of Sick Leave, Vacation Time and Paid Holidays apply.
- Regular communication and team building are required.
- In-person participation at Agency events may be required with as much advanced notice provided as possible.

## VIDEO CONFERENCING ETIQUETTE

On occasion, the Agency requires video conferencing (Google Meet, Microsoft Teams, Zoom). When participating in a video conference, the following etiquette is required:

- Video camera turned on for duration of the meeting.
- Signing in promptly.
- Video conferences should be taken from your workstation whenever possible.
- For safety reasons, participation in a video conference while driving should be avoided.
- Muting the microphone when not speaking.
- Ensuring others are not in the room to cause distractions.
- Dressing professionally.
- Maintaining appropriate backgrounds.
- Using sufficient identification.
- Ensuring hardware is up to specification.
- Staying engaged/paying attention for duration of the meeting.
- Requesting pre-approval to be excused from any portion of scheduled video conference or joining video conference from alternate location.

## **ARTIFICIAL INTELLIGENCE (AI) USE**

The George G. Glenner Alzheimer's Family Centers, Inc.® recognizes that artificial intelligence (AI) tools may support productivity, creativity, and efficiency when used responsibly. This section establishes expectations to ensure AI tools are used ethically, securely, and in compliance with all applicable laws, regulations, and the Glenner Centers standards.

This applies to all employees, contractors, volunteers, interns, and anyone acting on behalf of the Glenner Centers.

### **Definition of AI**

Artificial Intelligence refers to software or systems that generate content, analyze data, or assist with decision-making, including but not limited to chatbots, writing tools, image generators, and data analysis platforms.

### **Approved Uses**

Employees may use AI tools only for appropriate business purposes such as:

- Drafting non-sensitive written materials
- Brainstorming ideas or improving clarity of language
- Administrative efficiency involving non-confidential information

All AI-assisted work must be reviewed, edited, and verified by the employee before use and/or distribution. AI-generated content is not considered authoritative or final.

### **Prohibited Uses**

Employees may not use AI tools to:

- Input, process, store, or analyze confidential, proprietary, or protected information, including but not limited to:
  - Participant or Family Caregiver information
  - Protected Health Information (PHI)
  - Employee personal data
  - Financial, legal, or operational records not intended for public release
- Make or support clinical, medical, or care-related decisions
- Replace professional judgment, regulatory compliance, or established Glenner Centers policies
- Circumvent Glenner Centers systems, safeguards, or approval processes
- Represent AI-generated content as original human work without review or accountability
- Upload Glenner Centers intellectual property into external AI tools without Supervisor authorization

### **Use of AI for E-Mail and Written Communications**

AI tools may be used to assist with drafting e-mails and written communications; however, employees remain fully responsible for the content, tone, accuracy, and appropriateness of all communications sent on behalf of the Glenner Centers.

## **Expectations**

When using AI for written communications:

- AI-generated text must be meaningfully reviewed, edited, and personalized before being sent
- Communications must reflect the Glenner Center's values, professionalism, and situational awareness
- Employees must apply judgment, context, and empathy appropriate to the audience and subject matter

Simply copying and pasting AI-generated responses without substantive review, customization, or verification is not acceptable.

If a communication appears automated, generic, inaccurate, or inconsistent with the Glenner Center's standards, it will be treated as such regardless of how it was produced.

## **Prohibited Practices**

Employees may not:

- Send AI-generated email responses verbatim without review
- Use AI to respond to participant, family caregivers, regulatory, legal, clinical, or personnel matters without reviewing and editing as necessary
- Delegate judgment, empathy, decision-making, or accountability to AI tools
- Use AI responses as a substitute for engagement or responsibility

## **Privacy and Confidentiality**

Glenner Center's confidentiality and privacy obligations remain fully in effect when using AI tools. Employees must never assume that AI platforms are private, secure, or HIPAA-compliant unless explicitly approved by the Glenner Centers leadership.

## **Compliance and Accuracy**

Employees are responsible for:

- Ensuring accuracy and completeness of AI-assisted work
- Confirming compliance with healthcare, privacy, and employment regulations
- Avoiding bias, discriminatory language, or inappropriate content

Use of AI does not excuse errors, omissions, or policy violations.

## **Intellectual Property**

AI-generated content created in the course of the Glenner Centers business is considered the Glenner Centers work product. Employees must not disclose or upload the Glenner Centers intellectual property into AI tools without authorization by a Supervisor.

### **Oversight, Enforceability, and Accountability**

Glenner Centers does not specifically monitor private drafting processes; however, the organization does enforce outcomes and standards.

Indicators that may prompt review include, but are not limited to:

- Inaccurate, misleading, or inappropriate communications
- Tone inconsistent with the Glenner Centers standards
- Repeated factual errors or generic responses in sensitive situations
- Complaints from participants, family caregivers, staff, regulators, or partners
- Communications inconsistent with the employee's role or responsibilities

If AI misuse is suspected, the Glenner Centers may:

- Review the communication and surrounding circumstances
- Require retraining, corrective coaching, or supervision
- Restrict or prohibit the employee's use of AI tools
- Apply disciplinary action consistent with the Glenner Centers policies, up to and including termination

Ultimately, if you send something to anyone using AI, you are responsible for the content. Please be responsible.

### **Training and Guidance**

Glenner Centers may approve or restrict specific AI tools and require training related to AI use. Employees must follow all issued guidance and updates.

### **Questions**

Employees with questions about appropriate AI use should consult their supervisor or the Glenner Centers leadership before using AI tools.

## WAGES

### ADVANCES

The Agency does not permit advances against paychecks or against unaccrued vacation.

### REPORTING TO WORK PAY

The Agency will pay employees for half of the regularly scheduled workday if employees report to work as scheduled but no work is available. The Agency will pay employees two hours pay for mandatory staff meetings on unscheduled workdays.

The Agency will not pay employees for reporting under the following circumstances:

- Interruption of work because of the failure of any or all public utilities; or
- Interruption of work because of natural causes or other circumstances beyond the Agency's power to control.

### DEDUCTIONS FOR EXEMPT EMPLOYEES

Employees paid on an exempt status regularly receive a predetermined amount of compensation each pay period. Subject to the exceptions listed below, an exempt employee will receive his/her full salary for any workweek in which he/she performs any work, regardless of the number of days or hours worked. An exempt employee may not be paid for any workweek in which he/she performs no work. No deductions from salary may be made for time when work is not available, provided the exempt employee is ready, willing, and able to work. Deductions from pay are permissible when an exempt employee:

- Is absent from work for one or more full days for personal reasons other than sickness or disability.
- Is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness.
- Works less than a full week during the initial or final week of employment.

It is Agency policy to comply with these salary-based requirements. Therefore, the Agency prohibits all Agency managers from making any improper deductions from the salaries of exempt employees. The Agency wants employees to be aware of this policy and know that the Agency does not allow deductions that violate federal or state law.

If you believe that an improper deduction from your salary has been made, you should immediately report this information to your direct supervisor, or to Human Resources. Reports of improper deductions will be investigated promptly. If it is determined that an improper deduction has occurred, you will be reimbursed promptly for any improper deduction made.

## MILEAGE REIMBURSEMENT

Please see your supervisor regarding reimbursement for mileage. Other expenses may be reimbursable with supervisor approval. **Mileage will not be reimbursed from your home to your principal place of work.**

If you have any questions about the Agency's mileage reimbursement policy, please see your supervisor.

## MEAL AND REST PERIODS

Non-exempt employees are required to take a meal period approximately in the middle of the workday. The length of the lunch period may vary, but a lunch period may not be less than one-half hour. Non-exempt employees may leave the premises during meal periods but may not take more than their allotted time for each meal period.

Non-exempt employees who anticipate they will work during their meal period are required to complete a Meal Break Agreement. Contact a supervisor to discuss a Meal Break Agreement.

Non-exempt employees are allowed a 10-minute rest period for every four hours of work or major portion thereof.

Non-exempt employees are expected to observe assigned working hours and the time allowed for meal and rest periods. Non-exempt employees may leave the premises during rest periods but may not take more than 10-minutes for each rest period.

Supervisors will schedule your meal and rest periods.

## OVERTIME FOR NON-EXEMPT EMPLOYEES

Employees may be required to work overtime as necessary. Only actual hours worked in a given workday or workweek can apply in calculating overtime. **All overtime work must be previously authorized by a supervisor.** The Agency provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime.
- Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

## **PAY FOR MANDATORY MEETINGS/TRAINING**

The Agency will pay non-exempt employees for their attendance at meetings, lectures, and training programs under the following conditions:

- Supervisor has received advanced written request from employee and approved attendance.
- Attendance is mandatory.
- The meeting, course, or lecture is directly related to the employee's job; and
- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by his or her supervisor.
- Any hours in excess of eight in a day or 40 in a week will be paid at the appropriate overtime rate, at the hourly rate in effect at the time the overtime work is being performed.

## **PAYMENT OF WAGES**

### **BIWEEKLY PAYMENTS**

All employees of the Agency are paid every other Friday for work performed during the previous two-week period. Paychecks are normally available by 8:30 a.m. at the corporate office on payday. If a regular payday falls on a holiday, employees will be paid on the last day worked before the holiday.

### **AUTOMATIC DEPOSIT**

The Agency offers automatic payroll deposits for employees at all locations. You may begin and stop automatic payroll deposits at any time. To begin automatic payroll deposit, you must complete a form (available from the HR department) and return it to payroll at least 10 days before the pay period for which you would like the service to begin. You should carefully monitor your payroll deposit statements for the first two pay periods after the service begins.

To stop automatic payroll deposit, complete the form available from the HR department and return it to HR at least 10 days before the pay period for which you would like the service to end. You will receive a regular payroll check on the first pay period after the receipt of the form, provided it is received no later than 10 days before the end of the pay period.

The agency offers a paperless copy of your pay stub if you have Direct Deposit. Through [viewmypaycheck.com](http://viewmypaycheck.com) you can obtain your paystubs online. Please see the HR Department to enroll in the paperless program.

## **RESIGNING EMPLOYEES**

The Agency requests 14 days' written notice of an employee's decision to leave employment at the Agency. A resigning employee will be paid within 72 hours of giving notice, unless at least 72 hours of notice was given prior to resignation, in which case payment will be on the last day the resigning employee works.

## **TERMINATED EMPLOYEES**

A discharged employee will be paid at the time of discharge.

## **TIMEKEEPING REQUIREMENTS**

Timesheets need to be in to your supervisor each Friday at Noon, as they are due to the HR Department on Friday afternoon following the end of the pay period.

All non-exempt employees are required to use a timesheet to record time worked for payroll purposes. Employees must record their own time at the start and at the end of each work period, including before and after the lunch break. Employees must also record their time whenever they leave the building for any reason other than for Agency business. Any handwritten marks or changes on the timesheet must be approved by your supervisor. Recording another employee's timesheet, allowing another employee to record your timecard, or altering a timesheet is not permissible and is subject to disciplinary action up to and including termination.

Any errors on your timesheet should be reported immediately to your supervisor.

## **WORK SCHEDULES**

The Agency Corporate Office is normally open for business between the hours of 8:45 a.m. and 5:15 p.m. and Day Care Centers are normally open for business between the hours of 8:45 a.m. and 5:15 p.m., Monday through Friday. Your supervisor will assign your individual work schedule. All employees are expected to be at their desks or workstations at the start of their scheduled shifts, ready to work.

Exchanging work schedules with other employees is discouraged. However, if you need to exchange schedules, notify your supervisor, who may authorize an exchange. Work schedule exchanges will not be approved for the mere convenience of an employee or if the exchange interferes with normal operations or results in excessive overtime. Work schedule exchanges are at the complete discretion of the supervisor.

## SAFETY AND HEALTH

### EMPLOYEES WHO ARE REQUIRED TO DRIVE

Employees who are required to drive their own vehicles on Agency business will be required to show proof of current valid driving licenses and current effective insurance coverage before the first day of employment.

The Agency retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under the Agency's policy.

Employees who drive their own vehicles on Agency business will be reimbursed at current IRS reimbursement rate. A completed mileage reimbursement form must be submitted to supervisors at the end of each month.

### FIRE/DISASTER PLANS

The Agency has a Fire/Disaster plan which covers a multitude of emergency situations. It is your responsibility to know what your role is during an emergency and to act in a calm and knowledgeable manner. Fire drills are held periodically at the centers. In the event of a real emergency, employees are expected to follow Agency protocol to the best of their ability and as directed by supervisor.

We ask each employee to remember that we are entrusted with the safety and well-being of individuals who are both physically and mentally compromised. Working as a team to evacuate and/or reunite our clients with their caregivers should be our primary focus. Glenner understands that there may be circumstances beyond the employee's control that may necessitate leaving during a disaster. No employee will be disciplined for leaving during a natural disaster.

### ERGONOMICS

The Agency is subject to Cal/OSHA ergonomics standards for minimizing workplace repetitive motion injuries. The Agency will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training. The Agency encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines.

The Agency believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being and is essential to our business. We intend to provide appropriate resources to create a risk-free environment. If you have any questions about ergonomics, please contact the HR Department.

## **PERSONAL SAFETY**

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Report all work-related injuries or illnesses immediately to your supervisor or to the human resources department. In compliance with California law, and to promote the concept of a safe workplace, the Agency maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by employees and/or employee representatives in the HR Department.

In compliance with Proposition 65, the Agency will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

## **RECREATIONAL ACTIVITIES AND PROGRAMS**

The Agency or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

## **SECURITY/WORKPLACE VIOLENCE**

The Agency has developed guidelines to help maintain a secure workplace:

- Immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys or identification badges are missing.
- Secure your desk or office at the end of the day.
- When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible.

The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks.

## TERMINATION

### PROGRESSIVE DISCIPLINE AND INVOLUNTARY TERMINATION

Violation of the Agency policies and rules may warrant disciplinary action. The Agency has established a discretionary system of progressive discipline that includes verbal warnings, written warnings, suspension and termination. The system is not formal, and the Agency may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, immediate termination of employment. The Agency's policy of progressive discipline in no way limits or alters the at-will employment relationship.

### REDUCTIONS IN FORCE

Under some circumstances, the Agency may need to restructure or reduce its workforce. If restructuring our operations or reducing the number of employees becomes necessary, the Agency will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, the Agency will take into account, among other things, operation and requirements, the skill, productivity, ability, and past performance of those involved, and also, when feasible, the employee's length of service.

### VOLUNTARY TERMINATION

Voluntary termination results when an employee voluntarily resigns his or her employment at the Agency, or fails to report to work for two consecutively scheduled workdays without notice to, or approval by, his or her supervisor. All Agency-owned property, including vehicles, keys, uniforms, identification badges, and credit cards, must be returned immediately upon termination of employment.

### EMPLOYEE REFERENCES

**All requests for references must be directed to the HR Department. No other manager, supervisor, or employee is authorized to release references for current or former employees.** By policy, the Agency discloses only the dates of employment and the title of the last position held by former employees. If you authorize the disclosure in writing, the Agency also will inform prospective employers of the amount of salary or wage you last earned.

## CONFIRMATION OF RECEIPT

I have received my copy of the Agency's employee handbook. I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by the Agency. The Agency reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the CEO of the Agency, no manager, supervisor, or representative of the Agency has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the CEO has the authority to make any such agreement and then only in writing, signed by the CEO.

I understand and agree that nothing in the employee handbook creates or is intended to create a promise or representation of continued employment and that employment at the Agency is employment at-will; employment may be terminated at the will of either the Agency or myself. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between the Agency and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with the Agency.

Employee's Printed Name \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_