

BOST, INC.
PERSONNEL POLICIES
Revised July, 2010

Table of Contents

Section I Organizational Structure and Expectations

Employee Classification	4
Organization and Administration	4
Attendance	4
Intent of Policies	5
Policy Changes	5
Maintenance of Job Descriptions	5
Confidentiality	5
Conflict of Interest	6
External Relationships	6
Gifts and Gratuities	6
Personal Beliefs	6
Solicitation Policy	6
Possession of Weapons	7
Drug-Free Workplace	7
Drug and Alcohol Testing	8-9
Smoking/Tobacco Policy	9-10
Emergency Closing	10
Children in the Workplace	10
Employee Assistance Program	10
Employee Meetings	11
Access to Employee Files	11

Section II Non-discrimination

Affirmative Action Statement	13
Upward Mobility	13
Life Threatening Illness	13-14
Sexual Harassment	14-15

Section III Employment Conditions and Provisions

Hiring/Rehire	17-18
Personnel Policies Acceptance	18
Nepotism	18
Introductory Period	18-19
Hours of Work	19
Overtime	19
Payroll	19
Salary Basis Policy	20-21
Employee Qualification	21
Dress Code Policy	21
Infectious Disease	21-22
Exit Interview	22

Section IV	Benefits Administration	
	Employee Benefits	24
	Paid Time Off (PTO)	24-25
	Holiday Leave	25-26
	Family and Medical Leave	26-28
	Military Leave	28
	Jury Duty	28
	Monetary Allowance	29
Section V	Performance and Discipline	
	Job Performance evaluation	31
	Progressive Discipline	31
	Warnings	31
	Probation	32
	Telephone/Cell Phone Policy	32
	Tuition Assistance	33-34
	Suspension	34
	Termination	35-36
	Conflict Resolution	36
Section VI	Addenda	
	Addendum A (Incident Reporting)	38-40
	Addendum B (Incident Reporting/Sexual	40
	Addendum C (Behavior Management)	41-42
	Addendum D (Corporate Compliance)	43
	Addendum E (Training Policy)	44
	Addendum F (Background Checks Policy)	45
Section VII	Other	
	Legal and Other External Requests	47
	Bulletin Board Policy	47
	Relationship-s with Individuals Served	48
	Internet/Communication Policy	48
	Code of Ethical Conduct	49-51
	Civic and Community Affairs Policy	51-52

BOST, INC.

All employees are hired for an unspecified duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost Human Development Services, Inc. Bost Human Development Services, Inc. reserves the right to hire, promote, demote, discharge or terminate employment and compensation at any time, with or without cause, and with or without advance notice.

Please note: Bost Human Development Services, Inc. may be hereafter referred to in these Personnel Policies as Bost, Bost Human Development Services, BHDS, Agency, or Organization.

Section I

Organizational Structure And Expectations

EMPLOYEE CLASSIFICATION

All employees are classified in one of the following categories:

1. Regular Full-Time: Employees who regularly work forty hours or more per week.
 - A. Exempt Employees – administrative, professional, and related positions designated as exempt from wage and hour regulations for calculating payroll and generally considered as salaried.
 - B. Non-exempt Employees – non-exempt or hourly full-time positions as classified by wage and hour regulations. An employee must regularly work forty hours or more on a weekly basis to be classified as full-time, non-exempt regular employee.
2. Regular Part-Time: Employees who work less than forty hours per week on a regular basis.
3. Temporary: Employees hired for an indefinite period of time to meet the provisional needs of the Agency such as, but not limited to, a substitute program aide, or a temporary accounting clerk. Temporary employees are not eligible for employee benefits, unless require by law.
4. Full-Time or Part-Time Companionship Services, Exempt (CSE): Employees hired to provide fellowship, care and protection for a person who cannot care for his or her own needs. Exempt companionship services include, but are not limited to, waiver services, respite care, day habilitation, alternate family services, supportive living services, and personal care. Exempt Companionship Services employees may be paid on a per diem basis or hourly.

The authorized Department Director will inform employees of their employee classification at the time of their hiring.

All employees are hired for an unspecified duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost, Inc. Bost reserves the right to hire, promote, demote, discharge or terminate employment and compensation at any time, with or without cause, and with or without advance notice.

ORGANIZATION AND ADMINISTRATION

There shall be an up-to-date organizational chart for Bost, Inc. prepared by the Executive Director, which shall clearly indicate lines of authority, accountability and relationships.

Only the Board of Directors or Executive Director shall have authority to enter into agreements with third parties.

ATTENDANCE

To give the best service to the clients in our care, Bost, Inc. depends on each employee. As soon as an employee knows that he/she cannot report for duty because of illness or other reasons, the employee is required to notify his/her immediate supervisor prior to the start of the workday.

INTENT OF POLICIES

The Personnel Committee shall be charged with interpretation of these policies and their intent.

POLICY CHANGES

These policies may be revised, rewritten and/or amended by the Board of Directors. Copies of all authorized changes in these policies shall be given to all employees. Employees, if desirous of doing so, may have input into this process by filing written suggestions with the chairperson of the Personnel Committee.

MAINTENANCE OF JOB DESCRIPTIONS

Written job descriptions will be developed and maintained for each position in the Agency, which will include duties, responsibilities, and qualifications. All job descriptions will be approved by the Executive Director or his designee.

The job descriptions will be written in terms of tasks, responsibilities, and physical requirements. Job descriptions will specify the employee's immediate supervisor and any personnel supervised by the particular position described. All individual job descriptions will be filed in the individual employee's personnel file and will be signed and dated by the employee and the supervisor.

Employees may be required to perform related duties not specified in the job description. In the event new major responsibilities or other significant changes occur, the job description may be rewritten to reflect these changes. If the job description is rewritten, it will be placed in the employee's personnel file after the supervisor reviews the job description with the employee.

Job descriptions will be available to the public upon request.

CONFIDENTIALITY

Employees will, to the best of their ability, ensure confidentiality and privacy in regard to history, records and discussions about the individuals we serve or employees of this Agency. Employees shall not disclose any information about a person (including the fact that the person is or is not served by our organization; to anyone outside of this organization) unless authorized by the Executive Director or designee. The principle of confidentiality must be maintained in all programs, departments, functions, and activities.

No information requested by someone outside the Agency will be given over the telephone. Employees are instructed to respond with the statement, "Bost policy does not permit me to give out this information." That includes whether or not a person is or has been served by Bost or is or has been employed by Bost.

Release-of-information forms will be explained and completed in the presence of the person about whom any information may be released, before it is released.

If records are inspected by an outside Agency, the individual(s) who inspect the records must be specifically authorized to do so by the Executive Director or designee. The copying of records or removal of records is specifically prohibited in such cases.

Employees will not discuss any individual's record with unauthorized individuals, whether on or off duty.

CONFLICT OF INTEREST

Bost expects the primary interest of employees to be the people we serve. A conflict of interest occurs when the interests of an employee or another outside party actually or potentially affects the Agency in a negative way.

External Relationships

No employee of Bost shall be employed, or enter into any agreement or ownership, or any other form of relationship with an external business, employer or individual, where such relationships may be in conflict with the business, contracts, services, or interests of Bost, Inc. (unless such relationship has been approved by the Executive Director). Such relationships that may be considered and conflict of interest include but are not limited to:

- a. Private care or supervision of individuals served by Bost.
- b. The same or similar type of business as that being performed by Bost, Inc., including Bost Fort Smith Skills Training Center, or Bost Hand-in-Hand Child Development Center.
- c. The use of the Agency's assets or resources for personal use, business or financial benefit.
- d. Secondary employment must not interfere with an employee's ability to perform the duties of his/her job with the Agency.

GIFTS AND GRATUITIES

Employees shall be prohibited from accepting any gifts of money, goods, services or any gratuities whatsoever, which may be considered of any significant material value, from any person who receives benefits or services or who may be doing direct contracting with any of the activities or functions of the Agency, or who is otherwise in a position to benefit, directly or indirectly, from any action or decision by an employee, or officer of the Agency.

PERSONAL BELIEFS

Bost recognizes that its employees may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments are a conflict of interest only when they prevent employees from fulfilling their job responsibilities, if employees attempt to use the Agency's time and facilities for furthering them, or if employees continue attempting to convince others of their personal beliefs after they have been asked to stop.

SOLICITATION POLICY

All private or individual solicitation including donations and fundraising, both internal and external, must be submitted in writing to the Human Resources Director for approval, prior to any solicitation taking place. Solicitation and promotion of events and organizations which support or are aligned with the Bost, Inc. Mission Statement will generally be allowed, taking into consideration the factors of expense, time, and space. Solicitations and promotions which benefit an individual employee will not be permitted.

This policy does not apply to Bost, Inc. programs and the Bost Foundation activities.

An employee who does not agree with the decision of the Human Resources Director may utilize the Conflict Resolution Policy to settle the dispute.

POSSESSION OF WEAPONS

The possession of all weapons, concealed and unconcealed, at the workplace is prohibited. No weapons of any kind may be carried onto any Bost property. Bost property is defined as all facilities and grounds (including parking lots) where Bost employees work or clients reside and all Bost vehicles used to transport employees or clients. Violation of this policy may be grounds for immediate termination of employment.

If a weapon is discovered on Bost property, local law enforcement will be contacted to ensure the health and safety of the consumers and personnel.

DRUG-FREE WORKPLACE

OVERVIEW - The use of alcohol or illegal drugs is inconsistent with behavior expected of all employees. Employees who use illegal drugs, on or off duty, tend to be less productive, less reliable, and prone to greater absenteeism resulting in the potential for increased cost, delay, and risk. The users and/or abusers of drugs or alcohol may impair the well being of all employees and individuals served by the Agency, and may result in damage to Agency property.

To insure the safety and health of the employees and the individuals served by Bost, a Drug-Free Workplace Program shall be established for all employees of the Agency. The Drug-Free Workplace Program shall be comprised of the Drug-Free Workplace Policy, which includes drug and alcohol testing, and an employee drug and alcohol education program. The purpose of the drug and alcohol testing will be to provide information on the use of controlled substances and alcohol, which may affect job performance.

Any personal medications, prescription or over-the-counter, brought to the work site by an employee must be in the original container, have the original label, and the container must be kept in a secure location. It is a violation of Federal law to "share" prescribed medication. Any violations of these procedures will result in disciplinary action, which could include termination.

The Director of Human Resources shall be responsible for the implementation of the Drug-Free Workplace Program.

POLICY - The unlawful distribution, manufacture, dispensing, possession or use of a controlled substance is prohibited. As well, the consumption, purchase, or other use of alcohol during work time or in the workplace is prohibited.

The prohibition of the use of a controlled substance or alcohol also applies to the use of such substances away from the workplace or off duty when such use affects the behavior and/or judgment of the employee while on duty.

Disciplinary action will be taken against employees for violation of such prohibition, including termination.

All employees will abide by the terms of this policy as a condition of employment. Furthermore, as required by the Federal Drug-Free Workplace Act, all employees will notify the Agency in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five days after such conviction. The Human Resources Director will notify the appropriate funding Agency of any employee convicted of drug related activity at the workplace within ten days

after receiving such notice.

DRUG AND ALCOHOL TESTING

All employees who hold jobs at Bost may be required to submit to appropriate testing and screening to determine drug and alcohol levels present. The testing may be performed by a licensed or certified laboratory or by designated trained and licensed nurse employed by Bost. In the case of a non-negative result the employee will be sent immediately to a designated clinic for additional testing.

Test results are confidential and will only be used to carry out the Agency's goal of a drug and alcohol free workplace. All non-negative test results will be reviewed by the Medical Review Officer, a licensed physician, to determine if the individual has a legitimate reason for having a positive test result (i.e. a prescription for the substance in the blood or urine, or other justifiable reasons).

The presence, consumption, purchase, or other use of illegal drugs during work time or in the workplace is prohibited, and will result in termination.

Drug and alcohol testing will be carried out upon reasonable suspicion based upon specific personal observation that an employee is under the influence of drugs or alcohol. Specific personal observation, that an employee is under the influence of drugs or alcohol, shall be reported by any employee to his or her Supervisor/Department Director. Observations which constitute a factual basis for reasonable suspicion may include, but are not limited to, the odor of illegal drugs; erratic behavior; violent mood swings; excessive absenteeism, including tardiness; a medical emergency which might be attributed to controlled substance abuse; documented deterioration in job performance, or an accident which is caused by the apparent action or inaction of an employee. A supervisor shall drive the employee to the drug test collection site. The employee will be placed on unpaid leave pending the test results.

The Agency also requires:

- Post-accident drug screen of all persons involved in a work-comp related accident where medical treatment is required. Vehicle accidents require a mandatory drug screen, regardless of personal injury.
- Pre-employment testing after a job offer has been made and acceptance received. The employee will be sent immediately to the designated testing clinic. A non-negative test result will negate the job offer in order to maintain a drug-free work environment.
- Random testing to be completed on an intermittent time table.

In the event the drug testing detects the presence of adulterants in the specimen, the testing process shall cease and the results declared by the laboratory as "adulterated".

The detection of the presence of adulterants in a specimen will be treated as a refusal to submit to drug testing.

DRUG FREE WORKPLACE AWARENESS - Bost will inform employees, through the use of written materials, films, lectures, or other means about the dangers of alcohol and drug abuse in the workplace, the policies regarding the use of alcohol and drugs in the workplace, and any available drug counseling, rehabilitation and assistance programs. Although Bost will provide information on assistance programs including drug counseling and rehabilitation, it is the responsibility of the employee to seek such assistance, at the employee's expense, before alcohol or drug problems

lead to disciplinary action or termination. Once a violation of the Drug-Free Workplace Policy occurs, subsequently using such assistance on a voluntary basis will not necessarily lessen disciplinary action, and may in fact, having no bearing on the determination of appropriate action.

DEFINITIONS :

Controlled Substance – Any drug listed in 21 U.S.C. Section 812 and other federal regulations. Generally, these are drugs, which have a high potential for abuse, and include, but are not limited to heroin, marijuana, cocaine, PCP and “crack”. They also include “legal drugs” which are not prescribed by a licensed physician.

Conviction – A finding of guilt (including a no-consent plea) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of federal or state criminal drug statutes.

Criminal drug statute – A federal or nonfederal criminal law involving the manufacture, distribution, dispensing, possession or use of any controlled substance.

SMOKING / TOBACCO POLICY

Smoking and the use of tobacco are prohibited inside all Agency facilities, Bost-owned contiguous property and in all vehicles, with the exception of apartment facilities. For apartment facilities, the Executive Director will approve designated smoking and the use of tobacco areas for clients only.

To promote the health and safety of employees, the Agency will offer a one-time reimbursement to individual employees of up to \$100 for the cost of smoking cessation classes or related smoke/tobacco termination medication, devices, etc.

All Employees

1. Will agree to adhere to the Smoking/Tobacco policy as a condition of employment and, therefore, will agree not to smoke or use tobacco inside any Agency building, Bost-owned contiguous property, or vehicle.
2. Will verbally communicate the Smoking/Tobacco policy to all individuals as the need arises, including to other employees, visitors, customers, and clients.
3. Will adhere to departmental guidelines and supervisor directives with respect to work breaks.
4. May request reimbursement up to \$100 for the cost of smoking cessation classes or related smoke/tobacco cessation products. Such request for reimbursement shall be made in writing to the Director of Human Resources with receipt of incurred expense.

Director of Human Resources

1. Will review and approve payment for reimbursement of smoking classes, tobacco cessation, etc., and ensure payment to the individual employee.
2. Will communicate the Agency Smoking/Tobacco policy to all persons through signage, bulletins, newsletters and employee presentations.
3. Will assist employees who wish to stop smoking by making information available regarding smoking cessation classes.

All Program Directors

Will communicate Agency Smoking/Tobacco policy through employee meetings and individual counseling as needed.

Executive Director (or assigned designee)

Will approve areas at apartment facilities for smoking/tobacco use by consumers.

EMERGENCY CLOSING

All emergency closings must be approved by the Executive Director. If the Executive Director is not available, either Assistant Executive Director may approve the closing of a program/site under his/her area of responsibility. The Agency or particular programs may be closed for emergency purposes such as weather closings (snow, floods, etc.), fires, or other disasters.

Employees will be paid only for time actually worked during an emergency closing. All work performed during an emergency closing should be approved by the employee's supervisor.

If an employee wishes to be paid for a period of time not worked due to emergency closing, then individual benefit time, paid time off (PTO) should be requested by the employee consistent with Agency procedures.

CHILDREN IN THE WORKPLACE

The presence of children in the workplace with the employee parent during the employee's workday is inappropriate and will not be tolerated. This policy is established to avoid disruptions in job duties of the employee and co-workers, reduce property liability, and help maintain the Agency's professional work environment. Exceptions to this policy are permitted with approval of the respective Department Director.

EMPLOYEE ASSISTANCE PROGRAM

This Agency recognizes that a variety of personal problems or situations may interfere with the ability of the individual employee to perform satisfactorily while on the job. In responding constructively to these problems, the Agency does provide an Employee Assistance Program. The Employee Assistance Program is a reference program only. The intent of this program is to provide information to the employee in order that the employee or their family members may seek help for personal problems.

To that end, this Agency supports referral efforts extended to employees affected by personal problems or situations. No employee's job security or promotional opportunity will be put in jeopardy by his or her seeking information through the Agency's Employee Assistance Program.

This Agency will make available the name, address, and phone number of outside agencies that offer or make referrals for treatment.

When the behavior of an employee undergoing treatment results in poor job performance, it will be handled in the same manner as any other substandard performance.

Reporting to work under the influence of drugs or alcohol, or possession of drugs or alcohol on the Agency's property will result in immediate dismissal.

Employees who suspect they or a family member has a problem are urged to take advantage of the Employee Assistance Program.

Note: Voluntary acceptance of a treatment program will not be a valid reason for continued poor

job performance. It will not result in any special regulation, privileges, or exemptions regarding job performance requirements.

EMPLOYEE MEETINGS

Employee meetings will occur on a monthly basis outside the hours of habilitation and/or service provision. If such a meeting occurs during the hours of habilitation and/or service provision, the department director must insure that the staff-to-individual ratio is maintained.

All meetings will be documented reflecting the date, time, topics covered and the employees in attendance. All employee meeting records will be kept by the department director. Copies of all employee meeting records will be forwarded to the Executive Director.

ACCESS TO EMPLOYEE FILES

It is the policy of Bost that personnel files are privileged information, to the extent covered by law.

The Executive Director, Assistant Executive Directors, Director of Human Resources, the employee's supervisor, respective department director, members of the Personnel Committee of the Board of Directors and licensure or certification representatives are the only individuals who have access to these files on a controlled need-to-know basis.

Employees may have access to their files by contacting the Director of Human Resources. Copies of specific documents may be made available to the employee at a cost of twenty-five cents per page. The Human Resources Director will oversee the copying of the requested pages and require payment of twenty-five cents per page at the time copies are available.

Administrative employees are allowed access to files by permission of the Executive Director, Assistant Executive Directors or Director of Human Resources for filing or clerical purposes only.

Any other individual desirous of access to an employee's file may only gain access through written permission of the employee and the Executive Director.

All persons accessing files shall be documented.

Section II

Non-discrimination

AFFIRMATIVE ACTION STATEMENT

Bost provides equal employment opportunity to all persons without regard to race, color, religion, disability, sex, age, or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action. Bost is committed to equal opportunity for all applicants and employees in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfer and layoff or termination. We strive for a staff that reflects diversity.

We will attempt to achieve and maintain a diverse work force. These steps may include, but are not limited to, the following:

- Pursuing our affirmative action program along with regular review by the Board of Directors.
- Ensuring that Bost policy regarding equal employment opportunity is communicated to all employees.
- Ensuring that hiring, promotion and salary administration practices are fair and consistent with the policies of Bost.
- Reporting to the Board of Directors on all activities and efforts to implement the Bost policy of equal employment opportunities.
- To the extent that our employees are not diverse, we will make special recruitment efforts as part of this plan.

Each supervisor and member of the management team must provide equal opportunity for all employees with regard to work assignments, training, transfer, advancement, and other conditions and privileges of employment and work to assure a continuation of this policy of equal employment opportunity.

UPWARD MOBILITY

It is the policy of Bost to support the continual growths and development of all individuals. Every effort is made to help the trainee's transition to full-time employment in the community. This includes providing opportunities for trainees to become employees of Bost, Inc.

Vacancies within the Agency are posted in a prominent location where individuals may see the job openings as they occur. Additionally, trainees are advised by their instructors of these job opportunities. They may also be recruited when contractual work specifies that employment of disabled workers, such as in the government contracts with NISH.

Employment opportunities are not limited to direct labor positions. Instructor, supervisor and manager positions are open to all Bost, Inc. employees and trainees on a non-discriminatory basis.

LIFE THREATENING ILLNESS

We recognize those employees with life-threatening illnesses including, but not limited to, cancer, heart disease, and HIV/AIDS (Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome), may desire to continue to engage in as many of their normal pursuits as their condition allows, including work. As long as these employees are able to perform essential job functions and medical evidence indicates that their conditions are not a direct threat to themselves or others, they

will be encouraged to continue to work.

Bost does not discriminate against a qualified individual with a disability with regard to job application; hiring; advancement; discharge; compensation; training; or other terms, conditions, or privileges of employment.

Further, Bost recognizes that employees with life-threatening illnesses including, but not limited to, cancer, HIV/AIDS, heart disease, and other disabilities may wish and be physically able to work a regular or modified work schedule. Bost seeks to accommodate these employees by allowing them to work as long as they are able to perform essential job functions, with or without reasonable accommodation, provided medical evidence indicates that their conditions are not a direct threat to themselves or others.

While accommodating employees with life-threatening diseases and other disabilities, Bost also recognizes its obligations to provide a safe work environment for all employees; therefore, directors, coordinators and supervisors should obtain appropriate medical direction, when necessary, to ensure that an employee's condition does not pose a significant risk of substantial harm to himself/herself or to other employees.

Bost offers the following resources to assist directors, coordinators, supervisors and other employees in dealing with these issues:

- Management and employee education and information on life-threatening illnesses,
- Confidential referral to support services for employees and dependents affected by life-threatening illnesses, and
- Benefits consultation to assist employees in effectively managing health, leave and other benefits.

SEXUAL HARRASSMENT

Bost will not tolerate sexual harassment. Sexual harassment is defined as unwelcome or unwanted behavior of a sexual nature. This means that the following behaviors are grounds for disciplinary action, including termination:

- unwelcome sexual advances
- requests for sexual acts or favors
- insulting or degrading sexual remarks or conduct directed against another employee
- threats, demands or suggestions that an employee's work is contingent upon toleration or acquiescence to sexual advances
- retaliation against employees for complaining about such behaviors
- any other unwelcome statements or actions based on sex that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance, or create an intimidating, hostile or offensive working environment.

Any person who has a complaint of sexual harassment against a superior, a co-worker, a vendor or a person served by Bost should bring the problem to the attention of an appropriate employee of the Agency. Complaints may be discussed with any of the following persons:

- Director of Human Resources
- Supervisor
- Department Director
- Assistant Executive Director
- Executive Director

Bost prohibits retaliation against anyone for having raised such a complaint in good faith or cooperating with an investigation of a complaint. Complaints will be investigated and handled as confidentially as possible in the manner described below.

Complaints of sexual harassment will be investigated as promptly as possible. The allegations of the complaint and the identity of the persons involved shall remain confidential, to the maximum extent possible, in order to conduct a full and impartial investigation, remedy violations, monitor compliance and administer the policy.

All investigations of sexual harassment will be coordinated by the Director of Human Resources, unless the complaints involve the Personnel Office employees, then such investigations will be coordinated by the Executive Director or his designee.

Section III

Employment Conditions And Provisions

HIRING POLICY

Bost provides equal employment opportunity to all persons without regard to race, color, religion, disability, sex, age, or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action.

The Agency shall make known existing vacancies, with the exception of intra-departmental transfers or changes, to all current employees prior to, or simultaneous to, public advertising of all positions. With the approval of the Human Resources Director, intra-departmental transfers/changes do not require posting, but are optional. Examples of optional posting of transfer/changes are: title changes only, addition of duties to an existing position, wage group re-evaluation, a departmental reorganization or where there is an obvious successor.

Position posting notices for all available Agency positions must include the name of the position, the hiring department, cut-off date for application, person to contact, general duties, requirements, and work schedule.

Vacant positions may be posted externally at the same time as internal posting, but not earlier. External postings require advertisement in two consecutive issues of the local newspaper. External applications will be accepted at a minimum through the following three business days after the advertisement has run in the newspaper.

Applications must be on an Agency employment form. Acceptable applicants, consistent with required qualifications and experience of the vacant position, may be interviewed.

The Agency will also conduct reference checks on all external candidates considered for the position prior to employment. Reference checks may be written or verbal, but must be documented in writing. Two references must be received; one of which must be either a supervisory or a professional reference. After the job offer is made, but prior to starting work, the Agency will conduct drug testing. Background checks (criminal and/or fingerprint) as required by state licensure and/or Agency policy will be conducted as part of the hiring process.

Hiring for all positions within Bost, Inc. must be approved by the Executive Director before an offer of employment can be made to an applicant. The Agency may notify candidates either in writing, by phone, or in person of the hiring decision. The hiring Department Director will ensure all documentation received during the hiring process is forwarded to the Personnel Office for appropriate record keeping.

The Agency will, at the time of hire, provide a letter of employment that will include the agreed upon position, salary, and other related terms of employment.

The hiring Department Director will ensure that the employee hired to fill the vacant position is provided orientation and training consistent with program licensing requirements.

RE-HIRE POLICY

Employees that leave Bost, Inc., may be eligible for rehire under the following conditions:

- Applicant will not be considered as eligible for rehire for a period of six months after leaving Bost, Inc.
- Past performance will be considered when a former employee applies for rehire.
- A rehired employee will be subject to the same eligibility requirements as a new hire.

- A no-rehire will be in effect for employees who are terminated. The Department Director will be responsible for the final decision of re-hire.

PERSONNEL POLICIES ACCEPTANCE

All employees shall be required to sign a statement indicating they have received these policies and agree to work under the conditions stated herein.

NEPOTISM POLICY

All applicants are considered for employment based on qualifications. The employment of relatives can cause various problems, including charges of favoritism conflicts of interest, family discord and scheduling conflicts that work to the disadvantage of both Bost, Inc., (the Company) and its employees. This policy applies to all positions, full- and part-time, regular and temporary, in all the Company's locations and programs; therefore, it is the policy of the Company not to hire immediate family members if it creates:

- A direct supervisor/subordinate relationship with a family member;
- The potential for creating an adverse impact on work performance; or
- Either an actual conflict of interest or the appearance of a conflict of interest.

For purposes of this policy, the term "relatives" includes the following relationships, whether established by blood, marriage, or other legal action; mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepchild, aunt, uncle, nephew, niece or cousin.

Employees who become immediate family members or establish a romantic relationship may continue employment as long as it does not involve any of the above. If one of the conditions should occur, attempts will be made to find a suitable position within the Company to which one of the employees will transfer within sixty days. If a transfer is not feasible, the employees will be permitted to determine which of them will resign. If the employee cannot make a decision, the Company will decide in its sole discretion who will remain employed.

This policy does not apply to the "relatives" who already are employed by the Company as of the effective date of this policy. This waiver, however, may not be used as a basis for further exceptions subsequent to the effective date of this policy.

The Department Director or their designee is ultimately responsible for correcting any situation that is prohibited by this policy.

Approved 11/27/06

INTRODUCTORY PERIOD

The first three months (90 days) of employment are considered an initial introductory period for all full-time and part-time employees. During these months, work performance will be evaluated to determine the effectiveness of job performance. Employees who do not achieve the required level of performance during the initial introductory period may be dismissed without prior notice. Generally, introductory employees will be informed in writing and given methods of improving their performance.

The supervisor shall be responsible for the evaluation of all employees completing the introductory period. Bost, Inc. with approval from the Executive Director reserves the right to extend the

introductory period.

NOTE: If an employee transfers to a different position, whether in their respective department or to a different department, the employee will be subject to a new introductory period for that position; three months (90 days) for full and part-time employees. This will not affect longevity or benefit accrual.

HOURS OF WORK

The regular workweek at Bost, Inc. is forty hours. Specific working hours will be designated at the time of hiring for each individual position.

OVERTIME

Non-exempt (Hourly) Positions-includes non-exempt regular employees. Some positions may require employees to work overtime. This requirement will be made clear at the time of hiring. Hourly employees will be compensated one and one-half times their regular rate of pay for the time worked beyond forty hours in any one-week pay period.

All overtime except for emergency situations must be approved by the supervisor prior to the overtime occurring.

Exempt (Salary) Positions-Exempt employees are exempt from Department of Labor, Wage and Hour regulations and thus are not paid overtime for hours worked over forty.

Exempt employees are hired to work an average number of hours per week, i.e., full-time, forty or more hours per week, and part-time, less than forty hours per week. Exempt employees are required to work according to the schedule given to them by their immediate supervisor or may, with the permission of their supervisor, work flexible hours.

PAYROLL

Payday - Payroll can only be processed upon receipt of a signed and approved time card. Failure to turn in a signed time card may result in a delay in issuing paychecks until the next pay period. Other arrangements must be approved in writing by the Executive Director. Salary advances are not made. All property of Bost, Inc. must be returned to Bost, Inc. prior to the issuance of a final paycheck, and all monetary obligations to Bost, Inc. must be settled prior to the issuance of a final paycheck.

Paycheck Errors - Any questions concerning the accuracy of payroll checks should be taken up with the respective Supervisor or Department Director. Nominal errors on payroll checks will be corrected on the next scheduled payday. Payroll corrections must be submitted to the Department Director, or designee, for approval.

PAYROLL DEDUCTIONS - The deductions from pay, as required by law, are social security, federal income tax, state income tax, and any garnishment against wages according to court instruction. An employee must authorize any deduction not mandated by law or court.

Pay Week – Bost, Inc. workweek begins at 12:01 a.m. Saturday and continues through 12:00 midnight Friday for purposes of calculating payroll and overtime.

SALARY BASIS POLICY

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over forty hours in a workweek.

However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as a bona fide executive, administrative, professional and outside sales employees. Section 13(a) (1) and Section 12(a) (17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$455 per week. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations.

SALARY BASIS REQUIREMENTS - To qualify for exemption, employees generally must be paid at not less than \$455 per week on a salary basis. These salary requirements do not apply to outside sales employees, teachers, and employees practicing law or medicine. Exempt computer employees may be paid at least \$455 on a salary basis or on an hourly basis at a rate not less than \$27.63 an hour. Being paid on a "salary basis" means an employee regularly receives a predetermined amount of compensation each pay period on a weekly or less frequent, basis. The predetermined amount cannot be reduced because of variations in the quality or quantity of the employee's work. Subject to exceptions listed below, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee's predetermined salary, i.e., because of the operating requirements of the business, that employee is not paid on a "salary basis." If the employee is ready, willing and able to work, deductions may not be made for time when work is not available.

CIRCUMSTANCES IN WHICH THE EMPLOYER MAY MAKE DEDUCTIONS FROM PAY -

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.
- For absences of 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.
- To offset amounts employees receive as jury or witness fees, or for military pay.
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions.

Also, an employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

AGENCY POLICY - It is our policy to comply with the salary basis requirements of the FLSA; therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees. Bost wants employees to be aware of this policy and that the company does not allow deductions that violate the FLSA.

WHAT TO DO IF AN IMPROPER DEDUCTION OCCURS - If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

EMPLOYEE QUALIFICATIONS

Bost shall require and maintain documentation supporting employee qualifications as required by the job description or licensing standards. All qualifications shall be reviewed annually to insure that certification and licensing requirements are met for all employees.

DRESS CODE POLICY

It is the policy of the Agency that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation.

Department directors are responsible for counseling employees whose appearance is inappropriate, and they also have the right to send employees home to change clothes if their appearance is deemed inappropriate with their assigned duties. Taken into consideration will be such factors as the type of work performed, the department to which assigned, the need for public and/or business community contact, the reasonable sensibilities of co-workers, the physical working environment, and the safety of self and others. Employees who are sent home to change will not be paid for the time off.

Department Directors may elect to establish a departmental dress code reflecting the factors cited above. Departmental dress codes shall be reviewed by the Administrative Team, and final approval granted by the Executive Director or his designee.

Department Directors have the responsibility and authority to enforce the Agency and Departmental, if any, dress code(s). Employees are required to comply at the time of all appropriate dress decisions made by the Department Director. Employees may elect to utilize the conflict resolution policy if they wish to seek further review of a decision made by a Department Director.

INFECTIOUS DISEASE

All employees are required to have a current Health Card (i.e. TB Card) from the Arkansas Department of Health.

Employees with infectious diseases shall be prohibited from contact with individuals until a physician's release has been provided to the Human Resources Director. Infectious disease is defined as capable of being easily diffused or spread. According to state law, the following communicable/infectious diseases are reportable:

- Gonorrhea
- Mumps
- Hepatitis

- Tuberculosis
- Syphilis
- Salmonella
- Pertussis
- Meningitis
- HIV positive serologic status or AIDS complex
- Rash illness including Rubella and other Measles
- Epidemic outbreaks of chicken pox (more than 5 cases in the same institutional space in a 72 hour Period)

All employee medical and medically related records are to be sent by the employee directly to the Director of Human Resources. All such records are kept highly confidential in separate employee medical records file. Access to an employee medical records file is restricted to the Executive Director, Assistant Executive Director, the Director of Human Resources, authorized medical employees and licensure or certification representatives.

EXIT INTERVIEW

When employees leave the organization, it is important to learn the reasons for their leaving. The respective Supervisor or Department Director will attempt to conduct an interview with the employee prior to or after the date of termination.

Section IV

Benefits Administration

EMPLOYEE BENEFITS

Bost, Inc. provides the following employee benefits:

- A. **WORKER'S COMPENSATION:** As required by law. All employees are covered by workers' compensation insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work. Employees must report any accident or injury immediately to his/her supervisor and the Human Resources Department.
- B. **SOCIAL SECURITY:** As required by law. The employee and Bost, Inc. each pay a portion.
- C. **MEDICAL BENEFITS:** Regular, full-time employees are eligible for health insurance the first day of the month following 180 days of employment. Employees wishing to include their families may join the plan at their own expense. Full-time employees may add a spouse or dependent, but if spouse or dependent coverage is not taken at the time of initial enrollment, any additions will be subject to IRS guidelines and will require approval by the insurance carrier.
- D. **UNEMPLOYMENT:** As required by law.
- E. **LIFE INSURANCE:** All full-time employees are offered coverage by a life insurance policy at Agency cost the first day of the month following 180 days of employment.
- F. **OTHER:** All other benefits offered to employees are available at the employee's expenses through payroll deductions.

PAID TIME OFF (PTO) POLICY

Paid Time Off (PTO) benefit time is granted to full-time employees as of July 1, 2005, and may be used for vacation, personal, funeral and sick leave. PTO is designed to give employees time needed away from their everyday work schedule. The Agency values its employees and recognizes the need for time off to balance home and work.

Accrual (earning) of PTO will begin as follows:

Non-exempt full-time employees

Completed Years of Service	PTO Hours Earned Per Pay Period	Expected Annual Hours Earned	Maximum Annual Days Earned
0 – 3	3.6923	96	12
4 – 10	5.2308	136	17
11 – 19	6.7692	176	22
20 +	8.3077	216	27

Exempt full-time employees

Completed Years of Service	PTO Hours Earned Per Pay Period	Expected Annual Hours Earned	Maximum Annual Days Earned
0-3	4	96	12
4-10	5.66666	136	17
11-19	7.33333	176	22
20+	9	216	27

Eligibility & Utilization - For purposes of this policy, the year is interpreted to start on the employee's date of hire. All full-time employees start earning PTO immediately on the first day of hire according to the above schedule. Utilization will be in hourly increments.

PTO is not earned for time when unpaid leave is taken. Part-time regular, temporary, or contract employees do not earn PTO.

Employees changing from full-time to part-time will receive full payout of earned PTO, but will not receive time off. Request for PTO payout must be completed and processed with the personnel change form. Completed and approved change forms must be sent to human resources for further processing.

Maximum Carry Over – The maximum PTO time that may be carried over from one fiscal year to the next is 200 hours.

PTO Approval - Paid Time Off must be scheduled in advance and have supervisory approval, except in the case of illness or emergency. Unscheduled PTO will be deducted from the employee's PTO bank in hourly increments with the exception of holidays, jury duty and military duty. Except in the case of illness or emergency the employee may be disciplined for unapproved absence.

Payment of Accrued PTO Upon Resignation/Termination - *Retiring or resigning employees who provide two-weeks notice will be paid for all unused, accrued PTO. Terminated employees will not be entitled to unused, accrued PTO.*

Administration - For Department Directors only, wages for eighty hours or less may be requested on an annual basis in lieu of PTO taken, as long as a minimum of 120 hours are available for other purposes at all times. Annual basis is defined as being the twelve month period from the Department Director's original date of full-time hire, and each twelve month period following.

HOLIDAY LEAVE

Ten paid holidays are scheduled annually for regular full-time employees. Because departments may have different funding and schedule requirements, each department will schedule the specific date for holidays. Unless they occur on a weekend, the following holidays will be included in all departmental holiday schedules:

- New Year's Day
- Thanksgiving Day
- Memorial Day
- Day After Thanksgiving

Independence Day Four Days during [the Christmas Holidays](#)

Labor Day

Each Departmental Holiday Schedule for the calendar year will be available and posted by January 1 of each year.

Full-time and part-time employees are eligible for scheduled holidays thirty calendar days from the date of hire. New employees not yet eligible for scheduled holidays will receive Christmas Day and New Year's Day as a paid holiday. Part-Time employees will receive scheduled holidays of eight hours each for Thanksgiving Day and Christmas Day.

Since Bost, Inc. must care for some individuals on a daily or twenty-four hour per day basis or to meet customer needs, it is necessary for some employees to work on a designated holiday. Arrangements will be made to find a mutually agreeable compensatory day for these employees thirty days prior to or thirty days after the scheduled holiday.

All holidays not requested and scheduled will be lost after thirty days following the holiday. Holiday time does not accrue. The Administration of Bost, Inc. reserves the right to determine which employees will work on a given holiday.

FAMILY AND MEDICAL LEAVE

It is the policy of this Agency to grant up to 12 weeks of family and medical leave during any 12-month period to eligible employees, in accordance with the Family and Medical Leave Act of 1993 (FMLA) and up to 26 weeks of leave in any 12-month period in compliance with the expansion of FMLA under The Support for Injured Service members Act of 2007. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

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

- The birth of a child and in order to care for that child.
- The placement of a child for adoption or foster care and to care for the newly placed child.
- To care for a spouse, child or parent with a serious health condition.
- For a serious health condition that makes the employee unable to perform his/her job.
 - An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.
 - A serious health condition is defined as a condition that requires inpatient care at a

hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care of a condition that requires continuing care by a licensed health care provider.

- This policy covers illness of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition, which, if left untreated, would result in a period of incapacity of more than three days, would be considered a serious health condition.
 - The Agency will require an employee to provide a doctor's certification of the serious health condition. The certification process is outlined in the Bost, Inc. Family and Medical Leave Procedures.
- A covered family member's active duty or call to active duty in the Armed Forces.
 - An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. Reasons related to the call-up or service include helping the family member prepare for the departure or caring for children of the servicemember. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FM LA leave, except that the person does not have to be a minor.) This type of leave would be counted toward the employee 12-week maximum of FMLA leave in a 12-month period.
 - To care for an injured or ill servicemember.
 - This leave may extend to up to 26 weeks in a 12-month period for an employee whose spouse, son, daughter, parent or next-of-kin is injured or recovering from an injury suffered while on active military duty and who is unable to perform the duties of the servicemember's office, grade, rank or rating. Next-of-kin is defined as the closest blood relative of the injured or recovering servicemember. An employee is also eligible for this type of leave when the family servicemember is receiving medical treatment, recuperation or therapy, even if the servicemember is on temporary disability retired list.
 - Employees requesting this type of FMLA leave must provide certification of the family member or next-of-kin's injury, recovery or need for care. This certification is not tied to a serious health condition as for the other types of FMLA leave. This is the only type of FMLA leave that may extend an employee's leave entitlement beyond 12 weeks to 26 weeks. Other types of FMLA leave are included with this type of leave totaling the 26 weeks.
 - An eligible employee can take up to 12 weeks (or up to 26 weeks of leave to care for an injured or ill servicemember) under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward for the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks (or 26 weeks for the care of an injured or ill servicemember) or available leave, with the balance remaining being the amount the employee is entitled to take at that time.
 - If a husband and wife both work for the Agency and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent-in-law) with a serious health condition, the husband and

wife may only take a combined total of 12 weeks of leave. If the leave is for an injured servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

Use of Paid and Unpaid Leave:

Any employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all PTO prior to being eligible for unpaid leave.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

An employee who is taking leave for the adoption or foster care of a child must use all PTO prior to being eligible for unpaid leave.

Job Benefits and Protection:

For the duration of the family and/or medical leave, Bost will maintain the employee's health coverage under the group health plan provided to all eligible employees. Employee will be responsible for paying their portion of the coverage. Bost will not maintain those additional benefits such as supplemental coverage, selected by the employee at the employee's expense, through payroll deductions. It is the employee's responsibility to maintain and pay the regular premiums of any additional benefits.

Other benefits such as PTO will continue to accrue during the recognized Family and Medical Leave.

MILITARY LEAVE

Bost, Inc. supports members of the guard and reserve and complies with all requirements of the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). In addition to the USERRA mandated benefits, Bost, Inc. will grant a maximum of two weeks leave of absence in addition to regular PTO time in a calendar year for military duty. For this two week period, the Agency will pay the difference, if any, between the pay received for military service and the regular salary received from Bost, Inc. A copy of training orders must be filed with the Human Resources Director to record the Military Leave taken and to authorize any pay due the employee from Bost, Inc.

JURY DUTY

All employees called to serve, as juror will be paid at their regular pay rate less their per diem rate received while performing such duties.

The employee is required to furnish a copy of the summons to serve as a juror to the respective Supervisor or Department Director prior to service. Upon returning to work, the employee is required to provide proof of time served and the pay received. Any employee called to jury duty who does not actually serve shall return immediately to work.

MONETARY ALLOWANCE

Reasonable expenses, authorized in advance and incurred in carrying out the job, will be reimbursed. These costs may include transportation, parking fees, telephone costs, and meal costs on business, including reimbursement for lunch on day trips of fifty miles or greater radius.

Reimbursement forms are available from the respective Supervisor or Department Director. Receipts must be provided as requested. Reimbursements will be made as expeditiously as possible.

Employees expected to use their personal cars for Agency business are reimbursed at a rate of forty-two cents per mile. An employee using a personally owned car for official Agency business is responsible for meeting state laws regarding personal liability and property damage insurance coverage.

All employees who are required to use their personal vehicle for Agency business must maintain personal auto insurance. Proof of personal auto insurance is required upon hire and annually thereafter.

Section V

Performance and Discipline

JOB PERFORMANCE EVALUATION

All employees will have a ninety day introductory period and an annual job performance evaluation written by their immediate supervisors as defined by the Table of Organization.

At the end of the employee's initial introductory period, the supervisor will complete the job performance evaluation and review it with the employee. Based on the results, the supervisor will make appropriate recommendations for completion or extension of the introductory period. If the introductory period is extended, a specific time period and criteria for successful completion will be stated.

The supervisor will complete the employee evaluation annually thereafter. Completed evaluations will be forwarded annually to Human Resources by May 15th. Each evaluation session with the employee will include a review of the performance evaluation. At this time the supervisor will also ensure credentials (if required) are current and that the job description is still accurate.

All persons working for Bost as contract personnel must also participate in an annual evaluation with the immediate supervisor or Director of the Program they are assigned to.

The Department Director will review and sign all completed department performance evaluations and ensure departmental evaluations are consistent and timely.

PROGRESSIVE DISCIPLINE

This Agency uses progressive discipline to ensure employee compliance with performance standards, ethics and conduct. If a supervisor finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice and only for cause.

Disciplinary actions are of several levels, including oral and written warnings, disciplinary probation, and termination. The frequency and/or severity of misconduct determine which level of disciplinary action is required.

Progressive discipline is not required for all offenses. This Agency reserves the right to terminate employees for commission of serious infractions, regardless of progressive discipline.

All employees are hired for an unspecified duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost, Inc. Bost, reserves the right to hire, promote, demote, discharge or terminate employment and compensation at any time, with or without cause, and with or without advance notice.

WARNINGS

A supervisor may address disciplinary issues with either verbal or written warnings prior to taking further disciplinary action.

Documentation of written warnings will be signed by the supervisor and the employee and kept in the employee's personnel file. The employee's signature indicates receipt of the document, but not necessarily his or her agreement with it. This document will include indication of the date, violation, indication of necessary improvement, and information concerning further disciplinary actions that

could result from failure to show improvement.

Note: Warned employees who feel that they have been treated unfairly may utilize the Conflict of Resolution Procedure.

PROBATION

An employee may be placed on probation as a disciplinary or work performance measure with the approval of the Executive Director or his designee. If both the Executive Director and his designee are unavailable, then the respective Department Director may place the employee on probation. The supervisor, along with the respective Department Director, shall be responsible for outlining the conditions of the probation, monitoring and evaluating the work performance of the employee on probation. An employee may be terminated at any time during the probation if the employee violates the terms of the probation.

The Department Director, with approval from the Executive Director, or his designee, reserves the right to extend the probationary period.

Note: Employees who feel they have been treated unfairly may utilize the Conflict of Resolution Procedure. The employee, after being placed on probation, may utilize the Conflict of Resolution Procedure starting at STEP 2 of the Conflict of Resolution Procedures. (See Conflict of Resolution Procedures)

TELEPHONE AND CELL PHONE POLICY

This policy outlines the use of Agency telephones and personal cell phones at work, including special issues related to camera phones, the personal use of business cell phones, and the safe use of cell phones by employees while driving. In regard to the use of cell phones at work, the policy of the Agency is the same as that for the use of the Agency telephones. Personal telephone calls at work should be limited to emergency calls only.

All Employees

1. Agency telephones are to be used for Agency business only. Personal telephone calls shall be limited to emergency calls only.
2. While at work employees are expected to exercise the same discretion in using personal cellular phones as is expected in using Agency telephones.
3. Personal calls during the workday, regardless of the telephone used, can interfere with employee productivity and be distracting to others. Employees are expected to make personal calls on non-work time and to ensure that friends and family members are aware of the Agency's policy. You may use your personal cell phone during breaks and meal periods, but only in areas where you will not disturb other employees. Flexibility will be provided in circumstances demanding immediate attention.
4. Employees whose job responsibilities include regular or occasional driving, and who are issued a cell phone for business use, are expected to refrain from using their phones while driving. Safety must come before all other concerns.
5. Employees who are charged with traffic violations resulting from the use of their phones while driving will be solely responsible for all liabilities that result from such actions.
6. The Agency prohibits taking pictures with camera phones in the workplace, as a preventative step believed necessary to secure employee privacy and other business information.
7. The Agency will not be liable for the loss of personal cellular phones brought into the workplace.

8. Violations of this policy will be subject to the highest forms of discipline, including termination.

Where job or business needs demand immediate access to an employee the Program Director may request the Executive Director's approval for an Agency issued cell phone.

The Executive Director (or his designee) shall be responsible for approval of Agency cell phones for employee use.

TUITION ASSISTANCE

Bost, Inc. encourages continuing education for all employees, particularly in those areas benefiting our customer needs. Bost, Inc. will provide financial support to employees who are engaged in formal education in areas related to assignments on their current job or one in which they might reasonably expect to be promoted in the future.

- All regular full-time employees and part-time employees are eligible for reimbursement of undergraduate and graduate classes.
- Eligibility begins at the start of the second year of employment with Bost, Inc.
- Tuition reimbursement is granted for accredited college, university, internet and distance programs and courses that are related to Bost Agency business or the employee's job.
- Tuition is reimbursed at the rate of fifty percent reimbursement for full-time employees and twenty-five percent reimbursement for part-time employees.
- Employees must receive a grade of "B" or better to be eligible for tuition reimbursement.
- Books, Parking Fees, Student Union Fees, and Other Non-Tuition related expenses are not reimbursed.
- Employees are reimbursed six months after completion of the course.

Employee(s)

1. Employee is responsible for:
 - a. Discussing his/her plans to pursue or further his/her education.
 - b. Completing the attached "Request for Education Approval & Reimbursement" form and submitting it to his/her respective director prior to the start of classes.
 - c. Employee is also responsible for submitting proof of payment and grades upon completion of the course(s) to his/her Department Director.

Department Director

2. Department director is responsible for:
 - a. Approving or disapproving the request.
 - b. If approved, creating the pending file.
 - c. If not approved, returning to employee.
 - d. Upon receipt of grades and proof of payment from employee, mark file for follow-up action six months from date of completion of course.
 - e. On action date, confirm employee is still employed.
 - i. If still employed, forward copies of all relevant records to Financial A/P Clerk for reimbursement payment processing by A/P.
 - ii. If not employed, forward to HR to place in terminated employee personnel file.

Financial A/P Clerk

3. Financial A/P Clerk will process Tuition Reimbursement Request for payment upon receipt of forms authorized by Department Director.

REQUEST FOR EDUCATION
APPROVAL & REIMBURSEMENT

Name: _____ Course: _____

Date: _____ Date of Hire: _____

Course of Study offered: _____

Offered by: _____

Course Schedule: _____

Course Duration: _____ Tuition Cost: _____

What value does the course have for you and Bost, Inc.?

Employee Signature

Department Director Approval

NOTE: Employees must submit an approved "Request for Education Approval & Reimbursement" form to Finance before course of study begins. Upon completion of course, submit grades and proof of payment to Finance.

SUSPENSION

Employees may be suspended for action deemed detrimental to the needs and rights of the Agency and clients. The purpose of suspension is to relieve the individual employee from the duties, responsibilities, and the environment of the Agency for the purpose of assessing an employee's performance or action, and/or to conduct an investigation.

When an individual employee's work performance or a specific action/incident is deemed serious to the extent requiring disciplinary action, suspension may be considered by the employee's supervisor. If suspension is believed to be warranted by a supervisor, the respective Department Director shall be consulted. Together, the supervisor and Department Director will recommend to the Executive Director the period of suspension and whether the regular wages may be reserved until the suspension period has ended.

The Department Director shall suspend employees only with the approval of the Executive Director. In the event that the Executive Director is not available, within a reasonable time period, then the Department Director may approve the suspension. The suspension may be made verbally to employee; however, all action taken by the Department Director related to suspension shall be recorded in writing by the Department Director and made a part of the individual's personnel file.

Note: Employees who feel that they have been treated unfairly may utilize the Conflict of Resolution Procedure. The employee, after being placed on suspension, may utilize the Conflict of Resolution Procedure starting at STEP 2 of the Conflict of Resolution Procedures. (See Conflict of Resolution Procedures, page 36.)

EMPLOYEE TERMINATION

Employees may be dismissed for sufficient cause including but not limited to:

- lack of work
- completion of work requirements
- completion of a particular contract
- reduction of work force

Or disciplinary reasons including, but not limited to:

- incompetence
- misconduct
- neglect or abuse of individuals served by Bost, Inc.
- theft – including, but not limited to, the removal of company property or the property of another employee from company premises without prior authorization
- drugs/alcohol – possession, use, sale, purchase or distribution on Bost, Inc. property or while providing care for Bost consumers, of alcohol or any illegal drugs or illegally possessed drugs. Also: reporting to work after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the employee's ability to safely and effectively perform his/her job functions, or which would imperil the safety of individuals served by Bost, Inc. and other employees
- knowingly punching the time card of another employee or soliciting such conduct from another employee
- falsifying or altering company records
- sabotaging or willfully damaging Bost, Inc. equipment or the property of other employees
- walking off the job without supervisory permission
- insubordination involving, but not limited to, defaming, assaulting or threatening to assault a supervisor, and refusing to carry out the order of a supervisor where personal safety is not a problem
- fighting or provoking a fight on Agency premises
- absence for more than one working day without notice to the supervisor, in which event the offending employee may be deemed to have quit voluntarily
- sleeping on the job
- working for another employer while on leave of absence without written consent of Bost
- carrying concealed weapons on Bost, Inc. property
- other behavior contrary to the mission of the Agency, these Personnel Policies, or the duties of the individual job descriptions

A severance may be given to an employee upon termination or discharge based on the individual circumstance of the termination.

The Department Director shall terminate employees only with the approval of the Executive Director. All action taken by the Department Director relating to termination shall be recorded in writing by the Department Director and made a part of the individual's personnel file.

All employees are hired for an unspecified duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost, Inc. Bost reserves the right to hire, promote, demote, discharge, or terminate employment and compensation at any time, with or without cause, and with or without advance notice.

Note: The employee, after being terminated, may utilize the Conflict of Resolution Procedure starting at STEP 2 of the Conflict of Resolution Procedures.

(Rev. 10/07)

CONFLICT RESOLUTION

The following has been established to provide employees with an appeal against decisions that they believe are unjust. Every effort should be made to solve a conflict at the earliest possible time and at the lowest possible step in the conflict resolution procedure.

If a disagreement cannot be solved with the employee's immediate supervisor, the following steps may be taken:

STEP 1. If the problem has not been resolved satisfactorily within seven calendar days, the employee should contact the authorized Department Director (or Manager) in writing, clearly stating that the employee has a conflict needing to be resolved. The Department Director shall have seven calendar days to issue an acknowledgment to the employee after receiving notice from the employee of the conflict. The Department Director shall schedule a meeting with all interested parties. The results of the meeting and the decision of the Department Director will be recorded with a copy sent to the Assistant Executive Director, the employee, the supervisor, and any other party involved in the conflict.

STEP 2. If the problem still has not been resolved, an employee seeking further resolution should contact the Assistant Executive Director in writing within seven calendar days after the receipt of the Department Director's decision. The Assistant Executive Director shall have seven calendar days to issue an acknowledgment to the employee after receiving notice of the conflict from the employee. The Assistant Executive Director shall schedule a meeting with all interested parties, which will include the employee, their immediate supervisor and may include the Department Director. The results and decision of the Assistant Executive Director will be recorded with a copy sent to the employee, the supervisor and the Department Director.

STEP 3. If the employee seeks further resolution made by the Assistant Executive Director, the employee may request a meeting with the Executive Director in writing within seven calendar days. The Executive Director shall have seven calendar days to issue an acknowledgment to the employee after receiving notice from the employee of the conflict. The results and decision of the Executive Director will be recorded with a copy sent to the employee, the supervisor, the Department Director, and the Assistant Executive Director.

STEP 4: If the employee seeks further resolution made by the Executive Director, the employee may request a meeting with the Personnel Committee of the Board of Directors. The employee should contact the Executive Director within seven calendar days after receiving the decision in Step 3. The Executive Director will arrange for a meeting of the Personnel Committee through the direction of the Committee Chairperson within seven days of receiving the request from the employee and shall notify the employee of the date, time and location of the meeting with the Personnel Committee. The Personnel Committee will have seven days to respond with the results and decision. The decision of the Personnel Committee is final and shall be communicated in writing by the Committee Chairperson to all parties involved within seven days of the hearing with the employee.

Section VI

Addenda

Addendum A INCIDENT REPORTING – POLICY

All Bost, Inc. clients will have their human and civil rights preserved and will attend program in a safe and non-abusive environment. Violations of the clients' rights and situations threatening the health or safety of either employees or clients will be reported. All reports will be reviewed for appropriateness of intervention and to identify needs for corrective action, training, supervision, or modification of the environment.

All allegations of abuse/neglect of individuals served by Bost, Inc. shall be reported to the State Division of Children and Family Services or the Division of Aging and Adults Services, depending on the age of the individual involved.

Allegations involving and/or alleged to have been committed by employees, volunteers, students, interns, trainees or anyone under the auspices of Bost, Inc. shall also be reported to the State Division of Developmental Disabilities Services Office.

PERSON RESPONSIBLE - All Bost, Inc. Employees/Volunteers

1. Shall immediately report "serious" incidents to respective Department Director. If the Department Director is not available, then the Executive Director should be contacted immediately. Serious incidents include those that may be controversial or have an adverse impact on the Agency, are serious policy violations, actual or possible law violations requiring police contact/involvement, the subject of media or political interest, or are extreme personal tragedies.

Examples of serious incidents include, but not limited to:

- a. Death of a client.
 - b. Absence within a reasonable time not to exceed two hours.
 - c. Abuse (including sexual abuse) or neglect of a client, adult or child.
 - d. Suspected criminal activity, whether felony or misdemeanor, involving client(s), and/or property.
 - e. Suspected illegal use of drugs or intoxicants.
 - f. Where there exists reasonable cause to suspect persons are under the influence of illegal drugs or intoxicants.
 - g. Natural disaster such as tornado, flood, or earthquake.
 - h. Epidemic or serious communicable diseases.
 - i. Serious accidents which require emergency medical attention by a paramedic, nurse, or physician.
 - j. Disruption of service delivery or involuntary facility closure.
 - k. Suicide, or threats (verbal or behavioral) threats of suicide.
 - l. Medication errors.
 - m. Other Sentinel events.
2. Will inform Client Coordinator of Serious Incident.
 3. Will document all incidents on Bost, Inc. "Special Incident/Injury Report" form, and forwarded to Department Director.

Client Coordinator¹.

1. Shall contact the guardian as soon as possible, if the client has a guardian.
2. Shall contact the family of the client, unless the client expresses otherwise.

Department Director

1. Shall immediately report "serious" incidents to the Assistant Executive Director.
2. Shall ensure the completion of Incident Form DHS-1910 for all "serious" incidents within twenty four (24) hours of initial reporting by reviewing all areas of the form, or placing a "N/A" where not applicable. On Section 3 after the individual's name, a notation of finding source or service enrolled should be made so that DDS Licensure staff can notify other sections when warranted. One or more areas of the Type of Report should be completed. The Initial and final report may be submitted at the same time.
3. Shall notify the Executive Director immediately upon completion and submission of DHS-1910 report to Department of Human Services, but no later than three days after the initial reporting.
4. Shall thoroughly investigate all suspected violations of policies prohibiting abuse, mistreatment, or neglect, and where appropriate, take necessary immediate action.
5. Shall submit copies of Incident Report to Client Coordinator for inclusion in client's record.
6. Shall within one week of incident provide guidelines to involved employees by recommending appropriate action to prevent similar incidents in the future.
7. Shall summarize all Department incident reports monthly and forward to designated Agency incident collection office.
8. Shall train all department employees on incident reporting policies and procedures at time of hiring and annually thereafter.
9. Shall upon receiving reports of a "serious" incident that involves allegations of criminal activity, make an immediate report to the Arkansas State Police and/or appropriate determined law enforcement Agency with a request for investigation.
10. For all "serious" incident reports, including unusual and abuse/neglect incidents, shall call or fax within one hour the report to the following:
 - a. For individuals served by DDS Licensing for community programs, to DDS Licensure at (501) 682-8681,
 - b. For all allegations of maltreatment of children, to Division of Children and Family Services Hot-line (1-800-482-5964), and,
 - c. For allegations of maltreatment of adults, to Adult Protective Services Hotline (1-800-482-8049), or Fax (501) 682-6393.
11. Shall call the following for all cases involving death or serious accidents, such as absence, abuse, crime, or illegal drugs:
 - a. Office of General Counsel, at (501) 682-8934 within one hour,
 - b. Local law enforcement agencies,
 - c. Sheriff,
 - d. Coroner, and
 - e. State Medical Examiner at (501) 227-5936.
12. Shall call others as necessary or requested, including, but not limited to:
 - a. DHS Communications Director,
 - b. Department of Health, and
 - c. Child Care Licensing Specialist.

Addendum B
INCIDENT REPORTING OF SEXUAL INCIDENTS POLICY

Incidents involving inappropriate sexual activity shall be immediately investigated and appropriate action taken to ensure the health and safety of clients. Sexual incidents involving intercourse and/or deviate sexual activity shall be reported to local police consistent with State and local laws.

PERSON(S) RESPONSIBLE

All Bost, Inc. Employees/Volunteers

1. Shall immediately take whatever steps necessary to stop suspected rape or attempted rape.
2. Shall immediately report sexual incidents, including rape and attempted rape, to Department Director.
3. Shall immediately and thoroughly investigate sexual incident to determine:
 - a. Nature and extent of sexual act, and
 - b. Physical and mental status of client.
4. If any of the following events occur:
 - a. Physical or mental abuse is suspected, or
 - b. Rape, attempted rape is suspected, or
 - c. Sexual intercourse or deviate sexual activity with another person not his/her spouse who is incapable of consent is suspected, the client should be taken to the hospital emergency room. Bost employee or agent should recommend rape protocol to the emergency room personnel to determine if intercourse or rape occurred. NOTE: If client refuses emergency treatment, then this must be recorded in progress notes and incident report. Employees should request the client to sign reports, if possible.
5. Shall inform Client Coordinator of Sexual Incident
6. Shall follow all other procedures under Incident Reporting Policies/Procedures.

Client Coordinator

1. If the client has a guardian, shall contact the guardian as soon as possible.
2. Shall contact the family of the client, unless the client expresses otherwise.

Department Director

1. Shall determine if activity is criminal in nature and notify police if criminal violations are suspected as defined by Arkansas Statute Annotated 5-14-105.1 (see below).
2. Shall follow all procedures listed in "Incident Reporting", including immediate reporting "serious" incidents to the Assistant Executive Director and reporting to listed authorities.

NOTE: 5-14-105. – Carnal abuse in the second degree.

3. A person commits carnal abuse in the second degree if he engages in sexual intercourse or deviate sexual activity with another person not his spouse who is incapable of consent because he is mentally defective or mentally incapacitated.
4. Carnal abuse in the second degree is a Class D felony.

Addendum C BEHAVIOR MANAGEMENT POLICY

All Bost, Inc. clients will have their human and civil rights preserved, including rights related to client programming and behavior management. Behavior management procedures shall be developed and implemented in order of least to most restrictiveness. Approval of behavior management plans and procedures shall be made on the basis of clinical decisions made by the individual client's interdisciplinary team¹, including the client and/or guardian.

Levels of behavior management may be established depending on the nature and severity of behavior involved. The consent of the client and/or guardian shall be obtained before implementing a behavior management plan of any level.

PERSON (S) RESPONSIBLE

All Bost, Inc. Employees

Shall ensure that client human and civil rights of all clients are maintained within the parameters for levels of programming as follows:

CATEGORY I

a. Contingent exclusion for up to one hour. The client should engage in appropriate behavior before being allowed to resume normal activities. The client must be supervised during these procedures. Upon demonstration of appropriate behavior, the client will be allowed to resume normal activities, if a minimum amount of time has elapsed for programmatic purposes. Category I procedures include the following:

1. Activity time-out - Removal from an on-going activity for a period of time.
2. Separation time-out - Separating the client from other individuals in the area. The client may be required to go to a quiet part of the room or to another normally used living area, excluding restrooms. Closets and "time-out" rooms are not living areas; bedrooms and kitchens are.
3. Assignment of additional tasks. The client is assigned additional tasks as a consequence of inappropriate behavior. Additional activities may only be assigned if such activities are already part of the client's individual program plan and are not to replace other personnel.
4. Restitution. The client is required to correct and restore the environment to a state which is similar to the way it was before the occurrence of the inappropriate behavior which disrupted the environment. For example, requiring the client to pick up a chair which he/she has kicked over.
5. Withholding privileges. The client loses a particular privilege or privileges following the occurrence of a target behavior. Privileges include such things as movies, canteen visits, or special outings. Privileges do not include basic living activities such as meals, habilitation activities such as therapies or classes.

CONDITIONS FOR USE FOR CATEGORY I

Behavior Management programs should only be used after positive methods of intervention have been tried. No aversive stimuli are allowed, except those listed above.

APPROVAL OF USE FOR CATEGORY I

Procedures may be used by employees without prior approval, although prior consent is required by the consumer and/or guardian. Should the use of these Category I procedures become frequent, formalized programs for those behaviors resulting in the use of the procedures must be written by employees and approved by the Department Director. A formal program is one that conforms to all policies and professional ethics, standards, and practices.

CATEGORY II

- a. Include following:
 1. Restitution overcorrection. Requires the client to restore the environment to a state that is better than it was before the occurrence of the inappropriate behavior which disrupted it.
 2. Positive practice overcorrection. Requires the client to engage in an intensive practice period which the alternative appropriate behavior is practiced.
- b. Procedures not covered: Any procedure questionable under these definitions must be classified by the Department Director, and approved by the Special Review Committee prior to use.

CONDITIONS FOR USE FOR CATEGORY II

- a. Behavior Management programs should only be used after positive methods of intervention have been tried. Use of any aversive stimuli, except those in Category I, without first having tried positive methods, must be fully documented and substantiated as to why aversive procedures are advisable before using positive procedures.
- c. All persons administering or authorizing aversive stimuli must have personally experienced that particular procedure, unless medically contraindicated for that person.
- d. Behavior Management should be used in order of least restrictiveness. Exceptions to this order must be fully documented and substantiated as to why more restrictive procedures are advisable before less restrictive ones.
- e. Behavior Management programs that do not result in the reduction of the targeted behavior after sufficient trial must be discontinued.

APPROVAL OF USE OF CATEGORY II

- a. Approving Authority - Recommendations for procedures must come from a professional staffing of the client's interdisciplinary team through a staffing conference.
- b. The consumer and/or guardian must provide informed consent, within the following parameters:
 1. Persons under the age of eighteen cannot give informed consent.
 2. If there is a question about a person's ability to give informed consent, and the person is his/her own guardian, then the person must consent himself/herself and:
 - a.) An immediate family member or next of kin must be notified.
 - b.) Appropriate legal and/or court action must be pursued to have someone appointed who can legally give consent.
 3. The following elements must be provided on a consent form, in language understandable by the consent giver:
 - a.) description of the behavior(s) to be modified,
 - b.) description, including data, of all procedures already tried (positive or negative),
 - c.) description of any alternative to the program proposed,
 - d.) justification of the procedure(s), including whether this is an established or experimental procedure,
 - e.) description of the aversive procedure, including duration and intensity,
 - f.) possible side effects and risks,
 - g.) special precaution(s) and consideration(s),
 - h.) data collection for baseline and treatment to be carried out,
 - i.) expected outcome, and
 - j.) procedures for review of the program and progress, including dates/times.
- c. Approval of CATEGORY II behavior programs require final review and approval by:
 1. the respective Department Director, and by,
 2. the Agency Special Review Committee, which shall act as the Agency Human Rights Committee for the purpose of approving CATEGORY II behavior programs.

Addendum D CORPORATE COMPLIANCE POLICY

Bost, Inc. is dedicated to the delivery of services to individuals with disabilities in an environment characterized by strict conformance with the highest standards of accountability for administration, clinical, business, marketing, and financial management. Bost's governance and management authorities are fully committed to the need to prevent and detect fraud, fiscal mismanagement, and misappropriation of funds and, therefore, to the development of a formal corporate compliance program to ensure ongoing monitoring and conformance with all legal and regulatory requirements. Further, the organization is committed to the establishment, implementation, and maintenance of a corporate compliance program that emphasizes (1) prevention of wrong doing - whether intentional or unintentional, (2) timely reporting and investigation of questionable activities and practices without consequences to the reporting party and (3) timely correction of any situation which puts the organization, its leadership or staff, funding sources, or persons served at risk. By formal resolution and in accordance with this policy, the governance authority has delegated overall responsibility for the Corporate Compliance Program to the Executive Director or his designee.

PERSON RESPONSIBLE

The following procedures/guidelines will govern the design and implementation of the Organization's corporate compliance program:

Executive Director (or designee)

The Executive Director will formally designate a Corporate Compliance Officer (CCO), monitor the Agency's corporate compliance program and ensure that the governance authority is fully informed at all times on matters pertaining to corporate compliance.

All Departments/All Sites

All CCO contact information shall be posted in all Bost, Inc. locations.

Corporate Compliance Officer

The Corporate Compliance Officer (CCO) will oversee all components, implementation, and training in regard to Bost, Inc.'s Corporate Compliance Plan.

The Corporate Compliance Officer (CCO) will review and update Bost, Inc.'s Corporate Compliance Plan on an annual basis.

All Employees/All Sites

Anyone aware of violations or suspected violations of laws, regulations, the conditions of participation or Bost, Inc.'s policies and procedures must report them immediately to a supervisor or member of management, the Compliance Officer or the Corporate Compliance Hotline at 877-701-9111. Any member of management receiving a report of a violation or suspected violation must report the violation immediately to the Compliance Officer. Strict compliance with Bost, Inc.'s policies, and procedures; federal, state, and local laws and regulations; and the conditions of participation for federal healthcare programs are conditions of employment.

Addendum E
TRAINING POLICY

This policy provides written procedures to ensure the agency provides orientation, departmental training, supervisor training and annual training for all personnel.

PERSON RESPONSIBLE / PROCEDURE

Program Directors

1. Shall ensure all employees attend agency orientation and departmental orientation prior to starting work within their respective departments. Additional training required by the position i.e. DSP, CPR/First Aid and/or any other required training based on the program the employee is assigned shall be completed within the first 30 days of employment.
2. Shall ensure all employees attend annual topics within 30 days of their anniversary date.
3. Shall make all employees aware that failure to attend required training will result in adverse employment action, up to and including termination.

Staff Development Specialist

1. Will provide Agency Orientation, CPR/First Aid, DSP and MANDT training on an ongoing basis (at least twice monthly) to ensure employees are provided an opportunity to receive required training offered by the agency. Will provide/coordinate additional training for supervisors as the need is identified.
2. Will maintain training files, publish monthly training calendar and provide department directors a list of employees who are due for training on a monthly basis.
3. Will provide list of non-compliant employees to the Director of Human Resources on a monthly basis.

Human Resources Director

1. Will investigate cause of non-compliant employee and recommend appropriate action to the appropriate Assistant Executive Director.
2. Adverse employment action will be recommended based on cause of non-compliance (FMLA, Work Comp, or a death in the family are a few acceptable causes) Staffing ratios will not be an acceptable reason for non-compliance.

Addendum F
BACKGROUND CHECK POLICY

This policy provides written procedures to ensure background checks are performed on individuals in accordance with Department of Human Services, Office of Long Term Care and Children and Family Services.

PERSON RESPONSIBLE / PROCEDURE

HR Coordinator/Hiring Supervisors

- f. All candidates prior to starting work will complete a Request for Criminal Record Check, Child Abuse and Neglect Central Registry and Authorization for Adult Maltreatment Central Registry forms. If the potential employee has lived outside of AR within the last 5/6 years (5 years for WA,PV,CS, MFG; 6 years for PS) he/she will be provided with a fingerprint card to take to their nearest police station to be fingerprinted and return the card to the HR Coordinator/Hiring Supervisor.
- g. Potential candidates for Preschool employments will also complete an AR Child Maltreatment and AR Criminal Record check.
- h. In accordance with program licensure requirements, all record checks must be completed prior to hiring the individual.

Agency LPN/Designated testing site/MRO

- 4. Will conduct drug testing on all potential employees in the local area prior to the employees intake process. Potential new employees outside the local area will be directed to the designated testing site by their hiring supervisor.
- 5. Will perform TB test on all new employees in the local area. Potential new employees outside the local area will be directed to the designated testing site by their hiring supervisor.
- 6. Agency LPN will provide test results to the HR Coordinator. Designated testing sites will send test results to the HR Coordinator.

Section VII

Other

LEGAL AND OTHER EXTERNAL REQUEST POLICY

All legal and regulatory matters related to the Agency, including responses to subpoenas, search warrants, investigations, and public media questions, shall be directed to the office of the Executive Director.

PERSON(S) RESPONSIBLE

All Employees

Shall direct any and all legal, public media, and regulatory inquiries, requests, and orders to the office of the Executive Director by providing the name and telephone office number of the Executive Director to persons making such inquiries.

Executive Director

Is the designated public spokesperson for Bost, Inc. and shall respond to any and all legal, public media, and regulatory inquiries, requests, and orders. Shall delegate and designate other staff to respond to regularly occurring legal and related requests including, but not limited to: wage garnishments, personnel references, request for client data with bona fide release of information documentation, and publicity promoting the activities and services of the Agency, including fund raising. Shall provide as required appropriate assistance to Agency personnel during investigations by external authorities. Such assistance may be limited to guidance and information pertaining to the investigative process.

BULLETIN BOARD POLICY

Bulletins and bulletin boards are to be used primarily to convey information related to Agency policies, changes in procedures and special events. Information of interest related to Agency services and personnel will be posted regularly on the Agency bulletin boards. Only authorized personnel will be permitted to post, remove, or alter any notice on the Agency bulletin boards.

Individual departments may set up "employee boards" for employees to post items for sale and other related personal news. Such employee boards shall be located in areas not visible by the general public, visitors or other non-employees, and postings shall be tasteful and not offensive to any reader. All postings require the approval of the respective department director, or his/her designee.

PERSON(S) RESPONSIBLE

All Employees

Shall be responsible for reading the Agency bulletin boards regularly, to be familiar with the information posted. May submit items for posting on the department "barter board". Items must be approved by respective Department Director and may be posted for no longer than thirty days.

Department Director

Shall be responsible for the content of all bulletin boards within their respective facilities, unless otherwise noted. Shall be responsible for approving all items posted on departmental boards.

Director of Human Resources

Shall be responsible for the content of the HR bulletin boards at each site.

RELATIONSHIPS WITH INDIVIDUALS SERVED POLICY

All employees shall maintain professional relationships with consumers, families, and the general public consistent with the Bost Code of Ethical Conduct. Relationships, personal or otherwise, between an employee and individuals of non-employee status that may be viewed by others as questionable, may appear to be a conflict interest, may appear inappropriate, or could be construed as violating the needs, rights, and welfare of consumer(s) shall be disclosed and reviewed by the Agency management. The Agency retains the responsibility and authority to decide if a personal relation between an employee and non-employee violates the Agency Code of Ethical Conduct. Violations of the Agency Code of Ethical Conduct may lead to disciplinary action, including termination.

PERSON(S) RESPONSIBLE:

All Employees

Shall immediately report, whether directly involved or not, relationships, personal or otherwise, between an employee and individuals of non-employee status that may be viewed by others as questionable, that may to be a conflict interest, that may be inappropriate or possibly violate the needs and welfare of consumer(s) to their Department Directors. Shall review and follow incident reporting procedures if the situation possibly violates a consumer's rights, safety, or welfare.

Department Director

Shall review reports by employees described above of relations between an employee and non-employee, and decide if further action is warranted. The Department Director may wish to consult with the Director of Human Resources and/or Executive Director before deciding on action to take. Shall report the original employee report, decision made and action taken, if any, to the Director of Human Resources and Executive Director in writing or email. Shall follow incident reporting procedures as necessary to report possible violations of a consumer's rights, safety, or welfare.

Executive Director

Shall review reports of possible violation(s) of code of ethical conduct, decisions made and action taken by department director(s). May direct further decision making or action to be taken, including disciplinary action, with respect to deciding if a personal relationship between an employee and non-employee has violated the Agency Code of Ethical Conduct. Such consideration may include consulting the Agency Board of Directors.

INTERNET / COMMUNICATIONS POLICY

Bost provides employees with various electronic technologies, including personal computers and related software and hardware, voice mail, e-mail, cell phones and internet access to assist in the performance of job duties. Use of these technologies must be limited to Bost business. Employees must not use Bost computing and communications services for, including but not limited to, soliciting business, selling products, or otherwise engaging in commercial activities other than those expressly permitted by Bost management. Agency equipment must not be used for storing personal files unrelated to Agency business.

Employees should have no expectation of privacy or confidentiality in any of these technologies. The Agency has the right, at any time, to monitor and access any information stored on, accessed from, or sent from Agency supplied equipment. Employees must not install any software on

Agency computer equipment without IT department knowledge and authorization. Employees must not copy company supplied software for installation on home computer systems.

In order to use certain electronic technologies, such as network folders or Agency supplied personal computer, it may be necessary for employees to use a personal access code, such as a user id/password combination. Personal access codes must not be shared and employees should be aware that any activity performed using personal access codes would be assumed to have been performed by that employee. If someone else using the employee's access code does something to violate company policy or break a law, the employee will be held responsible and accountable, even though that employee did not personally perform the act.

If an employee is provided access to the internet, it is for access to business related sites and not meant to be used for personal web surfing. Bost has installed software that monitors web sites visited and records the frequency of these visits. This information may be collected and analyzed by management to determine excessive and flagrant use of network resources.

Failure to follow the Agency's policies regarding use of provided electronic technology may lead to disciplinary measures, up to and including termination of employment.

Code of Ethical Conduct

All staff, board members, and volunteers of Bost, Inc. shall commit to act with honesty, integrity, and openness in all their dealings as representatives of the Agency. Bost, Inc. promotes a working environment that values respect, fairness, and integrity.

The Agency shall maintain a written code of ethical conduct to be followed by all employees and members of the Bost Board of Directors. All employees and Board members shall receive training and sign statements as evidence of support of the Code of Ethical Conduct.

PERSON/ENTITY RESPONSIBLE

The Board of Directors

1. Shall annually review the Agency Code of Ethical Conduct.
2. Individual Board members will annually sign a declaration of conformance to the Code of Ethical Conduct.
3. Shall annually approve the Corporate Compliance Officer for the fiscal year.

Corporate Compliance Officer

1. Shall maintain the Agency Code of Ethical Conduct for the Board of Directors review, including the following areas: business, marketing, service delivery, professional responsibilities and human resources and make revisions as necessary.
2. Shall conduct an initial investigation into complaints, allegations or suspicion of violations of Code of Ethical Conduct in a timely manner.
3. Will document findings of investigation and outcomes with copies to be provided to the respective department director and Executive Director, with recommendations for any further action.
4. In any findings and outcomes involving any supervisor or above senior management, or any member on the Board of Directors, shall also provide copy of the report to the President of the Board of Directors.

Department Directors

1. Shall address any reports or allegations of violations of Code of Ethical Conduct utilizing discipline personnel policies and procedures as appropriate to the reported findings.

All Employees

1. Shall report immediately to the supervisor, or member of management, Corporate Compliance Officer or Compliance hotline any complaints, allegations or suspicion of violations of Code of Ethical Conduct with no fear of reprisal in reporting another parties waste, fraud, abuse or other questionable activities and practices.

Agency Training Coordinator/Human Resource Manager

1. Shall conduct training on the Agency Code of Ethical Conduct during Agency orientation of Direct Service Professional Training. Such training shall include review of Agency policies and procedures related to Code of Ethical Conduct and review of the Code itself in Personnel Policy. Training shall stress that no reprisal shall be made for any reporting employee in reporting another person's waste, fraud, abuse or other questionable activities and practices.
2. Shall make available further and ongoing training to Departments on the Code of Ethical Conduct.
3. Shall maintain records of Code of Ethical Conduct training and declaration of conformance with same in individual personnel files.

BOST, INC CODE OF ETHICAL CONDUCT

Bost, Inc. recognizes of the importance of our services to those individuals we serve, and in accepting a personal obligation to our profession, its members and the communities we serve, do hereby commit ourselves to the highest ethical and professional conduct and agree:

1. to accept responsibility in making decisions consistent with the safety, health and welfare of the public and those we serve, and to disclose promptly factors that might endanger the public or the environment or those we serve;
2. to avoid real or perceived conflicts of interest whenever possible, and to disclose them to affected parties when they do exist;
3. to be honest and realistic in documenting and billing services to all payment sources;
4. to reject bribery in all its forms;
5. to maximize the understanding and use of technology, and appreciate potential consequences;
6. to maintain and improve our individual commitment to Bost, Inc., its mission and those we serve;
7. to seek, accept, and offer honest criticism, to acknowledge and correct errors, and to credit properly the contributions of others;
8. to treat fairly all persons regardless of such factors as race, religion, gender, disability, age, or national origin;
9. to avoid injuring others, their property, reputation, or employment by false or malicious action;
10. to assist colleagues and co-workers in their professional development and to support them in following the code of ethical conduct and all related professional codes;
11. to adhere to all relevant state and federal regulations and to adhere to the professional conduct standards of all relevant professional groups;
12. to perform all Marketing and Public Relations in such a way to ensure the vision and intent of Bost, Inc. is not compromised;
13. to maintain the strictest confidence regarding any issues and information relevant to the persons that Bost, Inc. serves;
14. to promote the individual adherence to the Bost, Inc. Code of Ethical Conduct and report those issues which are contrary to the spirit of this Code of Ethical Conduct without fear of reprisal for any employee in reporting another person's waste, fraud, abuse or other questionable activities and practices.
15. to maintain a professional relationship, at all times, which includes individuals served.
16. to empower people with disabilities, and their families, to achieve their dreams by providing lifelong choices, support and learning opportunities.

Civic and Community Affairs Policy

Bost, Inc recognizes it is our responsibility as a good corporate citizen to help strengthen the communities in which we live and work. We encourage our employees to become involved in their communities, lending their voluntary support to programs that enrich the quality of life and opportunities for all citizens. Volunteer service is intended to be a personal contribution of your time and commitment in a community service capacity. While involvement in these programs and initiatives is not mandatory, Bost, Inc. fully supports our employees' participation.

Volunteer Activities: May be sponsored by the employer or can be related to the individual's own commitments related to charitable, social, civic, community and educational activities. Bost's Civic and Community Affairs Policy precludes any political and/or faith-based activities, rallies, or marches.

Conflict of Interest: Potential conflict of interest must be disclosed and approved per the Bost Conflict of Interest Policy.

Employee Volunteer Recognition: Employees with 24 or more volunteer hours annually will be recognized for their volunteerism at the annual Appreciation Dinner.

PERSON RESPONSIBLE/PROCEDURE

All Employees

1. Submit to the Department Director the following information: 1) Name and nature of the organization or event; 2) Specific service the employee provided; 3) Phone number of contact person at the Organization; 4) Date/time of employee involvement.

Department Director

- 1 Initial information and forward to Executive Assistant

Executive Assistant

1. Track volunteer hours for recognition at annual Appreciation Dinner.