








Ronald McDonald House Charities of Madison
Board of Directors Meeting – Executive Session
Wednesday, September 22, 2021

BOD Members Present: Kelly Ruppel, Nick Shutwell, Shawn Arneson, Kathy Kostrivas, Shannon Dean, Joanne Vaccaro, Jason Speich, Wendy Lommen, Amber Bucciferro, Kyle Nondorf

Agenda topic	Discussion/Next Steps
Call to order	Executive Session was called to order at 09xx a.m.
Consent Agenda (Nick) <ul style="list-style-type: none"> Meeting minutes – BOD Meeting – Executive Session (July 28, 2021) Meeting Minutes – Executive Committee Meeting (August 20, 2021) Meeting Minutes – Governance Committee Meeting (September 1, 2021) New Board Member Nomination and term extension approval (July 28 & Sept 1, 2021) (See attached committee minutes) <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  7.28.2021 BOD Meeting 7.28.2021 BOD Meeting Exec Sessio </div> <div style="text-align: center;">  8.20.2021 Exec Committee Minutes </div> <div style="text-align: center;">  9.1.2021 Governance Commit </div> </div> <div style="text-align: center; margin-top: 10px;">  New BOD Member Nomination and Ext </div>	<p>Motion to approve attached minutes, board member nomination and term extensions was made by Kathy and seconded by Jason.</p> <p>Minutes were approved as written.</p> <p>The following changes to the BOD were recommended: – Add Dr. Heidi Kloster (Shannon Dean’s seat that will be vacated) --Extend board terms by 1 year for the following: Shawn, Wendy, and Kathy</p> <p>Nick recognized Shannon for her service. She will be working in Memphis at St. Jude’s Children’s Hospital. Dr. Kloster is a pediatrician at AFCH and brings expertise related to complex pediatric care and resident engagement to the board.</p> <p>Board member nomination and term extensions were approved.</p>
Afghani Refugee Update and Vote (See attached document) <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  Afhani refugee proposal </div> <div style="text-align: center;">  Letter to Families </div> </div>	<p>Kelly gave update on request to have Afghani refugee families (and their children) stay at RMHC while their child is hospitalized at AFCH. Team discussed this option. Concerns related to positive measles illness in Afghani families @ Ft. McCoy. Screening/testing for COVID and measles quarantine for 21 days is part of routine process @ Ft. McCoy. This was reviewed and endorsed by Dr. Conway (UW infectious disease physician)</p> <p>Motion to approve this proposal was made by Shawn. Motion was seconded by Kathy. The earliest we would expect to see families who meet screening and eligibility criteria would be 9/23/2021. Motion was approved to allow Afghani families to stay at RMHC Madison who meet eligibility criteria. The attached letter that will be given to house families prior to arrival of Afghani families.</p>
RMHC – Global Family Vaccination Considerations	<p>Kelly gave update on request from RMHC Global to offer COVID vaccinations to families. We will not require all family members to be tested for Covid or offer vaccines. Logistically this would be difficult to implement and track.</p>
New Board Member Nomination Update: List of Nominations for December	<p>Deferred at this meeting due to time.</p> <p>Will send out list/information about board recruits prior to next meeting.</p>

<p>Board Retreat – Logistics/ Scope – Networking Dinner 10/19 & Virtual Meeting 10/20 (See attached DRAFT agenda)</p>  <p>DRAFT Board Retreat Agenda</p>	<p>Kathy gave overview of proposed plan for board retreat 10/19 & 10/20. The retreat will include a social event at the House on 10/19 and virtual strategic planning meeting for 2022 on 10/20. We will plan for a Spring in-person retreat to develop full 3-year strategic plan.</p>
<p>Adjourn</p>	<p>Meeting was adjourned at 9:37 a.m.</p>

Next Board Meetings

- Board Retreat – October 19-20, 2021
- Board Meeting – December 8 – 8:00 – 9:30am

Submitted by: Kathy Kostrivas

Ronald McDonald House Charities of Madison




Executive Committee

Friday, October 15, 2021

8:00 AM – 9:00 AM

ZOOM Call

Attendees: Shawn Arneson, Kathy Kostrivas, Kelly Ruppel, Nick Shutwell

Agenda topic	Discussion	Next Steps
Call to order	Meeting was called to order at 0804	None
Approval of minutes  EC Minutes 9.17.2021	Motion to approve 9.17.2021 meeting minutes was made by Kathy and seconded by Shawn. Minutes were approved as written. (See attached document)	None
Retreat Prep  Retreat break out groups 10.15.2021  Board Retreat Slides	<p>Group review. Kelly shared overview of the break-out session groups and attendees. (See attached excel spreadsheet). Chris Roth and Brian Flad will not be able to attend, but both have completed board retreat “homework.”</p> <p>Nick inquired about how questions would be discussed in groups. Kelly shared attached retreat PPT that summarizes the plan for the day, and questions to be answered in groups. She noted that early in the session, everyone will answer the same question and that later in the session, each group will answer a different question for efficiency. Global will be leaving the retreat at 11am and staff will help facilitate last session when Global team leaves.</p> <p>PowerPoint review. Kelly gave brief overview of PPT (see attached draft). Dan will help with technology questions. Questions in the beginning of retreat will serve as way to get to know members and serve as introduction. Nick suggested that slide two not only introduce new board members, but also Rick and Maddie.</p> <p>Slide 9 – small group members will have 1 minute to answer question. RMHC team members will serve as timekeepers and notetakers will have template for summarizing the discussion.</p> <p>Slide 11 – there are three versions of vision statements – Global, Madison current, and Madison proposed versions.</p> <p>Slide 12 – there are two versions of core values – Global and Madison proposed version. Shauna will lead discussion on Slide 11 & 12.</p>	Kelly will update slide two to include Rick, Maddie, and their titles.

	<p>Slide 13 – Rick will lead into the questions on core values.</p> <p>Slide 14 – Tara will review RMHC House slide</p> <p>Slide 15 – Teresa will review St. Mary’s Family Room slide</p> <p>Slide 16 – Shannon will review Care Mobile slide</p> <p>Slide 17 – Tara will review lunches with love program slide</p> <p>Slide 18 – Kelly will review operations/comps slides. Executive Committee encouraged to cite the importance of having examples of how we compare to other Chapters as we prepare our strategic plan and metrics.</p> <p>Slide 22 – summarizes ratings from global. In top three in nation for Round Up Campaign.</p> <p>Slide 24 – summarizes board governance measures</p> <p>Slide 28 – Kelly will focus on foundational work for year one versus five strategic pillars. These strategies include 1) building capacity, 2) building mission & brand and 3) building an equitable and inclusive organization.</p> <p>Clarifying question was posed by Nick about what is meant by RMHC-Madison – is this the Madison market or Madison Chapter?</p> <p>Slide 30 – discussion to focus on are these the right strategies. Whole group will be together at this time</p> <p>Kelly will summarize her entry plan themes. The placement will offer ability to include anything not covered in previous discussion. Global will not be present for this discussion.</p> <p>Nick will close the day.</p> <p>Rockford discussion. Guy has inquired about Rockford in context of our strategic planning. We will commit to further discussion with Guy later in 2022 as we work on our 3-year strategic plan.</p> <p>Picnic on 10.20.2021. Nick will do opening/welcome. Event will offer get to know you “game” and will offer points to get answers to questions. Prize will be awarded.</p>	<p>Kelly will update slides to clarify that “Madison Chapter” is the focus of this strategic plan</p>
<p>Executive Director Updates</p>	<ul style="list-style-type: none"> Kelly shared that \$2500 grant was received from Global to support our work with Global families. The first Afghan family’s child is doing great and was discharged. UW Health took a major leadership role and was able to advocate to find them the family own housing immediately versus having to go back to Fort McCoy. They are in their own apartment and their kids will be starting school at Van Hise Elementary. 	

	<ul style="list-style-type: none"> The other Afghan family remains in the House, as their baby prepares for yet another surgery. Both families do not want pictures, but Kelly was given permission to share artwork the children have made. Kelly mentioned one picture of the American Flag and Afghani Flag with a heart in the middle that a 7-year-old girl created. She will send picture to board members with her Friday Executive Director update. 	
December Board meeting	<p>The following topics were identified for December 8th board meeting: (8:00 – 10:00 a.m.)</p> <ul style="list-style-type: none"> <u>Board + Staff</u> <ul style="list-style-type: none"> Kelly Ruppel: Accounting Policy Update (Vote) Strategic Plan Budget Preview (vote on preliminary budget) Departmental updates <u>Board + Kelly</u> <ul style="list-style-type: none"> Approval of Employee Handbook Approval of New Board Members (Chris Roth, Shannon Wendricks, Brian Flad) Approval of Executive Committee members for 2022 <ul style="list-style-type: none"> Nick Shutwell – President Jason Speich – Vice President JoAnn Vaccaro – Treasurer Kathy Kostrivas - Secretary 	<p>Kathy will reach out to JoAnn and Mary Basel regarding recommendations for 2022 EC Members.</p> <p>Nick mentioned that he thought the Budget might need to be in the closed session of the meeting.</p>
Adjournment	Meeting adjourned at 0907	

Submitted by Kathy Kostrivas



Ronald McDonald House Governance Committee Minutes




Date: December 1, 2021; 8:00 – 9:00 a.m.

Attendees, Shawn Arneson(excused), Mary Basel (excused), Kathy Kostrivas, Wendy Lommen, Nick Shutwell (excused), Kelly Ruppel

Meeting Objectives

- Finalize Committee Assignment recommendations for 12/8
- Review and finalize Governance Committee Charter for 2022
- Review and provide feedback on Charter template

Agenda Topic	Discussion	Next Steps/Recommendations
Approval of November minutes  November Minutes	Motion to approve November 3rd Governance Committee Meeting minutes was made Wendy and seconded by Kathy. Motion was approved.	Minutes were approved as written.
Finalize Committee Assignments  2022 Committee Assignments	<p>The attached proposed committee assignments for 2022 were reviewed. These assignments were based on board survey and Executive Director interviews. Attached committee assignments and first meeting leadership assignments will be reviewed @December 8th board meeting.</p> <p>Meeting schedules will be staggered to allow for staff participation. Goal is to have staff and chair of committee to work closely to plan meeting agendas. Work for 2022 is based on strategic plan – not a new body of work. Development, Facilities and House Operations staff members will work closely with board members to share info and get help they need from the board. Time for this discussion at these committees should be included on every agenda.</p> <p>Team proposed plan to have Governance and Strategic Planning meetings in January; Development and House Committee meetings to start in February. Investment/Finance and Facilities Committees will meet quarterly.</p>	<p>Executive committee assignments and committee assignments will need approval at December 8th BOD Meeting. Kathy will create a document to summarize Executive Committee assignments and send to Nick to finalize. Meeting.</p> <p>Kelly will send out committee assignment document with board packet.</p> <p>Recommendation: each committee assigned leader will be responsible to do the following at first meeting</p>

	<p>Goals for each of the committees was also reviewed. The 2022 Strategic Alignment goals will be added to individual charter drafts.</p>	<ul style="list-style-type: none"> • Introduce team charter, goals • Determine meeting schedule • Vote on chair for committee <p>Final charter for each committee will be due prior to April board retreat.</p>
 Governance Charter Draft  Meeting schedule	<p>The Governance Committee charter draft was reviewed (see attached)</p> <p>Regular meeting schedule was addressed. Governance committee to meet every other month – odd months, 1st Wednesday of the month at 8:00 am.</p> <p>Other committees will determine their meeting schedules. Meeting date/time options will be shared with committees that align with staff ability to attend.</p>	<p>Kathy will send out governance charter draft to current and new members for feedback. Charter will be finalized at next governance committee meeting.</p> <p>Kelly will send updated Outlook invitation for 2022 meetings.</p>
Other discussion	<ul style="list-style-type: none"> • Portal- have all meeting documents in board portal in the future • Development of committee “toolkit” <ul style="list-style-type: none"> ○ Agenda template ○ Checklist of what needs to get done at first meeting ○ Charter template • Board expectations document <ul style="list-style-type: none"> ○ Draft document will be shared in board packet ○ Board member feedback due by January Governance meeting ○ This committee will finalize board member expectations document at January 5th meeting. 	<p>Kelly will send out Board Expectations document in December BOD meeting packet.</p>
 Committee Charter Template	<p>The proposed committee charter template was reviewed in context of Governance Committee completed draft. Will share this template at board meeting.</p>	<p>Kelly will include draft Governance Committee charter and Committee Charter template in board packet.</p>
Next meeting	Next meeting is Wednesday, January 5, 2021 (1st Wednesday – odd months)	



	Agenda topics: <ul style="list-style-type: none">○ Finalize Governance Charter○ Standards & Expectations Review	
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Future Topics to Address

1. Review drafts of other Committee Assignments
2. Board of Directors Standards and Expectations Review
3. Development of Board Grid – Primary/Secondary talents/strengths
4. 2023 BOD recruitment
5. Annual BOD assessment

Ronald McDonald House Charities of Madison, Inc.



Employee Handbook 2021

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I. Introduction.

Welcome to Ronald McDonald House Charities of Madison (“RMHC”). As an employee of this organization, we welcome you and take this opportunity to share our history and philosophy.

A. Introduction about RMHC

Since 1993, the Ronald McDonald House Charities (“RMHC”) has provided a warm and supportive “Home-Away-From-Home” for families of children being treated in area hospitals. We have been able to make this House a “home” through the efforts of dedicated employees who see the Ronald House as more of a mission than a job.

Since 2003, the Ronald McDonald Care Mobile has also provided access to healthcare for thousands of uninsured or underinsured children. The program started with free dental and some medical services. More recently, in partnership with Mercy Health, the Care Mobile provides vaccinations and health checks at no cost to students in low-income schools throughout the Rockford area.

The latest addition to RMHC’s programs is the Ronald McDonald Family Room, physically located in St. Mary’s Hospital which opened in September of 2012. This 3,500+ square foot space provides all the amenities of the Ronald McDonald House (including 4 sleep rooms with private bathrooms/showers) for any family having a baby or child being treated in St. Mary’s Hospital.

Our employees and our volunteers are our most valuable resource. Without their dedication, RMHC would not endure. Our success depends upon our ability to work together in spirit of teamwork and commitment to our mission. Together we can meet our family’s’ needs and enjoy a mutually rewarding working relationship.

B. RMHC Mission Statement

Believing that every family deserves access to healthcare, *RMHC-Madison creates, finds, and supports programs that directly improve the health and well-being of children and their families.*

C. Why an Employee Handbook?

It is important employees understand their responsibilities and the general working conditions they can expect as an employee. To do so, we have prepared this employee handbook for you. It is not intended to address all possible applications of or exceptions to the general policies described, nor will this handbook identify every applicable policy or procedure in the workplace. So, if you have specific questions about your employment or provisions in this handbook, contact your supervisor.

This handbook is not intended to be a contract for employment or any other sort of legal document. RMHC reserves the right to change, review and/or revise this handbook with or without notice to you.

D. Who is The Employer Group?

RMHC works with The Employer Group, a human resources business, for its employment-related needs, including payroll services, human resources questions and benefits administration. Because of that relationship, The Employer Group (TEG) is also considered your employer, under a “co-employment relationship.” By virtue of being employed with RMHC, you are employed by TEG.

TEG acts as your Human Resources Department. You may contact us with questions on your paycheck, employee benefits, questions on handbook policies, or other questions or concerns you have regarding your employment.

For most official purposes, employees should list “The Employer Group” as their employer because TEG provides your paychecks, benefits, and insurance coverage; TEG will verify that information with the appropriate party as needed.

Your worksite employer remains your day-to-day supervisory employer. Your supervisor is responsible for things such as setting work schedules, assigning job duties, setting pay rates, completing performance reviews, and establishing work rules.

Throughout this handbook, we will refer to RMHC as your employer. Please understand that where appropriate, referencing “we” or “us” may include TEG, too.

Below is The Employer Group’s contact information:

The Employer Group
351 Prairie Heights Drive
Verona, WI 53593
www.theemployergroup.com

Phone: 800.406.9675
Fax: 800.319.0516

info@theemployergroup.com (general questions)
payroll@theemployergroup.com (paycheck questions)
hr@theemployergroup.com (benefit and policy questions)

E. At-Will Employment.

Your employment with RMHC is voluntary and is subject to termination by you or RMHC at will, with or without cause, and with or without notice, at any time. Nothing in this handbook should in any way be interpreted to conflict with, to modify or to eliminate the at-will nature of your employment with RMHC.

This policy of at-will employment cannot be modified by any person, act, statement, series or events or pattern of conduct, but only by an express written employment agreement executed by the proper and authorized parties.

F. Equal Employment Opportunity.

RMHC is committed to providing equal employment opportunities to all qualified individuals and employees. It is the policy of RMHC to prohibit unlawful discrimination and harassment, and to afford equal employment opportunities to employees and applicants without regard to applicable protected classes.

RMHC will not retaliate against individuals who assert their rights under applicable federal, state, or local equal opportunity laws.

G. Accommodations.

RMHC is committed to ensuring equal opportunity in employment for qualified persons with disabilities and complying with applicable state and federal law in providing reasonable accommodations to our employees.

If you believe you need an accommodation to perform the essential functions of your position, contact TEG or your supervisor to make that request.

II. General Employment Information.

A. Employment Authorization.

RMHC requires employees to complete the federal I-9 form and furnish documents to verify their eligibility for employment in accordance with the Immigration Reform and Control Act. In addition, we utilize the e-Verify program to assist with confirmation of an employee's authorization to work in the United States.

B. Personnel Files.

We maintain a personnel file for you. Some information contained in your personnel files may be available for your review. See your supervisor or speak to TEG if you have questions.

C. Change in Your Personal Information.

To ensure personnel and benefit records are accurate, it is your responsibility to promptly notify RMHC and TEG of updates regarding the following: name, address, telephone number, marital status, change in dependent information, beneficiaries, and emergency contact information. This information may require you to complete a form to ensure your personnel information is up to date.

D. Employment Classifications.

Each position with RMHC is classified as being either exempt or non-exempt. Employees in non-exempt positions are entitled to overtime pay when they work more than 40 hours in one work week. Exempt employees are those individuals whose positions meet specific tests established by the Fair Labor Standards Act, and are exempt from overtime pay, regardless of the number of hours worked. Exempt/non-exempt classifications are determined by us, not our employees.

In addition to an exempt or non-exempt status, employees also fall under one or more of the following categories:

- **Full-time Employee.** These employees are regularly scheduled to work 30 hours or more per week and are not in a limited-term or temporary position.
- **Part-time Employee.** These employees are regularly scheduled to work 20-29 hours per week and are not in a limited-term position.
- **Occasional Employee.** These employees are regularly scheduled to work less than 19 hours per week and are not in a limited-term position.
- **Limited-term Employee.** These employees are typically employed on a project basis for a fixed period of time (an intern may be an example).

E. Probationary Period.

The first 90 days of your employment are considered your probationary period with us. During this time, your supervisor will be responsible for on-the-job training, orientation and monitoring your performance. You are encouraged and expected to ask any questions about the job and its accompanying responsibilities. Understand that your employment remains at-will both during your probationary period and thereafter.

F. Performance Reviews.

At RMHC, we believe it is important to regularly review employees' performance to ensure our quality work standards are being met and exceeded. That review may come in either the form of a formal performance review or an informal and ongoing review of your performance.

Initial performance reviews will take place after successful completion of your probationary period, but keep in mind that salary increases are not guaranteed.

While we believe compensation and performance go hand-in-hand, you should not expect a wage increase following each performance review, since compensation increases are based on additional factors, such as company performance.

G. Background Checks.

We may perform formal or informal background checks on you or have a third-party perform such check(s) prior to your hire or during your employment. We will ensure that all background checks are held in compliance with all federal and state statutes, including the Fair Credit Reporting Act.

H. Hiring Relatives.

For the protection of our assets and development and maintenance of an equitable working environment, RMHC may need to limit the hiring and promotion of persons who have an immediate family member employed by us.

For purposes of this policy, the term "immediate family members" include anyone in a direct relationship by blood or marriage up to and including first cousin. This term extends to an employee's spouse, parent, child, sibling, grandparent, grandchild, and first cousin of the employee or the employee's spouse or any person residing in the employee's household.

As to employees on the date of the adoption of this policy, no hire or promotion will be approved in the following situations where:

- A direct or indirect reporting relationship between family members would occur;
- Two immediate family members would be working in the same department or unit, and one would be responsible for auditing, controlling, or reviewing the work of the other; or
- Any situation where the employment of two family members would result in the possibility for fraud.

Any immediate family member who is not prohibited from being hired or promoted as provided above must have all necessary qualifications of the position in question and will not be hired over a more qualified applicant.

I. Confidentiality.

In your position, you may come into contact with information RMHC considers confidential. Regardless of whether you sign a confidentiality agreement, you are expected to maintain strict confidentiality with such information. If you have questions about whether information is confidential, ask your supervisor or company management.

Be aware that all information received, reviewed, or monitored belongs to RMHC, not you. Upon your departure of employment with RMHC, for any reason, all such information must be returned to RMHC immediately. You are not permitted to retain any copies, whether paper or electronic, of any such information.

If you fail to maintain the confidential nature of this information, you may be disciplined, which may include termination.

In your position, you may encounter information RMHC considers confidential. Regardless of whether you sign a confidentiality agreement at the time you are hired, you are expected to maintain strict confidentiality with such information. If you have questions about whether information is confidential, ask your supervisor or company management.

All staff and volunteers are expected to treat RMHC-Madison business and guest/patient matters with confidentiality. Information regarding a child's condition or other family matters, no matter the source of the information, should be considered confidential and not shared with individuals outside of the House, with volunteers or with part-time staff. Similarly, financial, and other business matters should be held in strict confidence.

In no event shall information about any guest family be disclosed to any other person or entity unless the guest family has provided specific, written consent for such disclosure or in the event the organization is responding to a lawful subpoena or otherwise required to disclose the information by prevailing law.

This information includes personal details such as address and telephone number; room number at the House, the medical, psychological, social, or economic circumstances of guest families; and other privileged confidential information.

If withholding information might reasonably jeopardize or threaten the health and/or safety of House guests, staff, or volunteers (e.g., if a House guest has an infectious disease such as chicken pox) House staff must notify other guests that they may have been exposed to the disease. However, the identity of the specific guest should not be disclosed to other guest

families. Information should be shared with staff and volunteers only, when necessary, in the performance of that person's duties and responsibilities.

In addition to protecting the privacy of guest information, members of the board of directors, staff, volunteers, and other representatives of the Chapter must not release confidential or proprietary information about the organization itself outside the scope of their job responsibilities.

Such confidential information includes, but is not limited to:

- Guest waiting lists;
- Chapter operations;
- Volunteer information;
- Compensation data;
- Financial and costs information;
- Pending projects and proposals;
- Internal processes;
- Future and/or strategic plans;
- Personnel information; and
- Donor and Fundraising information.

Be aware that all information received, reviewed, or monitored belongs to RMHC, not you. Upon your departure of employment with RMHC, for any reason, all such information must be returned to RMHC immediately. You are not permitted to retain any copies, whether paper or electronic, of any such information.

It is of utmost importance that employees keep confidential the information that they encounter while at RMHC. All names, addresses, telephone numbers, diagnoses and personal information must be kept in strictest confidence. A breach of confidentiality is grounds for disciplinary action up to and including immediate termination of employment.

J. Official Spokesperson.

Any telephone calls from the media must be referred to the Marketing Director. If the Marketing Director is not present to handle a call, take a message and tell the caller that the Marketing Director or Executive Director will return the call as soon as possible. Then, phone the Marketing Director and/or Executive Director using the list of home & cell phone numbers /posted in the main office and in the Night/Weekend Supervisors room.

K. Immunizations

In accordance with RMHC's duty to provide and maintain a workplace that is free of known hazards, RMHC reserves the right to require immunizations to safeguard the health of our employees and their families; our guests and visitors; and the community at large from infectious diseases.

L. Health Insurance Portability and Accountability Act (HIPAA).

It is our responsibility to protect the privacy and security of individual health information (known as protected health information or PHI) in accordance with HIPAA as well as Wisconsin law. "PHI" is any information that identifies an individual and relates to his or her health care. Employees like yourself have access to use and disclose PHI to do your job.

You must follow RMHC's policies and procedures regarding the privacy and security of PHI and must agree to maintain confidentiality of PHI in any form. Use, access and/or disclosure of PHI is allowed only to the extent necessary to perform your job responsibilities, when required or permitted by law and to disclose information to persons who have the right to receive that information. A written authorization for release of information is required to disclose or access PHI for any other use or disclosure. You must follow the privacy and security safeguards in place to protect PHI and to prevent the improper or unauthorized use or disclosure of PHI, and promptly report any incident involving a HIPAA privacy or security violation or knowledge of unauthorized uses or disclosures of PHI. Unauthorized use or disclosure of PHI may result in appropriate disciplinary action, up to and including termination.

If you have any questions regarding this HIPAA policy, see your supervisor.

M. Conflict of Interest.

It is your responsibility to avoid any situation that involves or may involve a conflict between your personal interest and the interest of RMHC. As in all other facets of your duties, when dealing with customers, clients, suppliers, contractors, competitors or any other person or entity doing or seeking business with RMHC, you must act in the best interest of RMHC at all times. Where a potential conflict arises, it is your responsibility to promptly and fully disclose that possibility to your supervisor.

Examples of such conflicts include:

- Ownership by you or a member of your family in an outside enterprise that does or seeks to do business with RMHC or is a competitor of RMHC.
- Serving as a director, officer, partner, consultant, or in a managerial or technical capacity with an outside enterprise that does or seeks to do business with RMHC or is a competitor of RMHC.

- Other arrangements or circumstances, including family or other relationships, that may dissuade you from acting in the best interest of RMHC.

N. Outside Employment.

We allow our employees to have outside employment, so long as it does not interfere with your job performance or create a conflict of interest. If your job performance or quality of work suffers as a result of your outside employment, you may be asked to choose between jobs. We do not allow our employees to work for another employer while on a leave of absence or while absent for illness from our company.

O. Gifts, Favors, Entertainment and Payments.

You may not seek out or accept gifts, favors, entertainment or payments for yourself without a legitimate purpose, nor shall you seek out or accept a personal loan (other than conventional loans from lending institutions) from any person or business organization that seeks to do business with or who is a competitor of RMHC.

You may accept common courtesies usually associated with customary business practices, such as:

- Gifts of small value;
- Gifts of perishable items.

It is not permissible to:

- Accept a gift of cash or cash equivalent;
- Borrow money or personal property;
- Accept alcoholic beverages; and
- Accept gifts from those under your supervision of more than a limited value.

P. Vehicle Use.

Personal Vehicle Use. You may be permitted and/or required to use your personal vehicle for business-related travel from time to time. You may be asked to provide proof of insurance coverage. When driving your vehicle for business purposes, you are responsible for your own actions and should determine whether satisfactory conditions for travel exist. You must follow all rules of the road, including prohibitions on using your cell phone while driving. You are also solely responsible for any traffic violations and parking tickets incurred while on company business.

Use of Company Vehicles. You may be provided a company-owned vehicle if you need one extensively for business travel. While the vehicle is intended for business purposes, we recognize that you may use it for incidental personal use. We expect you to reimburse the company for the estimated average incremental cost. We also expect you to accurately report the vehicle with the Internal Revenue Service. When driving this vehicle, you must follow all rules of the road, including prohibitions on using your cell phone while driving. You are also solely responsible for any traffic violations and parking tickets incurred while on company business.

Vehicle Rental. You may be permitted and/or required to rent a vehicle in your business-related travel. Before renting a vehicle for business purposes, get prior approval from your supervisor.

If your position requires work-related driving, you must possess a valid driver's license and proof of personal auto liability insurance meeting the state's minimum requirement. In addition, you may be asked on an annual basis to produce this documentation as a term and condition of your continued employment for that position. If your position requires work-related driving, you are required to inform RMHC if you lose driving privileges or insurance coverage at any time. If your job requires driving, and you lose driving privileges or insurance coverage, or fail to produce the required documentation when requested, it may result in disciplinary action up to and including termination.

When driving a vehicle for business purposes, you are responsible for your own actions and should determine whether satisfactory conditions for travel exist. You must follow all rules of the road, including prohibitions on using your cell phone while driving. You are also solely responsible for any traffic violations and parking tickets incurred while on company business. If you get into an accident while on company business, regardless of who owns the vehicle, it is your responsibility to report the accident to your supervisor immediately, as well as to the authorities.

Q. Personal Property.

If possible, try to avoid having personal valuables at the workplace and/or safeguard your personal belongings like purses, electronic equipment, etc. RMHC is not responsible for their loss or damage, nor are we responsible for damage or theft caused to your vehicle, or the contents inside your vehicle, while it is parked on company property. If a personal valuable is missing, report it to your manager immediately.

R. Solicitation, Distribution and Use of Bulletin Boards.

We may post items important to you on company bulletin boards (including electronic boards or intranet sites) from time to time. It is your responsibility to regularly check these bulletin boards for new and/or updated information.

Any company bulletin boards (including electronic boards and intranet sites) are purely for business purposes only. You must receive prior permission before posting materials on a company bulletin board. You may not remove posted materials without permission.

You are not permitted to solicit any other employee during actual working time to participate in non-work-related activities/memberships, nor may you distribute literature in work areas at any time. Likewise, do not allow non-employees to solicit employees during working time.

S. Professional Development, Memberships and Dues

We encourage our employees to increase their job-related skills and knowledge through participation in professional conferences, meetings, or continuing education presentations. If you are interested in attending such a conference or meeting, submit a request to your supervisor for approval. Your request must identify the subject matter of the presentation, how it is job-related and an estimate of the expenses. Your supervisor will let you know if your request is approved.

III. Compensation and Scheduling.

A. Getting Paid.

You will be paid on a semi-monthly basis on the 4th and 19th of the month. If a scheduled pay date falls on a weekend or holiday, the pay date will be moved up to the prior business day.

You may be required to enroll in the direct deposit of your paychecks, or it may be an option available to you. Direct deposit ensures your earnings are immediately available. If you sign up for direct deposit, your bank account election can be changed at any time. In addition, you may choose to receive your earnings statements online at www.theemployergroup.com.

Certain deductions will be made from your paycheck, as required by federal, state and/or local law. In addition, your paycheck may also be reduced to comply with certain court orders, liens, or wage assignments. Other deductions may be made from your paycheck pursuant to your consent, including deductions for your contributions to certain benefits.

If you have questions about your paycheck or other payroll questions, you can contact The Employer Group's payroll department.

B. Overtime Pay.

Your position may require that you work overtime. If your position is classified as non-exempt, you may be entitled to compensation for that overtime, consistent with applicable state and/or federal law.

Non-exempt employees may not work overtime without approval from their supervisor and may be disciplined for doing so. Examples of working overtime without approval include, without limitation:

- Working at your desk during unpaid lunch hours.
- Checking and responding to email during unpaid hours, including during evenings and weekends.
- Sending text messages to customers and/or co-workers about work-related matters during unpaid hours.
- Responding to co-workers, guests, or vendors during unpaid hours.
- Going into the office to “clean up” or “get organized” or “get ahead” for the coming week, during unpaid hours.

Similarly, employees not eligible for overtime should not reach out to employees who are entitled to overtime during unpaid hours, without approval, since doing so can result in overtime compensation to that employee. Doing so without prior approval may result in discipline.

C. Timekeeping.

We require that our employees record their work hours by means of a timesheet. Timesheets must be completed, reviewed, and submitted by the 15th and last day of the month. All employees should complete their timesheet on a daily basis. You are responsible for making sure you accurately record your time. If you discover an error, report it to your supervisor immediately. Employees working a fixed schedule must report to work no more than five minutes before their shift begins and leave no more than five minutes after the shift has ended unless requested otherwise by their supervisor. Each employee must record his or her own time; completing someone else’s timesheet is prohibited.

D. Flexible & Remote Scheduling.

At RMHC, we allow some employees flexibility in scheduling their hours of work, within reasonable parameters. We allow our employees to choose a start and end time that allows you to work your requisite hours at times more convenient to you. See your supervisor for details or with questions, or to see if flexible scheduling is an option in your position. RMHC does reserve the right to revert to a more traditional scheduling system in our discretion.

We are a service organization that prides ourselves in individualized relationships with guest families and funding partners. However, not all employees need to be physically in the office at the same time to accomplish our mission. If you desire a hybrid remote option for working, submit a plan to the Executive Director for review and approval.

E. Time Spent Traveling.

If you travel as part of your job duties and you are an hourly employee, you will be paid for time spent traveling, as follows:

- Travel time during your normal workday will be paid.
- If you foresee that your travel time may cause you to incur overtime, seek approval from your supervisor first.
- If your travel occurs during a mealtime, you will not be paid.
- Your time spent traveling to and from the office is not paid.
- Same day travel: If you travel for work and return home the same day, you will be paid for travel time. To calculate the paid travel time, deduct your normal time commuting to and from the office from your total travel time – that is the amount you will be paid for travel time.
- Overnight travel: If you travel for work on overnight trips, you will be paid for your travel time. To calculate your travel time, deduct your normal time commuting to and from the office from your total travel time – that is the amount you will be paid for travel time.

F. Mileage Reimbursement.

If you use your personal vehicle for business purposes, you may be reimbursed at the standard mileage rate set by the Internal Revenue Service. This rate is subject to change at our discretion.

You are not reimbursed for mileage to and from the office for your regular commute. If you are required to attend an out-of-office meeting, appointment or event and your day begins from your home, document the mileage from your home to the end of the day when you return home. Your daily commuting mileage will be subtracted out when determining the amount of mileage for which you will be reimbursed.

In order to submit a mileage reimbursement request, complete an Expense Report form. All mileage reimbursement requests must be submitted to your supervisor within 90 days of incurring the mileage. Mileage reimbursement is paid monthly.

G. Expense Reimbursement.

We will reimburse reasonable expenses related to your job with RMHC. Examples of reasonable expenses include food and lodging expenses incurred while traveling for business, work-related equipment or supplies pre-approved by your supervisor or client entertainment expenses. All expense reimbursement requests must be submitted within 30 days of incurring the expense and must include a receipt.

Only full-time employees may seek reimbursement for client entertainment-related expenses. If you seek client entertainment-related reimbursement, your reimbursement must include the client's name, as well as a receipt for the expense.

You may seek reimbursement for meals or entertainment among your co-workers or colleagues only if it is for a pre-approved and in a professional development setting, where working through a meal is required (i.e., staff retreat).

The following guidelines apply to business travel:

- All travel expenses must be in writing, including receipts for all expenses;
- Your supervisor must approve all commercial travel before it is booked, including any insurance associated with the travel;
- We will reimburse parking receipts and highway tolls incurred as a result of business travel;
- We expect you to select moderately priced lodging convenient to your destination to minimize both time and expense. Your hotel receipt must be detailed.

IV. Attendance and Time Off Work.

A. Attendance.

It is your responsibility to report to work promptly. It is also your responsibility to timely notify your supervisor of circumstances that may prevent you from reporting to and/or remaining at work as scheduled. Regular attendance and punctuality to work is critical to our business and is an essential function of your job.

RMHC has the right to request a note from your physician for absences due to illness or injury where we believe verification of an injury or illness is necessary. In addition, RMHC may require a "Return to Work" form before you are allowed to return to work following an injury or illness.

If you are going to be late, you must notify your supervisor within 15 minutes of your arrival time. If you are going to be absent, you must notify your supervisor within 1 hour before you

are scheduled to begin work. Whenever possible, speak to your supervisor directly, rather than leaving a message. If you are forced to leave a message, include a phone number where your supervisor can reach you.

Part-time employees must contact their immediate supervisor or the Executive Director immediately to report their absence or tardiness. Part-time night/weekend employees are expected to find a substitute for the shift. If a situation arises where you need to leave work early, you must get permission from your supervisor in order to do so.

B. Meal and Break Periods.

You are provided with a meal break. Generally, our employees are allowed one unpaid 30- 60-minute lunch period each day. Employees may leave the premises during unpaid meal periods. You may not leave the premises for a lunch break if there are no other paid employees on site at that time. Please keep in mind that although we will strive to provide you these breaks, should work conditions require it, employees may not always receive them.

C. Leaves of Absence.

You may request a leave of absence, without pay, for personal, medical, family, or other reasons. We reserve the right to approve or deny any requests for leave. All employees requesting a leave of absence must notify RMHC as soon as the need for the leave is foreseeable, or in the case of emergency, as soon as practicable. Any employee who is granted a leave of absence may be required to furnish written documentation from a physician to return to work, if applicable.

If you do not return to work at the end of an approved leave of absence, we will treat your employment as if you have voluntarily resigned and your employment will be terminated.

D. Military Leave.

RMHC supports members of the United States Military, Reserves, National Guard, and other defense services for the United States. We understand that as part of those services, there may be times where an absence from work is required. At RMHC, we comply with all applicable laws regarding military leave, including providing the entitled leave and adhering to regulations related to your return to work after you return.

It is your responsibility to inform your supervisor once you receive orders related to military leave and to provide copies of those orders to RMHC. We will work with you to ensure both you and RMHC understand the proper procedures related to your leave and your return, consistent with the applicable laws.

E. Bone Marrow and Organ Donation Leave.

RMHC adheres to Wisconsin law and provides employees up to six unpaid weeks' leave for the purpose of serving as a bone marrow or organ donor in a 12-month period. If you intend to donate an organ or bone marrow, see your supervisor for details and parameters of the available to you under Wisconsin law.

F. Returning to Work After Illness or Injury.

At RMHC, our goal is to return an employee to work at the earliest possible date following an illness or injury.

Where possible and appropriate, we may offer transitional positions to you in order to minimize or eliminate time off work due to illness or injury. We define "transitional positions" as temporary and/or modified work assignments within your skills, abilities, and knowledge. However, RMHC expressly reserves the right to alter transitory positions, based on our business need to do so. In addition, RMHC does not guarantee a transitional position to you, nor are we under any obligation to create a position, hinder another position or modify a current position.

As necessary, the physical requirements of the transitional position may be provided to your medical provider, and we may refuse to allow you to return to work without authorization from your medical provider.

If you return to work into a transitional position, you may not exceed the duties of the position or work beyond the limitations identified by your medical provider. If your medical restrictions change, it is your responsibility to notify your supervisor and provide a copy of the documentation of the change.

G. Paid Time Off.

RMHC recognizes the need for you to be absent from work, from time-to-time, for vacation or other personal reasons such as illness, emergencies, funerals, personal appointments, etc. We utilize a Paid Time Off (PTO) plan for all absences from work. PTO should be requested well in advance of taking the PTO, understanding that circumstances may require flexibility on the timing of requests.

Full-time and part-time employees are eligible for PTO and will receive a prorated amount upon hire date to use in the remaining calendar year but must be employed for 90 days before using it. Exceptions may be granted by the Executive Director for extenuating circumstances.

PTO is issued as follows for full-time non-exempt employees:

Years of Service	Vacation Days
1 - 5 years	10 days
6 - 10 years	13 days
11 - 15 years	17 days
16 - 25 years	20 days

PTO is issued as follows for full-time exempt employees:

Years of Service	Vacation Days
1 - 5 years	15 days
6 - 10 years	20 days
11 - 15 years	23 days
16 - 25 years	25 days

Part-time employees are eligible for 40 hours of PTO a year regardless of years of service but will receive a prorated amount upon hire date to use in the remaining calendar year it.

PTO is not considered an earned benefit prior to the completion of the 90-day probationary period. Should an employee exceed their allotted sick time, the overage will be deducted from available vacation benefits.

We recognize that employees may have opportunities for time off that may exceed their current PTO balance. Although RMHC generally does not allow an employee to “borrow” from future PTO accruals, Executive Director may grant an exception to the general policy.

Carryover

For purposes of PTO, the year starts on January 1st and ends on December 31st. You are allowed to carry over unused PTO from one year to the next, up to a maximum of 40 hours. Any hours over 40 hours will be forfeited.

Payment upon Separation of Employment

If you voluntarily resign after your 90-day probationary period, PTO will be prorated up until your resignation date and it will be considered earned PTO. Earned PTO will be paid out upon completion of your employment so long as four weeks of notice is provided and completed.

If an employee is terminated for cause, you are not entitled to a payout of unused PTO. You may not use any PTO time during your last four weeks of employment without the written permission of your supervisor.

H. Sick Leave.

Full-time employees are eligible to receive paid sick leave. Employees receive five days of paid sick leave each calendar year.

Part-time and occasional employees are not eligible for paid sick leave. However, part-time employees may use available PTO if they are out due to illness. Both part-time and occasional night/weekend employees are expected to find a substitute to cover the work shift.

As a part-time or occasional employee, you are expected to communicate with your immediate supervisor or Executive Director as soon as you are aware of an illness or exposure to a communicable disease.

We expect our employees to be honest and responsible when utilizing their sick time hours – using this time to tend your own illness or that of an immediate family member. We do reserve the right to request and receive a physician’s note to verify an illness if it becomes necessary. Sick time will be deducted as it is used. Available sick time must be used prior to using any unpaid time off. You may take your total available sick leave throughout the year, with the approval of your supervisor, of course. You may not “borrow” from future sick time accruals; in other words, your sick leave bank cannot go below zero hours, unless you receive prior approval from Executive Director to do so.

For purposes of sick leave, the year starts on January 1st and ends on December 31st. You are allowed to carry over unused sick leave from one year to the next, up to a maximum of 40 hours. Any hours over 40 will be, forfeited. If you leave your employment for any reason, you are not entitled to a payout of unused sick leave time. Employees are ineligible to use sick time during their last four weeks of employment.

I. Holidays.

RMHC operates 365 days per year, 24 hours per day. As a result, each employee may be asked to work some holidays.

RMHC holiday schedule is as follows:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year’s Eve

If you are out on any sort of leave of absence, you are not eligible for holiday pay.

Generally, if a holiday falls on a Saturday, the Friday before will be a paid holiday and the office will be closed. If the holiday falls on a Sunday, the following Monday will be a paid holiday and the office will be closed.

Full-time Hourly Employees

Full-time hourly employees are eligible for up to eight hours of holiday pay for each observed holiday.

When a full-time hourly employee is required to work on a holiday, they will not be eligible for holiday pay. They will be compensated at a rate of time and a half for hours worked on the holiday up to 8 hours or can opt into regular rate of pay for hours worked and a day off to be taken within one month of the holiday worked.

If a holiday falls on the weekend and a full-time hourly employee must work on the holiday and the observed day, only one day is eligible for the increased rate of time and a half for hours worked. (i.e., an employee must work Christmas Day which falls on a Saturday and the office observes the following Monday, which the employee must also work.)

For overtime purposes, paid holidays do not count as time worked.

Part-time and Occasional Employees

Part time and occasional employees will be required to work on some holidays. They will be compensated at a rate double their regular rate of pay.

J. Emergency Closings.

In the event of severe weather or other emergency, management will determine if the office will be closed. Unless specifically informed otherwise, employees should assume that RMHC is open for business and are expected to report to work.

An earnest effort shall be made to arrive at work on time in the event of inclement weather. In the event that employees do not feel safe reporting to work due to weather conditions, they must call the immediate supervisor or the Executive Director at least two hours prior to a scheduled shift.

With the approval of the employee's supervisor, full-time non-exempt employees may make up for time lost during the same workweek, depending on business needs. Make up will be at the regular rate of pay or the employee may be charged vacation time.

In cases where the full-time employee is instructed to leave early or to not report to work due to inclement weather, this time will not be charged to PTO leave, nor will pay be deducted from

regular pay so long as the employee is available to work virtually. This notice is limited to the discretion of the Executive Director.

K. Funeral/Bereavement Leave.

At RMHC, we allow employees to take time off for funerals and to grieve the death of a loved one. You are allowed a maximum of three (3) days paid time off in the case of an immediate family member, those family members include:

- Spouse / Domestic Partner
- Parent
- Parent-In-Law/ Domestic Partner's Parent
- Child/Stepchild
- Brother
- Sister
- Grandparent
- Grandchild

Leave for attendance at the funeral of non-immediate family members or persons of close relationship may be granted with or without pay. Determination will be made by the employee's manager. Let your supervisor know immediately if you need to take time off for a funeral and/or bereavement.

L. Jury/Witness Duty.

We encourage employees to accept their civic duties when called upon for jury or witness duty. Upon notification of an obligation to serve on a jury or otherwise appear as a witness, immediately notify your supervisor and be sure to provide a copy of the subpoena and/or jury summons. Your supervisor will work with you to accommodate your mandated appearance in court. Employees may be paid his/her regular day's pay, up to a maximum of ten days per year. Employees are expected to report for work when reporting for work will not conflict with an employee's jury duty obligation. During RMHC busy seasons, the house may request a jury duty postponement.

Paid or unpaid time off may be granted for other court-required appearances, with reasonable advance notice, at the discretion of management.

M. Voting.

We believe you should be able to find time to vote either before or after regularly scheduled work hours. However, an employee will be allowed three hours of unpaid time to vote during

the workday, at a time chosen by your supervisor if you are unable to vote before or after the workday. Employees must provide advanced notice of their intent to vote during working hours.

V. Benefits.

A. General Information.

At RMHC, we partner with TEG in being able to provide a variety of benefit programs. Please know that we reserve the right to modify any of the benefits, programs or benefit-related procedures or guidelines or to increase employment premium contributions, at any time within our discretion, with or without advance notice.

The provisions of insurance plans, including eligibility and benefits provisions, are summarized in Summary Plan Descriptions (SPDs) for the plans, which are maintained by TEG. These too may be revised from time to time. In determinations related to benefits, coverage and all other matters under each plan, the terms of the official plan documents shall govern over the language of any SPDs and this handbook.

Rates and all other benefit plan information can be found in the New Employee Orientation Packet provided when you were first hired. For more benefits information, call The Employer Group at 800.406.9675.

B. Waiting Periods and Eligibility.

The following benefits become effective the first of the month following your date of hire.

Eligible employees will be eligible for benefits as following:

Full-time employee benefit coverage includes: Flexible Spending Account or a Health Savings Account, Health, Dental, Vision, Employer Paid Short-Term and Long-Term Disability, Life Insurance, Employee Assistance Program, Pet Insurance, and Pre-Paid Legal.

Part-time employee benefit coverage includes: Dental, Vision, Short-Term Disability, Life Insurance, Employee Assistance Program, Pet Insurance, and Pre-Paid Legal.

Occasional employee benefit coverage includes: Employee assistance program, Pet Insurance, and Pre-Paid Legal.

C. 403(b) Retirement and Savings Plan.

RMHC provides a generous 403B plan for eligible employees. RMHC will contribute a percentage of gross wages to eligible employees according to the following chart:

Employee Contribution %	RMHC-Madison Contribution %
0%	0%
1%	2%
2%	4%
3%	6%
4%	8%

Employees are immediately vested.

If you are a **Full-time** employee, you are eligible for the group retirement plan benefits the first day of the month after your hire date.

If you are a **Part-time** employee, and you work at least 1000 hours per year, you are eligible for the RMHC matching benefit above the first day of the month after your hire date.

If you are a **Part-time** employee, and you work less than 1000 hours per year, you may sign up for the 403b plan but are not eligible for RMHC matching.

D. Employee Assistance Plan.

We offer an Employee Assistance Plan (EAP) to all employees and your family members at no cost. An EAP refers you to trained counselors 24 hours/day for assistance with financial, emotional, marital, drug or alcohol problems. Referrals are made on a confidential basis. To access EAP, call toll-free 1.800.854.1446 (English), 1.277.858.2147 (Spanish) or visit the EAP online at www.lifebalance.net (user ID and password is life balance).

Confidential communication with an EAP counselor is an important part of the EAP program and the privileged nature of such communication will be maintained, except where disclosures are required by law. Because of the confidential nature of communications between you and an EAP counselor, complaints, or allegations about possible violations of the law in the workplace regarding discrimination, harassment or other concerns do not constitute notification to RMHC or TEG. To properly notify RMHC or TEG of these types of concerns, you need to contact your supervisor (see policy on Harassment and Discrimination in this handbook).

VI. Standards of Conduct.

A. Open Door Policy.

We believe communication is the key to a positive working environment. If you have questions about this handbook, other policies, or procedures at RMHC or concerns about aspects of your job, we want to hear from you. We encourage you to speak to your supervisor or the HR department at TEG. We will do our best to provide you with honest, straightforward responses to your questions, comments, or concerns.

B. Safety.

Each employee is responsible for ensuring a safe work environment. We need your help in promoting safety and preventing accidents in the workplace. In the case of an accident or work-related injury, it is your responsibility to report it immediately to your supervisor. Failure to timely report an accident may affect your future rights for worker's compensation, so any injury, no matter how minor, must be reported.

Promptly report all unsafe or potentially hazardous conditions, such as the following to a supervisor:

- Wet or slippery floors.
- Cluttered or unsafe areas at work.
- Equipment left in hallways or walkways.
- Exposed or unsafe electrical wiring.
- Careless handling of equipment.
- Defective or shield-less equipment.

Prevent accidents by observing the following common-sense rules:

- Learn the assigned job and how to be safe in the workplace.
- Learn the location of fire alarm boxes, extinguishers, and your duties in case of a fire.
- Do not operate electrical equipment with wet hands.
- Report all accidents to a supervisor.
- Use proper lifting procedures and get help when needed.
- Wear safety glasses and protective clothing when necessary.

C. Workplace Violence.

RMHC strives to provide a safe workplace for all of our employees. We will not tolerate workplace violence committed by or against our employees. Employees are prohibited from making threats or engaging in violent activities in the workplace.

You are expected to exercise good judgment and immediately report potentially dangerous situations to your supervisor, other company management, or TEG.

This list of behaviors provides examples of prohibited conduct:

- Causing physical injury to another person.
- Making threatening remarks.
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Possessing a weapon while on company property or while on company business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Any employee determined to have engaged in workplace violence will be subject to disciplinary action, up to and including termination.

D. Concealed Carry Policy/Weapons in the Workplace.

You are prohibited from carrying concealed weapons in the workplace. That includes handguns, electronic weapons also known as tasers, knives, and billy-clubs, regardless of whether you are licensed to carry a concealed weapon by the State of Wisconsin. You are not prohibited from carrying a concealed weapon in your personal vehicle.

Other policies in this handbook regarding harassment and violence in the workplace should also be adhered to in conjunction with this policy. A violation of this policy may result in immediate termination.

Nothing in this policy is intended to violate or infringe upon the rights granted under Wisconsin's Concealed Carry Weapons law.

E. Anti-Bullying Policy

RMHC defines bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Such behavior violates RMHC policy which requires that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives that RMHC will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the

behavior upon the individual which is important. RMHC considers the following types of behavior examples of bullying:

Verbal Bullying: slandering, ridiculing, or maligning a person or his/her family' persistent name calling, which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.

Physical Bullying: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property.

Gesture Bullying: non-verbal threatening gestures, glances which can convey threatening messages

Exclusion: socially or physically excluding or disregarding a person in work-related activities

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person
- Shouting, raising voice at an individual in public and/or in private
- Using verbal or obscene gestures
- Not allowing the person to speak or express him/herself (ignoring or interrupting)
- Personal insults and use of offensive nicknames
- Public humiliation in any form
- Constant criticism on matters unrelated or minimally related to the person's job performance or description
- Ignoring/interrupting an individual at meetings
- Public reprimands
- Repeatedly accusing someone of errors which cannot be documented
- Deliberately interfering with mail and other communications
- Spreading rumors and gossip regarding individuals
- Encouraging others to disregard a supervisor's instructions
- Manipulating the ability of someone to do their work (overloading, underloading, withholding information, setting meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions
- Inflicting menial tasks not in keeping with the normal responsibilities of the job
- Taking credit for another person's ideas
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave
- Deliberately excluding an individual or isolating them from work-related activities (meetings, etc.)
- Unwanted physical contact, physical abuse, or threats of abuse to an individual or an individual's property (defacing or marking up property)

F. Sexual and Other Harassment, Discrimination and Retaliation.

RMHC is firmly committed to providing a work environment free from illegal discrimination and harassment. Illegal harassment and discrimination (both overt and subtle) can demean another person and undermines the integrity of the employment relationship with the potential to create an intimidating, hostile and offensive working environment.

Actions, words, jokes, or comments based on a person's protected characteristic(s) will not be tolerated. Likewise, sexually harassing conduct is strictly prohibited. Sexual harassment can include unwelcome propositions, suggestive comments, physical advances or display of offensive materials. **We want to stress that RMHC does not tolerate any form of illegal harassment, discrimination, or retaliation in the workplace.**

If you believe you are being subjected to inappropriate harassment, discrimination, or retaliation, it is your responsibility to report the conduct to your supervisor, company management or TEG. We will take appropriate measures to investigate the conduct and if appropriate, issue discipline as a result.

Due to the nature of the services, we provide, friendships may occasionally develop between staff and guest families. While we encourage appropriate, professional interactions to enhance the comfort of our guest families, we strongly discourage employees of Ronald McDonald House Charities of Madison from engaging in personal relationships with guest families. A guest family is defined as minor or adult guests and their children who are currently staying in the House and/or minor or adult guests including children who have used our services but are not currently staying in the House.

We will not retaliate against any employee who presents a complaint of harassment, discrimination, or retaliation.

G. Sexual Abuse.

RMHC prohibits and does not tolerate sexual abuse in the workplace or in any organization related activity. The organization provides procedures for employees, volunteers, guest family members, board members, patients, victims of sexual abuse, or others to report sexual abuse and disciplinary penalties for those who commit such acts. No employee, volunteer, guest family/patient or third party, no matter their title or position has the authority to commit or allow sexual abuse.

Employees, volunteers, and Board Members should never be in a family guest's room without an adult family member present. Any activities with children in the House must occur in one of the many community spaces.

RMHC has a Zero-Tolerance policy for any sexual abuse committed by an employee, volunteer, board member or third party. Upon completion of the investigation, disciplinary action up to and including termination of employment, removal from the Board and criminal prosecution may ensue.

Sexual abuse is inappropriate sexual contact of criminal nature or interaction for gratification of the adult. Sexual abuse includes sexual molestation, sexual assault, sexual exploitation, or sexual injury. Any incidents of sexual abuse reasonably believed to have occurred will be reportable to appropriate law enforcement agencies and regulatory agencies.

Physical and behavioral evidence or signs that someone is being sexually abused are listed below.

Physical evidence of abuse:

- Difficulty in walking
- Torn, stained or bloody underwear
- Pain or itching in genital area
- Bruises or bleeding of the external genitalia
- Sexually transmitted diseases

Behavior signs of sexual abuse:

- Reluctance to be left alone with a particular person
- Wearing lots of clothing especially in bed
- Fear of touch
- Nightmares or fear of night
- Apprehension when sex is brought up

Reporting Procedure

If you are aware of or suspect sexual abuse taking place, you must immediately report it to a responsible RMHC official such as: Executive Director, Board President or Board Vice President.

Investigation and Follow-up

RMHC will take all allegations of sexual abuse seriously and will promptly and thoroughly investigate whether sexual abuse has taken place. RMHC may use an outside third party to conduct an investigation. If RMHC has a trained internal investigation team in place, the team will be used to investigate the incident. RMHC will cooperate fully with any investigation conducted by law enforcement or other regulatory agencies.

It is RMHC's objective to conduct a fair and impartial investigation. RMHC provides notice that they have the option of placing the accused on a leave of absence or on a reassignment to non-contact position. RMHC will make every reasonable effort to keep the matters involved in the allegation as confidential as possible while still allowing for a prompt and thorough investigation.

Retaliation

Any act of retaliation taken against an employee bringing forth an allegation of harassment based on race, color, creed, religion, sex, age, national origin, sexual orientation, gender identity, disability, marital status, economic status, family status or membership or activity in a local commission or other characteristic protected by law is prohibited. Any employee found in violation will be subject to disciplinary action, including termination.

H. Whistle Blower Policy

Maintaining high standards of conduct and ethics is important to RMHC. All staff and board members are encouraged to report fraudulent or dishonest conduct as follows:

How to Report:

Staff and board members should report any reasonable concern about fraudulent or dishonest use or misuse of RMHC resources or property to the Executive Director or the Board President. Employees should report concerns directly to their Supervisor, Executive Director or to the Board President if warranted.

Reports should contain enough information to substantiate the concern and allow an appropriate investigation to begin. Reports may be submitted anonymously. Appropriate action will be taken in response to reports. All reports received will be acted upon in confidence, when possible, given legal requirements and the need to gather facts, conduct an effective investigation and take necessary corrective action.

Reasonable care will be taken in dealing with suspected misconduct to avoid baseless allegations and premature notice to persons suspected of misconduct. All efforts will be made to avoid disclosure of suspected misconduct to persons not involved with the investigation and violations of a person's rights under the law.

Whistleblower Protection:

RMHC will use its best efforts to protect whistleblowers against retaliation. Whistleblower complaints will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the law. Whistleblowers who believe that they have been retaliated against for reporting an activity, which that person believes to be fraudulent or dishonest, may file a written complaint about such retaliation with the Executive Director or Board President.

Any complaint of retaliation, including but not limited to, threats of physical harm, loss of job, punitive work assignments, or reduced salary or wages, will be promptly investigated and corrective action taken when allegations are substantiated. This protection from retaliation is not intended to prohibit managers or supervisors from acting, including disciplinary action, in the usual scope of their duties based on valid performance-related factors, nor is it intended to preclude disciplinary action against individuals who report baseless allegations.

Contact Information:

Contact information for the Executive Director or the Board President is available at www.rmhcmadison.org.

I. Alcohol and Controlled Substance Abuse.

At RMHC, we are firmly committed to a drug-free workplace. We expect you to report to work free of drugs (excepting out those legally prescribed to you), intoxicants, alcohol, narcotics, or other controlled substance. Possessing illegal drugs while on company or client property, in company vehicles or while working is also prohibited.

Employee involvement with drugs and alcohol can adversely affect job performance and employee morale, jeopardize employee safety, and undermine customer confidence. Our goal, therefore, and the purpose of this policy is to establish and maintain a safe workplace and a health and efficient work force free from the effects of drug and alcohol abuse.

We expect you to report to work free of drugs (excepting out those legally prescribed to you), intoxicants, alcohol, narcotics, or other controlled substance. Possessing illegal drugs while on company or client property, in company vehicles or while working is also prohibited.

Voluntary Disclosure: RMHC encourages any employee with a drug or alcohol problem to contact his or her supervisor or manager for assistance. RMHC is eager to help employees and will, at the employee's request, refer him or her to an appropriate agency or clinic for professional assistance. All communications will be strictly confidential. Employees will not be subject to discipline for voluntarily acknowledging their drug/alcohol problems. However, this will not excuse violations of the Alcohol and Controlled Substance Abuse Policy for which the employee is subject to discipline.

This policy is applicable to all employees employed by RMHC. If you violate this policy, you may be disciplined, which may include termination.

Grounds for Testing: Testing will be requested or required only under the circumstances described below. All tests are conducted by a laboratory licensed by the State of Wisconsin. The laboratory will notify RMHC only of the presence or absence of controlled substances and their metabolites and/or alcohol in the sample tested.

Notification: Before requesting or requiring an employee to undergo drug and/or alcohol testing, RMHC will provide the employee with a copy of this Alcohol and Controlled Substance Abuse Policy and provide the employee with an opportunity to read the policy.

We may test in any of the following scenarios:

Reasonable suspicion testing. An employee may be requested or required to undergo a drug and/or alcohol test if there is a reasonable suspicion that the employee: (a) is under the influence of alcohol and/or illegal drugs, (b) has violated the policy statement above, (c) has caused himself/herself or another employee to sustain a personal injury, (d) has caused a work-related accident, or (e) has operated or helped operate machinery, equipment, or vehicles involved in a work-related accident.

Pending the results of the test, you will be suspended without pay. If the result is negative, you will be reinstated and compensated for any loss in wages.

Safety-related testing. If you are involved in an accident at work, whether injured or not, you may, at our discretion, be required to submit to drug and/or alcohol testing.

Treatment Program. An employee may be requested or required to undergo drug and/or alcohol testing if the employee has been referred by RMHC for chemical dependency treatment or evaluation. The employee may be requested or required to undergo drug and/or alcohol testing without prior notice during the evaluation or treatment period and for a period up to two years following the referral for chemical dependency treatment or evaluation.

Right to Refuse to Undergo Drug and Alcohol Testing and the Effect Thereof. Any employee has the right to refuse to undergo drug and/or alcohol testing. If an employee refuses to undergo drug and/or alcohol testing, no test will be administered. An employee who refuses to be tested or whose behavior prevents meaningful completion of drug and/or alcohol testing will be subject to discharge.

Rights in Case of a Positive Test. If the initial result of the drug and/or alcohol test is positive, you will receive the opportunity to explain the test results. At your request and with our approval, a re-test may be performed, at employee's expense. If you test positive for a drug and/or alcohol test and are unable to adequately justify the test result, you will be subject to discipline, up to and including termination will be subject to a second, confirmatory test.

No employee will be discharged, disciplined, discriminated against, or requested or required to undergo rehabilitation solely on the basis of an initial test result which is positive. It is your right to provide RMHC with written notice of any over-the-counter or prescribed medications that you are currently taking or have taken and any other information relevant to the

Additional Rights of Employees. An employee who is requested or required to undergo drug testing will be provided with a copy of the test results upon request. An employee who is

suspended without pay will be reinstated with back pay if the outcome of the confirmatory test or requested confirmatory retest is negative.

Confidentiality. The fact that an employee has been requested or required to take a drug and/or alcohol test, the result of the test, and information acquired in the alcohol and/or illegal drug testing process shall be treated as in a manner consistent with RMHC's treatment of other private and confidential information concerning employees.

Voluntary disclosure by an employee of the excessive use of alcohol and/or illegal drugs before being confronted, tested, or otherwise involved in drug and/or alcohol-related discipline or proceedings will also be treated in a manner consistent with RMHC's treatment of other private and confidential information concerning employees. This information will not be communicated by RMHC to individuals inside or outside of RMHC without the employee's consent, except to those who need to know this information to perform their job functions and as permitted or required by law or regulation.

Company-sponsored events

Alcohol consumption at RMHC sponsored events is allowed where alcohol has been approved. This policy is intended as a guideline for alcohol consumption at RMHC sponsored events but is not a replacement for good judgment. Management has the authority and obligation to send employees home if their behavior is not acceptable. Employee may be subject to disciplinary action and/or termination for inappropriate behavior as otherwise outlined in this document. We expect our employees to be professional reflection of RMHC.

J. Smoke Free Policy.

It is our policy to limit both tobacco and other forms of nicotine delivery systems (often known as e-cigarettes e-cigars, e-hookahs, and e-pipes) to designated areas outside the worksite. It is against our policy to use tobacco or nicotine delivery systems anywhere other than in designated smoking areas. If you violate this policy, you will be subject to discipline, which may include termination.

K. Honesty and Loyalty.

We expect our employees to be loyal and honest. Gossiping about other employees' personal lives or business performance, wasting time or supplies, providing confidential information to unauthorized parties, falsifying, or destroying company records and deceptive actions are some, but not all, examples of disloyalty and dishonesty. Failure by you to report these types of actions by other employees is also considered an act of disloyalty and/or dishonesty.

L. Appearance and Dress Code.

At RMHC, we believe appropriate personal appearance contributes to a positive impression and work environment. For that reason, we expect our employees to ensure a professional appearance and proper personal hygiene to reflect a positive and professional company image. We are all the “face” of RMHC when we are on duty.

The dress code is business casual. Employees should wear clothing appropriate to each job. The dress code may be more stringent in areas with higher public contact.

Employees should refrain from wearing extreme clothing, perfumes, jewelry, or hygiene which may be offensive to others.

All clothes must be neat, modest, clean, free of tears and appropriate in a professional setting. Generally, business-casual clothes are fine. Footwear should be appropriate to the job description.

For our part-time employees, jeans or khaki-styled pants are recommended. Athletic-style shorts or shorter-styled shorts are not appropriate. Capri or Bermuda-length shorts are acceptable.

Employees who are unclear about personal appearance expectations should ask their immediate supervisor for clarification. Management has the discretion to send an employee home at any time if appearance is not appropriate.

If clothing fails to meet the standards listed above, as determined by management and the employee is asked not to wear the inappropriate items to work again and the problem persists, the employee will be subject to further disciplinary action including being sent home without pay, issuance of written warning and termination.

M. Personal Relationships.

It is our general policy not to allow two employees to be involved in a personal relationship where the employees work in the same department or where one of the employees supervises the other. Even where the employees may not work in the same department or where one employee does not supervise the other, there may be situations where a personal relationship results in a conflict of interest. Those relationships too are against our policy. We consider a “personal relationship” a continuing relationship of either a romantic or intimate nature.

It is your responsibility to disclose all such personal relationships to your supervisor, at the time they arise. We will determine the appropriate course of action, which may involve transferring an employee to another department, terminating an employee, or reaching another feasible solution, in our discretion.

N. Responding to Reference Checks.

All inquiries about a current or former employee and/or requests for reference checks should be referred to the RMHC Executive Director. If you receive a written request for a reference, refer it to the Executive Director. Do not issue a reference letter to a current or former employee without RMHC's permission. Likewise, do not issue a reference about a current or former employee over the telephone. No employee is permitted to make recommendations or references about current or former employees on social media sites such as LinkedIn without express permission of your supervisor.

O. Parking Rules.

RMHC will not be liable for any damage or theft caused to any motor vehicle, or contents thereof, while parked in a parking garage or in a company parking lot. RMHC will also not be held liable to pay or reimburse employees for any parking citations received.

P. Office Technology.

We expect our employees to exercise reasonable care in maintaining the security of our office technology and information systems, including the use and management of required passwords. Do not disclose or share computer accounts or passwords with others.

Business telephones are for business purposes; employees are to limit their use of the business telephones for personal use. You are encouraged to use your cell phone to make personal phone calls, as necessary. No long-distance calls may be made on company telephones.

Cell phones and other personal communication devices should be limited during the workday and generally should be used only during non-working hours.

If you drive a vehicle during the course of your job, you are required to abide by all laws regarding the use of cell phones while operating a vehicle. It is your responsibility to be aware of and to follow the laws related to cell phone use while operating a vehicle.

You may be required to use a cell phone as part of your position with RMHC. If so, you will be provided a company cell phone. If an employee is required to use a company phone as part of their normal work, they must abide by the following:

- Your cell phone number will be included on your business cards and in our company phone directory.
- You will carry a service plan available in most areas of your normal work region.
- Your cell phone must be compatible with RMHC's operating systems, including email, contacts, and calendar.

- You should carry the cell phone with you whenever you are out of the office but working.
- Your voice mail should function to allow customers to leave messages for you.
- You agree to notify your supervisor if the phone is lost, stolen, or not working properly, or if your cell phone plan or number is changed or discontinued.

We allow our employees to listen to music at their work areas, but only with headphones on, so as not to disrupt other employees.

Q. Social Media.

At RMHC, we understand social media can be a fun and rewarding way to share information and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about social media use, we have established these guidelines for you.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to an individual's or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with RMHC, as well as any other form of electronic communication.

The same principles and guidelines found in the other sections of this handbook apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards involved.

To assist you in making responsible decisions about social media use, we have established these guidelines for you.

Know and follow the rules. Carefully read these guidelines and the rest of this handbook to ensure postings are consistent with these policies. Inappropriate postings that include discriminatory remarks, harassment, or threats of violence or similar inappropriate or unlawful conduct will not be tolerated.

Be respectful. Always be fair and courteous to fellow employees, customers, members, and vendors. Also, keep in mind that work-related complaints are more likely to be resolved by speaking directly with co-workers or by utilizing our Open-Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, please avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, employees, or suppliers, or that might constitute harassment or bullying. Examples of such

conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate. Be sure you are always honest and accurate when posting information or news. If you make a mistake, correct it quickly. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors you know to be false about RMHC, fellow employees, members, customers or vendors, or people working on our behalf or for our competitors.

Post only appropriate and respectful content. Maintain the confidentiality of our trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.

Do not create a link from a personal blog, website, or other social networking site to our website without identifying yourself as an employee.

You should express only your personal opinions. You should never represent yourself as a spokesperson for RMHC. If RMHC is a subject of the content being created, be clear and open about being an employee, and make it clear that your personal views do not represent those of RMHC, fellow employees, members, customers, vendors, or people working for us. If you do publish a blog or post online related to the work you do or subjects associated with RMHC, be sure to make it clear you are not speaking on behalf of RMHC. We recommend including a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of RMHC."

Using social media at work. Refrain from using social media while on work time or on equipment we provide unless it is work-related as authorized by management or consistent with other provisions in this handbook. Do not use work email addresses to register on social networks, blogs or other online tools utilized for personal use.

R. Information Technology, Internet, Email and Monitoring.

Be aware that all email and Internet use on company-owned property may be monitored, audited and/or retained. Employees should have no expectation of privacy in this regard.

Our information technology (including computers, other company-owned devices, faxes, printers, copiers, software email, Internet access and voice mail) is provided to you to conduct RMHC's business, not for your personal use. Unauthorized or inappropriate use poses a risk of computer viruses that can threaten the integrity of the entire system. For this reason, this policy is strict and must be followed. Your use of email should be for business purposes only. Any personal use should be limited, reasonable and with your supervisor's permission. Be

aware that all email and Internet use on company-owned property may be monitored, audited, and retained. You should have no expectation of privacy in this regard.

You are not allowed to send out “mass” or “broadcast” emails to all employees or clients without express permission from your supervisor.

You are not allowed to install any software or other applications, or modify company hardware, without express prior approval from your supervisor.

If you receive an email that was not intended for you, you should immediately stop reading it and notify the sender. Likewise, if an email is marked as “Confidential”, do not forward the communication to anyone who is not authorized to receive it.

S. Video Monitoring.

Be aware that we may conduct video monitoring of certain public areas of the premises. It may be used to identify safety concerns, maintain quality control, detect theft and misconduct, as well as to discourage and prevent harassment and workplace violence.

T. Use of Company Equipment and Property.

It is your responsibility to use company property and equipment with care and to report any damages to your supervisor. If you damage company property or equipment, you may be held financially responsible for the repair or replacement of that item.

If an employee departs from RHMC they must return the phone prior to their last day in its original condition. If the phone is returned not in the original condition, the employee must replace the phone. Employees bear the ultimate responsibility for the cost, loss, damage, repair, or theft to their personal cell phones and accessories.

Do not remove company equipment, property or supplies from the company without prior authorization.

U. Discipline.

At RMHC, misconduct is not tolerated and will be disciplined. Generally, disciplinary action will conform to the degree of misconduct. It is RMHC’s intention to follow a pattern of progressive discipline that would normally include counseling, verbal warning, written warning, suspension, and termination. However, RMHC does reserve the right to accelerate steps of discipline or to forego progressive discipline entirely, in RMHC’s discretion and judgment.

RMHC endorses a progressive disciplinary system that is intended to be corrective where possible in the hope that an employee will accept responsibility for improving his/her behavior

and, consequently, that the employee's employment will continue. Our disciplinary system gives employees fair notice of what conduct will not be tolerated, clarification of expectations for performance, an opportunity to correct problems and to achieve expected performance, and what consequences will result if the unacceptable performance or behavior continues.

If an employee's performance is unsatisfactory, the disciplinary process will usually follow these steps, in order to allow the employee a chance to understand our expectations, and to meet them:

Step 1 Written Warning: This involves notification regarding performance deficiencies or behavioral problems.

Step 2 Written Warning: This typically follows a Step 1 written warning that has not corrected a pattern of poor performance or behavior.

Discharge: Discharge will normally take place under the following circumstances:

- When an employee has not responded to attempts made by RMHC to correct performance or behavior (normally through previous disciplinary actions or performance discussions);
- The employee's misconduct is of such a serious consequence that RMHC believes it has no practical alternative.

V. Misconduct.

We expect our employees to adhere to a standard of conduct appropriate for a workplace setting. While we believe you know the type of behavior that is not appropriate in the workplace, below is a non-exclusive list of actions that constitute misconduct.

- Reporting to work under the influence of intoxicants, including illegal drugs or alcohol.
- Bringing illegal drugs, drug paraphernalia or alcohol to work.
- Using illegal drugs or alcohol while on duty.
- Falsifying company records, including but not limited to, timesheets.
- Making false claims of injury.
- **Sleeping on the job, unless otherwise allowed for Night Supervisors.**
- Fighting, threatening, intimidating, coercing, or harassing employees, customers/clients, vendors or other third parties.
- Tampering with, damaging, or destroying company records, property, or equipment.
- Refusing to follow your supervisor's directions or instructions or being insubordinate.
- Violating safety or health rules or practices or engaging in conduct that creates a safety hazard.
- Disclosing confidential company information without authorization to do so.

- Competing against the company.
- Behaving in a manner disloyal or dishonest to the company.

W. Resignation and Termination.

Because your employment is at-will, either you or RMHC may opt to terminate your employment at any time. If you resign your employment, we ask that you provide a minimum of 4 week notice in writing. Any company property must be returned at the time your employment ends with RMHC. Upon separation of employment, employees will be paid any earned but unused PTO balance.

X. Reinstatement.

There may be a situation in which you are reinstated after your resignation and/or termination. In that situation, any employee benefits you received while employed with RMHC may be impacted. See your supervisor or the Executive Director regarding the impact of your reinstatement.

VII. Grievance Procedure.

If you have a work-related problem, we ask that you first address the concern with your supervisor. If that is not feasible or did not solve the problem, you are welcome to reach out to TEG for assistance.

At any time, employees can make a request to the TEG Human Resources Department for assistance in attempting to resolve a work-related problem.

TEG may ask you to complete TEG's Employee Grievance Form, which must be submitted to TEG within fourteen (14) days of the date the problem first occurred. All details of the problem should be outlined on the Form and the Form should be signed.

Upon receipt of the Form, TEG will look into the concern and may investigate, as appropriate. TEG will endeavor to follow up with you within fourteen (14) days, with a written response. TEG will make a determination and recommendation about what action, if any, should be taken.

VIII. Handbook Acknowledgement.

I acknowledge receipt of this Employee Handbook. I understand that the policies described in this handbook are for general reference and do not constitute a guarantee of any rights or continuation of employment. The policies described in this handbook may be changed, altered, modified, or eliminated by RMHC and TEG at any time, with or without prior notice. I understand that my employment is at-will, which means it is not guaranteed for any definite period of time and that I, RMHC or TEG may end my employment at any time and for any reason.

I further understand that where I have a question regarding my employment or the policies or procedures that govern my conduct, it is my responsibility to seek out the answers to those questions.

(Employee Signature)

Employee's Name (print): _____

Date: _____

It is your responsibility to sign and provide a copy of this acknowledgment page to TEG. TEG's contact information is provided earlier in this handbook.