



# HopeWorx, Inc. Employee Handbook

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## **Personnel Policies and Procedures**

For employees of all affiliated organizations of HopeWorx, Inc. including Community Satisfaction Team (CST), AdvocacyWorx (AW), CommunityWorx (CW) Family Satisfaction Team (FST), FamilyWorx (FW) and Independent Monitoring for Quality (IM4Q)

### **Purpose of this Handbook**

This handbook is for the information and use of all employees. It contains the policies of HopeWorx, Inc. relating to hours, wages, benefits, and conditions of employment. These policies are operating practices of HopeWorx Inc. and have been established for the benefit of the employees and management, to provide a guideline of expectations for employees and management in accordance with Pennsylvania workplace laws.

The language of this handbook and the policies stated in it are not intended to create, nor do they constitute a contract between HopeWorx and any of its employees. If circumstances arise which warrant consideration of a change in policies or rules, it is at the discretion of the Executive Director, with approval of the Board Personnel Committee, to change policies or rules at any time. HopeWorx will notify employees of any policy changes, additions, or deletions.

Employment at HopeWorx is maintained on an "at will" basis. Pennsylvania is an "at will" state. An employee's employment and compensation can be terminated with or without cause and with or without notice at any time at the option of the Agency. No manager, supervisor, employee, or representative of HopeWorx (other than the Executive Director and then only expressly in writing) has authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

Please read this handbook carefully. Please see the Executive Director if you have any questions. When you have completed your review, please sign the form at the end of the handbook stating that you have reviewed it and understand its contents and return the form to your supervisor.

### **HopeWorx Mission Statement**

**The mission of HopeWorx is to promote the continued development of a community environment which supports and believes in the expertise and passion of individuals that we serve to create and direct their own paths to health and recovery.**

## Contact Information

### HOPEWORX INFORMATION:

Executive Director: Sue Shannon

Operations Manager: Harry Bowles

Phone: 610-270-3685

In case of emergency, please call Sue's cell phone at 347-728-2033

### Open Door Policy

It is our objective to establish an environment of empowerment that contributes to productive work. All concerns may be expressed through our open-door policy. Management at HopeWorx maintains this open-door policy to discuss any issues you may have. Feel free to express yourself about work-related matters. We welcome your input. If you have personal matters that you need to discuss, you can make an appointment for employee assistance with the Executive Director. If you feel you have been discriminated against in any way you are encouraged to immediately see the Executive Director.

### Code of Conduct

HopeWorx is seeking to transform the mental health system into an environment that respects every individual, and HopeWorx employees are encouraged to model that principle in every interaction they have in the workplace.

In addition, employees of HopeWorx are to conduct themselves in a responsible, professional, and ethical manner. Please report unethical or dishonest behavior to the executive director.

Reported activities will be investigated by appropriate HopeWorx staff members. The executive director will determine appropriate means for resolution. Employees found to be conducting themselves in an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

There is one code of conduct at HopeWorx that has been developed by the staff:

**All employees of HopeWorx are to treat one another and everyone that they come into contact while working with kindness and respect.**

### **Confidentiality Agreement**

As a condition of employment, all employees of HopeWorx are required to read, sign, and adhere to the following confidentiality policy:

1. I will never reveal or discuss an Individual that we serve or information I have heard from other HopeWorx staff to anyone else, unless required by law, county reporting standards, or mandated reporting standards.
2. If an individual that we serve tells me that it is okay to discuss their name and/or information with family members, staff, or other individuals I will not do so until the individual that we serve has reviewed and signed a release of information form, or has digitally confirmed authorization to do so. A copy of this form/and or digital confirmation will be given to the individual and the original will be kept by the program supervisor.
3. I understand that the information given to me by individuals will be for the purpose of assessing the satisfaction with Mental Health services and for making recommendations for changes.
4. I understand that as an employee of HopeWorx, I am a mandated reporter of abuse of children and vulnerable adults, and I will follow all county required procedures of reporting.
5. I understand that violating the confidentiality of any individual that we serve, is grounds for immediate termination.

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee's Signature:** \_\_\_\_\_

## I. Employment

### Equal Opportunity Employment

HopeWorx is an equal opportunity employer. Employees are hired based solely on HopeWorx personnel requirements and the qualifications of each individual candidate.

We will not tolerate nor condone discrimination due to age, race, color, religion, sex, gender, national origin, disability, veteran's status, sexual orientation, marital status or political or union affiliation. We will comply with the spirit and letter of all local, state, and federal laws pertaining to employment. Furthermore, we will not discriminate due to age, race, color, religion, sex, gender, national origin, disability veteran's status, sexual orientation, marital status or political or union affiliation when making decisions regarding termination of employees.

Each employee is expected to adhere to this policy to accomplish his or her work in an efficient manner regarding in his or her dealings with all HopeWorx employees, clients, providers, volunteers, business associates, individuals that we serve, guests and visitors. Illegal discrimination against, or harassment of, another employee or any other person for any reason is strictly prohibited.

Any known violations of HopeWorx policies and/or procedures are to be reported to the Executive Director, *or in the alternative, to the President or Vice President of the Board of Directors* immediately by anyone with such knowledge. *Retaliatory conduct based on any such reporting is strictly prohibited.* Violations will be grounds for disciplinary action, up to and including termination for employment.

If any employee believes he/she/they has been discriminated against, the employee should follow HopeWorx Employee Grievance Procedure (page 16-17).

### Worker Documentation

The Immigration Reform and Control Act establishes requirements for worker documentation via a Form I-9. Every U.S. employer must have a Form I-9 in its files for each new employee, unless the employee:

- was hired before November 7<sup>th</sup>, 1986 and has been continuously employed by the same employer.
- Is providing domestic services in a private household that are *sporadic, irregular, or intermittent.*
- Is providing services for the employer as an independent contractor (i.e., carry on independent business, contract to do a piece of work according to their own means and methods and are subject to control only as to results for whom the employer **does not** set work hours or provide necessary tools to do the job, or whom the employer does not have authority to hire and fire); and
- Is providing services for the employer, under a contract, subcontract, or exchange entered into after November 6, 1986. (In such cases, the contractor is the employer for I-9 purposes; for example, a temporary employment agency.)



HopeWorx requires employees to submit a Form I-9. All new employees must complete Section 1 of a Form I-9 no later than close of business on his/her first day of work. The employee's signature holds him/her responsible for the accuracy of the information provided. No documentation from the employee is required to substantiate Section 1 information provided by the employee.

Federal law requires both new employees and re-hires to provide documentation of eligibility to work in the United States plus proper identity. A properly submitted form I-9 is required for employment.

HopeWorx reserves the right to revise this policy without notice to comply with state and federal law.

### **Employee Classification**

Employees are considered Exempt or Non-Exempt and Full-time or Part-time depending on the position for which the employee is hired.

- A. Full-Time Exempt Employee – A full-time exempt employee is one who works a regular schedule of at least 37.5 hours per week based on position and program needs. A full-time exempt employee is eligible for the benefits listed in Section VII of the handbook but **is not eligible** for Overtime (defined as all total hours worked, over 37.5 hours in a given payroll week) pay rates..
- B. Full-Time Non-Exempt Employee - A full-time non-exempt employee is one who works a regular schedule of at least 37.5 hours per week based on position and program needs. A full-time non-exempt employee is eligible for the benefits listed in Section VII of the handbook and **is eligible** for Overtime (defined as all total hours worked, over 37.5 hours in a given payroll week) pay rates.
- C. Part-Time Non-Exempt Employee – A part-time non-exempt employee is one who works fewer than 37.5 hours per week. A part-time regular employee who works a regular schedule less than 37.5 hours per week is not eligible for benefits except for PTO and those mandated by the Employee Retirement Security Act of 1974 (ERISA, and all of its subsequent amendments and all other applicable federal, state, and local laws and regulations). A part-time non-exempt employee **is eligible** for Overtime (defined as all total hours worked, over 37.5 hours in a given payroll week) pay rates.

\*\* Full-time regular employees and Part-Time regular employees will be considered probationary employees for their first 90 days of employment. This probationary period may be extended at the discretion of the Executive Director for an additional 90 days that will coincide with a PIP (Performance Improvement Plan). During these periods, employees may be given additional guidance or closer supervision. During these periods, employees will not receive promotions, transfers or salary increases, except as otherwise determined by HopeWorx administration. Vacation, Sick, Personal, and PTO time may be accrued based on employment classification, but may only be taken during the initial probationary period with approval from the immediate supervisor.

### **Family Employment Policy**

HopeWorx does allow family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exists. They must have a non-related supervisor.

### **Minimum Wage**

HopeWorx adheres strictly to minimum wage standards as outlined by the United States Government.

### **Criminal Convictions**

HopeWorx is an Equal Opportunity Employer and as such, will consider all applicants for a position, regardless of criminal history. HopeWorx reserves the right to disqualify any applicant for employment that has been convicted of a criminal offense, solely based on the needs of the position, and the nature of the crime.

If an employee is convicted of a crime, HopeWorx will evaluate the nature and circumstances of the conviction. With the safety and wellbeing of co-workers and our constituents at stake, convicted employees may be subject to appropriate disciplinary action, up to and including termination.

Failure to disclose criminal history, prior to employment or during employment with HopeWorx Inc. could result in disciplinary action, up to and including termination.

### **Employee Criminal Record Check and Child Abuse Clearance**

All employees of HopeWorx whose job requirements mandate a Criminal Record Check and Child Abuse Clearance must have the necessary clearances completed prior to the individual's start date. The hired employee must bring completed forms prior to the first day of employment. Any staff who conduct interviews will not be permitted to do so unless the Check and Clearance have been received. If a background Check and/or Clearance reveals the presence of a criminal record or abuse history a decision will be made by the Executive Director concerning that person's employability. The decision will be based on clients' welfare, legal requirements, the rights of parties involved, and HopeWorx policies.

### **Job Postings**

Notices of job vacancies or new job opportunities will be announced at the weekly HopeWorx staff meeting and included in staff meeting minutes. Employees must express their interest, before the deadline and in writing, to the Executive Director to become considered for job openings.

1. Vacant positions will be filled by the most qualified candidate, whether this candidate is or is not a HopeWorx employee. Employees who express interest in a position for which they appear to possess relevant qualifications must be interviewed and given due consideration. Internal candidates' work experience within the organization shall be treated as a positive factor. The final

decision lies with the Executive Director. All applicants will be interviewed by the Personnel Committee.

2. If an existing employee successfully applies for a job opening, receives the position and is subsequently determined to be unqualified, the employee shall be allowed to return to his/her former position, if it remains available.

### **Employment Evaluation and Salary Increases**

Performance reviews will be conducted at the end of a probationary period, on an annual basis, or when an employee receives a substantial change in job responsibilities. The Executive Director or Program Director will review accomplishments, as well as areas in need of improvement, goals and plans for the future. There will also be an opportunity for self-assessment by the employee.

Performance reviews are intended to help employees develop their job skills and improve performance. However, performance reviews are not directly linked to salary increases.

Salary increases for cost-of-living adjustments will be subject to economic or budgetary constraints of HopeWorx and other funders. Cost of living adjustments will apply to all employees equally on a percentage basis, if funds are available.

Salary increases will be applied to an increase in the nature, scope and range in responsibilities and will be subject to economic or budgetary constraints of HopeWorx.

Should an employee feel that the nature, scope, and range of his/her position has substantially increased over time without commensurate salary adjustment, the employee may petition for a position evaluation from management. Employees will be notified of management's determination in a timely manner.

### **Personnel File**

HopeWorx maintains a confidential personnel file for each employee. Files are locked in the office of the Director of Operations. Employees may view his or her personnel file by submitting a request to the Director of Operations. These files are the property of HopeWorx Inc; no documents may be altered or removed by the employee. Every reasonable effort is made to keep the information confidential; access is limited to staff members who require access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by a court of law.

HopeWorx considers personnel files confidential. Any request for employment confirmation will be provided only with employment dates and positions held.

## **II. Attendance and Workplace Standards**

### **Attendance**

Regular attendance is necessary for the establishment of an effective team. In cases of absence for any reason notify your immediate supervisor as soon as reasonably possible. Poor attendance, absence without notification or habitual tardiness will be subject to appropriate disciplinary action, up to and including termination.

### **Work Schedule Requirements**

HopeWorx will establish employee work schedules to fit the needs of the agency. The office is expected to be staffed from 9am-5pm, Monday through Friday. Generally, however, the HopeWorx policy is for each employee to set a work schedule with their supervisor that generally incorporates core weekday hours, and adhere to that schedule, so that the people you support, and your fellow team members know reliably when they can reach you. Even if you work remotely, you work in a team and need to be available to collaborate with and support your other team members. In certain circumstances staff can flex their hours to accommodate individual workplace requirements or personal needs, with supervisor's approval, if they deem it to be feasible. The intent of flexing time is to allow employees who do some of their regularly work outside of their regularly scheduled hours to trade that time for some of their regularly scheduled hours. Some examples of acceptable flexing include, representing HopeWorx at a community event over the weekend, or facilitating a support group in the evening. Flexing time is not an endless accommodation and is not intended to encourage employees to work outside of normal business hours. Hourly employees will work on as needed basis during hours scheduled by the Department Heads or HopeWorx administrative staff.

### **Time Records**

Company Issued Time Sheets are to be completed by each employee on each day worked, recording the actual hours worked. All time sheets are required to be completed accurately, including time out for lunch breaks. Supervisory approval is required to verify hours worked.

### **Payroll**

Paychecks are distributed every other week (26 annual payrolls) on Wednesdays. Each pay period begins on a Friday and ends the second Thursday. When a payday falls on a holiday, all attempts will be made to issue checks on the preceding workday. All checks must be cashed within 60 days from the date of issue. Any questions regarding discrepancies in the amount received should be addressed to the Operations Manager or Executive Director within five workdays.

Direct Deposit is available upon request.

As required by law, HopeWorx withholds Federal, State and any other required taxes from employee earnings, as well as social security (FICA) and Medicare.

### **Meal and Rest Breaks**

All employees are legally entitled to take breaks throughout the day. Breaks are categorized as paid and unpaid and should be taken based on the following criteria.

- 3-5 Hours: (1) 15-minute paid break
- 5-6 Hours: (1) 15-minute paid break and (1) 30-minute unpaid meal break
- 6-9 Hours: (2) 15-minute paid breaks and (1) 30-minute unpaid meal break

### **Workplace Dress Code**

HopeWorx encourages employees to dress comfortably and to choose their own style. If an employee has any questions about what to wear, please consult with the program's Department Head.

### **Overtime**

Any Non-Exempt Employee who has worked over 37.5 hours in a seven-day work week (one half of a pay period), qualifies for payment at a rate of 150% of the employee's regular hourly pay. All overtime must be approved in advance by your immediate supervisor to qualify.

All calculated overtime hours must be physically worked. If the use of Vacation, Sick, Personal or PTO would put an employee over the allotted maximum of 37.5 hours in a payroll week, these paid hour benefits cannot be used.

### **Severe Weather Closings**

HopeWorx policy is to discourage people from driving unnecessarily in dangerous road conditions AND to make sure that any appointments or events that have to be cancelled or rescheduled are clearly communicated. We have grown into an organization of seven programs that have different logistical needs, so it is going to be rare that we declare a "snow day," closing all of HopeWorx. Please work with your Program Supervisor or Director to coordinate anything you need to work from home and to communicate about cancellations and rescheduled events/appointments. Program Supervisors and Directors can reach out to the Executive Director or the Operations Manager with any questions.

**Sue Shannon - 347-728-2033**

**Harry Bowles - 610-906-0289**

## **Reimbursement of Expenses**

HopeWorx will reimburse employees for all reasonable and necessary expenses incurred in the performance of official business. All expenses must be approved by the Executive Director prior to expenditure. To receive reimbursement, you must provide the accounting department with receipts for all expenses (other than mileage) and a properly completed expense form (available from the Operations Manager).

We appreciate your expenditures on behalf of HopeWorx and will make every effort to reimburse you in a most timely fashion.

If you require an advance for expenses, see your immediate supervisor.

The following expenses are reimbursable:

- A. Travel - HopeWorx will compensate an employee for use of their personal vehicle in the fulfillment of company business, excluding commuting to and from work. All expenses must be pre-approved by your immediate supervisor. Mileage will be reimbursed at the current federal rate set by the IRS, and reimbursement for parking or bridge tolls can be made only when receipts accompany the expense voucher. The cost of public transportation (excluding commuting to and from work) will be paid in accordance with prevailing fares. See **XI. Vehicle Policy and Procedures** for more information.
- B. Meals while traveling outside of the county (Other meals may be reimbursed with prior approval) – Reimbursement for meals require receipts and should not exceed the following:
  - a. Breakfast: \$5.00
  - b. Lunch: \$7.50
  - c. Dinner: \$15.00

## **Telecommuting**

Electronic media opens the door to new opportunities for working away from the office. Telecommuting agreements will be considered on an individual basis, based on the needs of the organization, and only in circumstances where doing so could benefit both the employee and HopeWorx Inc.

If you wish to consider this option discuss it with your immediate supervisor. If the supervisor concurs, they will request authorization from the Executive Director. Monitoring procedures may be put in place during the off-site working arrangement. All arrangements for such activities are considered temporary and may be terminated without notice.

## **Reporting Personal Information Changes**

Employees must notify the Operations Manager whenever there is a change in their personal information on file with HopeWorx. This includes address, phone number, income tax withholding information, emergency contacts and if applicable, any information which may impact your insurance coverages.

### **Gifts and Conflict of Interest Policy**

- A. An employee of HopeWorx Inc. may not be compensated, either directly or indirectly for any activity related to the work of the organization except by HopeWorx Inc.
- B. Employees may not solicit or accept gifts, tips, cash or donations from clients, patients, visitors, vendors, contractors, providers, or other interested parties with whom HopeWorx does business.
- C. An employee who represents HopeWorx must be free from any conflict of interest in dealing with third parties. Dealing with any vendors, salespersons or other service providers shall be done on the basis of merit and in the best interest of HopeWorx without favor or preference to any party based upon personal consideration or financial gain.

### **Personal Property**

HopeWorx cannot be held responsible for personal property of employees in facilities, vehicles, or parking areas. If a loss occurs, however, notice should be given to the administration. Articles found on HopeWorx property should be turned into the administration.

HopeWorx, through its authorized representative, has the right to inspect all areas of HopeWorx facilities, including those areas used by employees to store personal property. Authorized representatives are designated by the Executive Director.

### **Smoking**

Employees are expected to respect the rights of others and act courteously. Smoking is not allowed in the HopeWorx building or in HopeWorx vehicles. Smoking is allowed in designated outdoor areas. All smoking materials must be extinguished properly and disposed of in appropriate receptacles.

### **III. PROBLEM RESOLUTION POLICIES**

#### **Problem Resolution Procedure**

If an employee wishes to resolve a problem regarding HopeWorx' policies or procedures, the employee should discuss the problem with their immediate supervisor. If a solution is not reached the Executive Director should be consulted by the employee and the supervisor.

#### **Violation of Company Policy**

Employees found to be in violation of a company policy will meet with the Executive Director to discuss the issue. All reasonable attempts to resolve the problem will be made to constructively correct the situation. Appropriate disciplinary action, up to and including termination, may be taken if the violation continues.

Employees who believe they have been falsely charged can appeal the charge to the Executive Director, and if the matter is not resolved to the employee's satisfaction, The Executive Director can have a private conversation with the Board President to determine a final resolution.

Notices of violation, appeals and final disposition documentation will become a permanent record in the employee's personnel file.

#### **Appeal Process**

If a problem is not resolved following the aforementioned Problem Resolution Procedure, employees are entitled to appeal by submitting a written appeal of the issue to the President of the Board of Directors or his or her designee. The President or designee will conduct an inquiry into the matter and render a final decision and shall so inform all parties of this decision in writing. Decisions of the President of the Board shall be final in all respects.



## IV. DISCIPLINARY ACTIONS & TERMINATION OF EMPLOYMENT

### **“At Will” employer (Pennsylvania)**

In Pennsylvania (like several other states), workers will generally be considered “at will” employees unless they have an employment contract or statutory right that provides otherwise. An employer may terminate the services of an “at will” employee, with or without cause, at any time, so long as an employee is not let go for an unlawful purpose, such as age or racial discrimination. Conversely, “at will” employees have a similar right to resign their employment, for any reason (or no reason at all), at any time.

### **Voluntary Termination**

Any employee of HopeWorx, Inc. may choose to terminate their employment at any time. If a non-supervisory employee chooses to resign, a minimum of two weeks notice in writing to the respective supervisor is expected. Managerial employees are expected to give four weeks notice in writing.

Employees choosing to terminate their employment with HopeWorx Inc. are required to return all company property to their immediate supervisor before leaving the premises on their final day of employment. Upon receipt of all company owned property, the employee will receive their final paycheck including financial compensation of any earned vacation or PTO pay, if applicable.

### **Involuntary Termination**

The following is a list of unacceptable conduct for which an employee will be subject to discipline up to and including immediate discharge. This list is not intended to be all inclusive, exhaustive, or even representative:

- Demonstrating cruel, malicious, rude, unkind, indecent, or disrespectful intentions/behavior towards a coworker or towards an individual that we serve
- Unacceptable work performance
- Working under the influence of alcohol or possession or use of illegal substances
- Soliciting or accepting gratuities
- Fighting, creating a disturbance, using abusive language, or any other behavior unbecoming to a HopeWorx employee. Any violent behavior that makes other staff feel unsafe
- Theft
- Insubordination
- Falsifying information on a job application, timecard, or on other official records
- Illegal or unauthorized possession of a dangerous weapon
- Discrimination of any kind
- Excessive absenteeism or lateness
- Abandonment of duties
- Breach of confidentiality
- Unauthorized use of company property

- If driving is a requirement of the position, conviction of any major traffic offenses, suspension or revocation of driving privileges, or failure to report the same to HopeWorx administration

## **Violence**

The philosophy of HopeWorx is to promote a gentle, kind, and supportive work atmosphere. Threats of violence and/or acts of violence are strictly prohibited, and HopeWorx has a Zero tolerance policy against any such behavior. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination, and when necessary, will be reported to local authorities. Any such activity observed should be brought to the immediate attention of supervisory personnel.

## **Alcohol, Drugs & Illegal Substance Abuse**

HopeWorx is committed to providing a safe work environment that is alcohol, drug, and illegal substance free. That commitment is jeopardized when any employee illegally uses drugs or uses alcohol on the job, comes to work under the influence, or possesses, distributes, or sells drugs in the workplace. Therefore, HopeWorx has established the following policy:

- It is a violation of policy for any employee to possess, sell, trade, or offer for sale alcohol or illegal drugs or otherwise engage in the illegal use of drugs in the workplace.
- It is a violation of policy for any employee to report to work under the influence of alcohol or illegal drugs or to use alcohol or illegal drugs during work.
- Violations of this policy are subject to disciplinary action up to and including termination.

## **Performance Improvement Plan**

A Performance Improvement Plan (PIP) is a written tool that can be used for employees that fall short of expectations relating to a specific skill set or a requirement of their job description. PIP's can be used to correct behavior for an employee's current position or be used to improve performance of an employee looking to advance to a higher position. PIPs are intended to be completely voluntary on the part of the supervisor and the employee, and both parties must be "willing" to proceed with a PIP, as an alternative to a Documented Warning. If a supervisor wants to proceed with issuing a PIP, speak to the Executive Director about the details of the plan, including;

- Length of Time (Should be between 90-120 Days)
- How success will be measured
- Milestones for check-ins

A template for the Performance Improvement Plan may be requested from the Operations Manager. Each PIP should be custom tailored to the employee in question, to ensure the best results, but must contain the following steps.

Design the Plan - The Supervisor should write down what corrections are needed and what steps are needed to support these changes. All details that will be presented to the employee should be written down in the plan, to prevent ambiguity or disagreements on expectations later.

Meet with the Employee – Schedule a meeting to inform the employee about the Performance Improvement Plan, clarifying why the PIP is being issued, and the expectations going forward. Explain the steps that will be monitored, and any additional work required by the employee as part of the process (copying the supervisor on emails, completing daily reports, etc.) Regular checkups throughout the PIP should be scheduled between the supervisor and employee, at realistic intervals (bi-weekly, every 30 days, etc.) Regular check-ins allow for feedback and updates to be shared, while tracking progress, in addition to preventing any surprises.

Completing the PIP – Once the completion date is reached, the Supervisor and Employee should have a final meeting to discuss the final results of the PIP. If the employee has successfully completed the process, the PIP should be signed by both parties and sent to the Operations Manager to be filed in the employee's personnel folder. If the employee did not successfully complete the PIP, this should be discussed with the employee and further actions should be discussed with the Executive Director.

## **Documented Warnings**


A documented warning serves as a log, tracking an employee's misconduct in the workplace. If a situation calls for a warning to be issued, the supervisor should first discuss the details of the infraction with the Executive Director. If both parties agree that a warning is warranted, the supervisor should proceed with completing the "Employee Warning" form. If it is an employee's first offense, in a given category, a Verbal Warning should be issued; followed by a Written Warning for a second offense and a Final Written Warning for a third offense.

Employee Warnings should only progress from Verbal to Written to Final Written if the category of infraction is the same. If for example the employee has previously received a written warning for conduct but is now being issued a first time warning for attendance, the Employee Warning should be treated as a Verbal. Only in severe circumstances, should a warning be escalated directly to a Final Written Warning.

Verbal Warnings do not need to be signed by the employee, these may be issued to an employee without them ever seeing the documentation, although an "Employee Warning" form should be completed by the Supervisor to be filed with the employee records.

Once a Final Written Warning is issued, it is important to express to the employee that any further incidents, similar to the infraction, may subject the employee to termination.

Serious Infractions, especially those that result in harm, damage, danger, or liability to the organization, employees, or individuals that we serve is subject to immediate termination.

 <h2>Employee Warning</h2> <p>Employee: _____ Date of Warning: _____ Title/Role: _____ Warning Type: VERBAL / WRITTEN / FINAL WRITTEN</p> <p>Previous Warnings for the same offense: Verbal: _____ Written: _____</p> <p>Reason for Warning (Check all that apply):</p> <table border="0"><tr><td><input type="checkbox"/> Attitude</td><td><input type="checkbox"/> Poor Performance</td><td><input type="checkbox"/> Insubordination</td></tr><tr><td><input type="checkbox"/> Conduct</td><td><input type="checkbox"/> Policy Violation</td><td><input type="checkbox"/> Safety</td></tr><tr><td><input type="checkbox"/> Attendance</td><td><input type="checkbox"/> Hygiene</td><td><input type="checkbox"/> Other: _____</td></tr></table> <p><b>Details leading to Warning (supervisor):</b></p> <div style="border: 1px solid black; height: 60px;"></div> <p><b>Corrective Steps Needed (supervisor):</b></p> <div style="border: 1px solid black; height: 60px;"></div> <p style="text-align: center; font-size: small;">Additional incidents could result in further disciplinary action, up to and including termination.</p>	<input type="checkbox"/> Attitude	<input type="checkbox"/> Poor Performance	<input type="checkbox"/> Insubordination	<input type="checkbox"/> Conduct	<input type="checkbox"/> Policy Violation	<input type="checkbox"/> Safety	<input type="checkbox"/> Attendance	<input type="checkbox"/> Hygiene	<input type="checkbox"/> Other: _____	<p><b>Employee Feedback (employee):</b></p> <div style="border: 1px solid black; height: 60px;"></div> <p><b>Employee Agreement of Consequences Should Actions Reoccur (employee):</b></p> <div style="border: 1px solid black; height: 60px;"></div> <hr/> <p><b>Acknowledgement</b></p> <table border="0" style="width: 100%;"><tr><td style="width: 50%; text-align: center;">_____ Employee</td><td style="width: 50%; text-align: center;">_____ Supervisor</td></tr><tr><td style="text-align: center;">_____ Date</td><td style="text-align: center;">_____ Date</td></tr></table> <p><input type="checkbox"/> Employee Refused to Sign</p>	_____ Employee	_____ Supervisor	_____ Date	_____ Date
<input type="checkbox"/> Attitude	<input type="checkbox"/> Poor Performance	<input type="checkbox"/> Insubordination												
<input type="checkbox"/> Conduct	<input type="checkbox"/> Policy Violation	<input type="checkbox"/> Safety												
<input type="checkbox"/> Attendance	<input type="checkbox"/> Hygiene	<input type="checkbox"/> Other: _____												
_____ Employee	_____ Supervisor													
_____ Date	_____ Date													

## **V. COMPANY PROPERTY POLICIES**

### **Office Supplies, Postage & Company Accounts**

HopeWorx postage, postage systems, shipping accounts and accounts with various vendors and suppliers are to be used for company business purposes only.

### **Company Vehicles**

Use of company vehicles for personal purposes is prohibited without prior authorization from the Executive Director. Company vehicles should be used for transporting employees conducting company business and for travel to and from company business locations and activities. Inappropriate use of company vehicles may be subject to disciplinary action, up to and including termination.

### **Company Equipment**

Company property, such as laser printers, copiers, computers, and all production tools, should be used for HopeWorx business purposes only.

### **Company Telephone Policy**

Employees are welcome to use the phones for calls within the United States.

### **Computers and Related Equipment**

HopeWorx provides employees access to computers, printers, and other equipment on an as-needed basis, to perform their job requirements. This equipment should be used for the business activities of HopeWorx.

Employees are required to maintain their computers and related equipment in good working order. If any of your equipment needs service, repair, or maintenance, notify the Operations Manager.

Employees shall not use company systems to knowingly violate any city state or federal laws.

Computer games and personal software may not be installed on company equipment.

Company equipment shall not be used to store or display images depicting violence, sexually explicit material or racially offensive material.

Software installed on company computers must be properly licensed and installed at the discretion of the Operations Manager.

Employees are not permitted to download any software (free or otherwise) without express permission from the Operations Manager.

## **Internet**

Company computer systems connected to the internet are connected for business purposes. Employees are expressly prohibited from allowing any third party to use company computers or internet services.

Conducting company business on the internet must be done following all guidelines and policies for conducting business in conventional settings.

HopeWorx maintains the right to limit internet access and to track internet usage on every company computer.

HopeWorx will comply with any reasonable requests from law enforcement to review internet activities of any employee.

While accessing the internet, employees should be fully aware of the global reach of the media. Employees are required to maintain a high level of dignity and be mindful that they represent HopeWorx to the world at large while online.

For protection of the company network and proprietary information, security measures have been installed on the systems. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

## **E-Mail & Electronic Communication**

Company provided email is provided for business purposes and should not be used for personal use.

All emails, sent or received, are company records and as such, are accessible to appropriate staff members.

## **VI. POLICIES FOR LEAVES OF ABSENCE**

### **Eligibility**

Paid and non-paid leave of absence is a benefit to eligible employees of HopeWorx. To qualify for these leave of absence benefits the employee must have completed a minimum of ninety (90) days continuous employment with HopeWorx. HopeWorx reserves the right to, without notice, revise these leave of absence policies.

### **Sick Leave**

Full time employees (defined as an employee regularly scheduled for at least 37.5 hours per week) earn sick leave benefits at a rate of 1 day of paid sick leave for every 1 completed calendar month worked. Eligible employees can accrue up to 240 hours (30 days) of sick leave. Sick leave will not accumulate past the maximum accumulated amount of 240 hours (30 days). Eligible employees can carry over up to a maximum of 240 hours (30 days) each July 1<sup>st</sup> into the next plan year (July 1<sup>st</sup> through June 30<sup>th</sup>). At the end of employment with HopeWorx, employees will not be paid for unused sick leave days.

Sick leave can be used at the discretion of the employee, with regular updates to their immediate supervisor as to how long they anticipate being unavailable for work. Sick time must be used in half day(3.75 hrs.) or full day(7.5 hrs.) increments.

If you are sick and unable to attend work or if you must leave before the end of your shift because of illness, notify your immediate supervisor as early as reasonably possible. Sick leave beyond ten consecutive days requires the employee to provide the Executive Director with an acceptable doctor's note(s) to substantiate the absence and doctor's note to release the employee back to work.

### **Unpaid Family & Medical Leave**

HopeWorx employees may be eligible to take unpaid Family and Medical leave. Consult the Executive Director for details and notify your immediate supervisor in writing if you want to request an unpaid leave of absence.

Employees returning from a leave of absence for medical purposes of ten or more consecutive days must submit a satisfactory physician statement indicating they are medically able to return to work and fulfill their assigned job duties.

### **Bereavement Leave**

Full time employees can take up to three bereavement days, if needed, when they experience the loss of a significant person in their life. We feel strongly that the organization should not try to define what a significant person is – for some of us, our chosen families may be closer than our genetic families. The expectation is bereavement time will be available when needed and is not limited to a specified number of uses, however there should not be a consistent,

annual use of it. It is there, as a compassionate support, when you need it, and the expectation is that people will use the time only when it is needed, to plan and attend services, to help sort out logistics for people for whom we are caregivers, to grieve for people who were interwoven into our everyday lives.

### **Jury Duty**

Notify your immediate supervisor if you are summoned for jury duty. Paid time off from work will be granted as necessary in compliance with applicable law. Employees are required to provide a copy of the notice or subpoena to their supervisor as soon as possible, who will forward it to the Executive Director.

### **Military Duty**

HopeWorx will provide a military leave of absence without pay for employees in accordance with the Uniformed Services Employment and Reemployment Action of 1994 (a.k.a., USERRA). Employees requiring a military leave of absence shall notify HopeWorx management as soon as they become aware and provide their military orders to their supervisor within two business days of receipt. Continuation of benefit coverages will be in accordance with USERRA and HopeWorx policy. Vacation, sick and personal leave time will not accrue during this leave.

Upon the employee's return from military leave, the employee must notify HopeWorx they are available for re-employment within the deadlines outlined in USERRA. Subsequently, HopeWorx will attempt to place the employee in the same or similar position the employee held when their leave began. If this same or similar job is not available, HopeWorx will attempt to place the employee in another job HopeWorx management believes the employee is suited for. If no suitable jobs are available, the employee will be placed on layoff status. HopeWorx will comply with the reinstatement and coverage rights of USERRA.

Employees in the United States National Guard or Reserves with a requirement to complete two weeks of military training per year will be granted unpaid leave. Employees are to provide their military orders to their supervisor within two business days of receipt.

### **Unpaid Personal Leave of Absence**

HopeWorx will make every reasonable effort to consider personal leave of absence. Apply for unpaid personal leave of absence authorization from the Executive Director. Many factors are considered when determining eligibility for personal leave of absence and is granted or denied solely at the discretion of HopeWorx. When granted, the maximum allowable is 30 days per calendar year.

Full Time and Part time employees who have at least one year of continuous service may apply to take up to six months of unpaid leave without benefits. During this time a full-time employee may pay for the continuation of their coverage at the organization's group rate (employee contributions and HopeWorx portion). Timely payment must be made by the employee. Group status will be lost automatically if payment is not received within thirty days of the due date.



### **Parental Leave of Absence**

A full-time employee (defined as an employee regularly scheduled for at least 37.5 hours per week) is eligible for up to 4 weeks paid Parental Leave of Absence in the following scenarios:

- Birth of a child
- Adoption of a child
- Fostering of a child

Additionally, time off may be extended with permission of the Executive Director and pre-planned use of accumulated, Vacation, Sick, and/or Personal Time off.

### **Unauthorized Leave of Absence**

An employee who is absent from his or her assigned work location or schedule, without official leave approval from the Executive Director for three or more consecutive scheduled workdays, shall be considered absent without authorized leave. In such cases, HopeWorx will regard the job as abandoned and the employee to have voluntarily resigned their employment with HopeWorx.

### **Failure to Return to Work from Time Off/Leave of Absence**

Any employee who fails to report for work on the expiration of their extended leave of absence without prior approval by the Executive Director or appointee, shall be considered to have voluntarily resigned from his/her position.

### **Leave of Absence and Benefits Amendments**

HopeWorx reserves the right to modify, eliminate, expand, or replace any policy relating to Benefits and Leave of Absences. HopeWorx understands that unique extenuating circumstances can come up and, on a case-by-case scenario, the Executive Director has the sole discretion in making accommodations or exceptions.

## VII. BENEFITS

### Overview

Benefits provided to employees are provided at the will of HopeWorx and HopeWorx reserves the right to modify or eliminate benefits without notice under conditions of law. The benefits listed herein are intended to be a general description only. Details of specific benefits are outlined in the documentation for the benefit program.

### Eligibility

To qualify for benefits an employee must be a regular full-time employee (defined as an employee regularly scheduled to work at least 37.5 hours per week) or a regular part time employee regularly scheduled to work at least 30 hours per week. HopeWorx reserves the right to, without notice, revise these eligibility requirements. If you have questions, contact the Executive Director.

### Group Medical & Dental Insurance

HopeWorx provides a group health insurance policy and dental insurance policy to eligible employees who work at least 30 hours per week. There is no employee contribution for individual coverage. For dependent coverage, the employee contribution is equal to 15% of the dependents annual cost, split across 26 pay periods. Employee contributions will be automatically deducted from paychecks. If there is an HSA available for the health insurance plan, employees can request that pre-tax contributions be made to this account from their paycheck.

### Long Term Disability

HopeWorx provides Long Term Disability to every full-time employee (defined as an employee regularly scheduled to work at least 37.5 hours per week). For more information, contact the Executive Director.

### Life Insurance Policies

HopeWorx provides \$50,000 in life insurance coverage to Full time eligible employees. Life insurance coverage begins on the first day of the second calendar month after employment. Consult the Plan Certificate for further details, which overrides this policy.

### Retirement Plan

HopeWorx offers a SIMPLE IRA plan to eligible employees wishing to participate. Employees who would like to participate in this plan should contact the Executive Director for more information. HopeWorx matches employees' contributions up to 3% of the employee's salary. Consult the Plan Document (which overrides this policy) for additional details (e.g., eligibility, vesting schedules, distributions, etc.).

## **Worker's Compensation**

State and federal law govern eligibility requirements. All premium costs are paid by HopeWorx. Claims are paid directly to employees. All employees are expected to return to work immediately upon release by their physician and must provide proof of medical clearance from the physician. Employees are required to report job-related injuries immediately. Failure to comply could result in difficulty with the employee's claim. Report all accidents or injuries to your immediate supervisor. Employees do not receive pay or earn paid time off (PTO, Vacation, Sick, Personal) from HopeWorx while compensated by Worker's Compensation.

HopeWorx desires employees to return to work from injury as soon as they are medically able. There may be times where an employee's tasks, number of hours, work schedule, work area, and other work environment components may need to be modified to accommodate the employee's medical restrictions, and/or the employee may be provided with an assignment in another work area on a temporary basis.

## **Holidays**

HopeWorx provides the following holiday schedule for all employees. All Full-Time employees qualify for paid holidays in accordance with the holiday schedule below. Non-qualifying employees are required to take the days off without pay, but arrangements may be made with a supervisor to work another day. Holidays falling on Sunday will be observed on the following Monday, those falling on Saturday will be observed the preceding Friday.

Holiday Schedule:

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Thanksgiving Friday

Christmas Day

### **Personal Time**

Full time employees (defined as an employee regularly scheduled to work at least 37.5 hours per week) are granted 15 hours (2 days) of paid personal time for every twelve months worked. Unused personal days may not be carried forward into the following calendar year. Personal Time must be used in half day(3.75 hrs.) or full day(7.5 hrs.) increments. If, for any reason, Personal time used exceeds 15 hours, the additional time will be deducted from the employees accrued Vacation Time.

### **Vacation Time**

HopeWorx provides paid vacation time for all Full-time employees (defined as an employee regularly scheduled to work at least 37.5 hours per week) and will earn vacation benefits at a rate of:

150 Hours (20 days)/Year

Vacation time may be accrued up to a limit of 150 hours (20 days).

Requests for vacation must be submitted in writing and approved in advance by the Program Director or Executive Director and will be granted to the extent practical and consistent with the work requirements of the Employer. Paid company holidays which occur during your vacation are not counted as vacation days. Vacation time must be used in half day(3.75 hrs.) or full day(7.5 hrs.) increments. Accrued but unused vacation will be paid to the employee following their termination of employment, with the return of all work equipment in good working order or if they become ineligible for vacation benefits at some future date. Vacation must be approved by an employee's supervisor. Hours credited for vacation pay do not count as hours worked when calculating overtime.

### **Vacation Carryover**

Full time employees (defined as an employee regularly scheduled to work at least 37.5 hours per week) can carry over up to 75 hours (10 days) of vacation time each July 1<sup>st</sup>, and an additional 75 hours (10 days) only with the permission of the executive director and a plan for using those two weeks in the first quarter of the new fiscal year. Any time accrued by June 30<sup>th</sup> that isn't used by December 31<sup>st</sup>, will expire on January 1<sup>st</sup>.

### **Part Time Paid Time Off**

Part time staff, defined as those who are regularly scheduled to work less than 37.5 hours per week, who do not receive the paid vacation, sick and personal time of full-time staff, will instead accrue Paid Time Off subject to the following:

1. Time will be accrued as of an individual's start date or from July 1, 2019, whichever is later, at a rate of 0.04 hours per one hour worked, as recorded on their time sheet, and approved by their supervisor.
2. Individuals can use their accrued hours for PTO after they have worked for 30 days past their start date.
3. Individuals must accrue a minimum of 4 full hours to use their PTO.

4. Individuals can accrue up to 60 hours of PTO. Time will not be accrued beyond this limit.
5. PTO can be used for vacation, sick time, or any other purpose that the employee chooses. If an individual leaves employment voluntarily or involuntarily, they will be paid for the accrued time.

Accrued but unused Part Time Paid Time Off will be paid to the employee following their termination of employment or if they become ineligible for Part Time Paid Time Off benefits at some future date.

### **Education - Tuition Reimbursement**

Employees wishing to further their formal education or participate in trade-specific training may qualify for reimbursement up to \$250 per course for the cost of tuition and books for classes. Authorization from their immediate supervisor must be granted prior to enrolling in classes. To participate in this program the employee must successfully accomplish the following:

1. Request and receive written approval prior to participating in the class.
2. Attain at least a "C" average grade or equivalent.
3. Submit a written request for reimbursement
4. Provide proof of payment and final grades

Not all education programs qualify, and tuition reimbursement may vary depending on the chosen courses. Agreements for continued employment may be required in some cases. See your immediate supervisor for details. HopeWorx reserves the right to modify or eliminate this program without notice.

### **Transfer of Accrued Time Off**

Employees are not permitted to donate their accrued PTO, Personal, Sick, or Vacation time to other employees, except with the express and specific permission of the Executive Director. Generally, all employees are expected to only use the paid time off that has been previously accrued by the employee. If a specific crisis occurs involving an employee or a person for whom they are the primary caregiver, that will lead to a temporary need for more PTO than is accrued, the Executive Director may approve a request from employees to donate their unused PTO.

### **Leave of Absence and Benefits Amendments**

HopeWorx reserves the right to modify, eliminate, expand, or replace any policy relating to Benefits and Leave of Absences. HopeWorx understands that unique extenuating circumstances can come up and, on a case-by-case scenario, the Executive Director has the sole discretion in making accommodations or exceptions.

## VIII. HopeWorx HIPAA Privacy Policies

HopeWorx, beyond complying with the law, takes privacy seriously as peers who understand how important privacy is.

### What is HIPAA?

HIPAA stands for the Health Insurance Portability and Accountability Act (1996). Its Original purpose was to protect people from losing their health insurance if they change jobs or have pre-existing health conditions. HIPAA has been expanded over the years to also help reduce the cost and administrative burdens of healthcare transactions, and most recently to develop standards and requirements to protect the privacy and security of personal health information.

HIPAA's Privacy and Security Rules require healthcare organizations to adopt processes and procedures to ensure the highest degree of patient confidentiality. Protected Health Information or "PHI" can be created, stored, or transmitted in many formats. Through verbal conversations, written documents, over computer software or hardware and in various other forms. PHI may include anything in the patient health records such as lab results, medical history, images and more. It also includes other patient information like names, birthdates, social security numbers, e-mail addresses and other information that can be used to create identity theft.

### Common Causes of HIPAA Violations

- Lack of Employee Training – Employees commonly make mistakes when there is a lack of training regarding sensitive information
- Mishandling Records – Leaving records out for others to see; examples include paper documents left unattended on a desk or an E-document left open on a laptop
- Using insecure technology – Hacking and Malware intentionally target the acquisition of identifying information
- Disclosing incorrect files – Sending incorrect data files pertaining to a different individual that we serve then intended
- Improper Disposal – Discarding PHI, while unintentional, gives public access to the information
- Lost or Stolen Devices – Stolen or misplaced equipment containing PHI
- Social Media Sharing or Gossip – Sharing information in an informal setting

### HopeWorx and HIPAA

At HopeWorx it is important for all employees to ensure HIPAA compliance, therefore training upon hire and an annual review of the information will ensure best practices are in place. Whenever handling PHI, it is important to be aware of your surroundings. Care should be taken if there are individuals in proximity that should not have access to a consumer's information. Whenever a file is to be transferred it is important to verify that the correct file is to be transferred. When documents are to be stored certain criteria must be held true,

A) All documents should be secured before leaving them unattended and

B) Digital Files should only be stored and accessed on trusted and approved devices. If a document containing PHI requires disposal, the document must first be destroyed. Everyone has a responsibility to report any warnings or evidence of PHI mishandling.

### **HIPAA compliance best practice**

- Do not discuss PHI in public
- If sensitive information is shared, keep your voice down to prevent others from overhearing
- Sign out of systems when not in use
- Do not include anyone in the meeting that is not necessary
- Never record communication without the consent of all parties involved

### **Telehealth and Teleconferences**

Telehealth and Teleconferencing are a growing part of the business world. It is important for all employees engaging in various online service to take safety precautions when discussing or handling PHI. Some guidelines for HIPAA compliance, specific to Telehealth and Teleconferences are as follows:

- Do not participate in teleconferences while in public
- Use Strong Passwords for your device, this could include multi-factor authentication
- Review Data on devices before the device is thrown away or recycled
- Install a remote wipe feature on devices to erase PHI in case they were stolen or lost
- When connecting with individuals that we serve identify any potential breaches in security and when necessary, explain the importance of security steps taken

### **HIPAA VIOLATION FINES**

HIPAA breaks the penalties for violations into four tiers:

- First Tier: The covered entity did not know and could not reasonably known of the breach. Generally, these range to \$1000 to \$50,000 per incident up to \$1.5 million in penalties.
- Second Tier: The covered entity knew or by exercising reasonable diligence would have known of the violation, though they did not act with willful neglect. Fines for the second tier can range up to \$1,000 to \$50,000 per incident up to \$1.5 million.
- Third Tier: The covered entity "Acted with willful neglect" and corrected the problems with a 30-day period of the breach. Penalties for the third tier can range from \$10,000 - \$50,000 per incident up to \$1.5 million.
- Fourth Tier: The covered entity acted with willful neglect and failed to make a timely correction. Fines start at \$50,000 per incident up to \$1.5 Million.

## IX. Workplace Safety

### Slips, Trips, and Falls

Slips, trips, and falls make up most workplace accidents, and can usually be prevented with positive workplace habits. Some common causes of accidents are as follows:

- Wet or greasy floors
- Uneven walking surfaces
- Loose flooring, carpeting or mats
- Transition one floor type to another
- Damaged or irregular steps; no handrails
- Shoes with wet, muddy, greasy or oily soles
- Clutter
- Electrical cords or cables
- Open desk or file cabinet drawers
- Weather Hazards – rain, sleet, ice, snow, hail, frost

Creating a safe workplace culture can be as easy as the following:

- Good House Keeping Routines – All employees should take responsibility for their personal workstation and keep things clean and organized.
- Floor Conditions – Identify floor surfaces that are slippery and notify a supervisor if any flooring is damaged. Make sure any spills are cleaned up in a timely fashion and “wet floor” signs are used appropriately to identify the hazard. Use caution if weather creates wet or icy conditions.
- Awareness - Be aware of your surroundings. Limit any distractions. Do not use a phone while walking. Avoid carrying too many objects, which may obstruct your view while walking.
- Equipment Use – Always use equipment/tools as intended. If the use of a ladder is needed, ask for a spotter. Do not joke around when performing tasks while using equipment, or when carrying items.
- Communication – Notify a supervisor if you feel a hazard exists in your work environment. **SEE SOMETHING? SAY SOMETHING!**
- Training – Only complete activities which pertain to the workplace, and only work that you have been trained to do. If you do not feel comfortable with an assigned physical task, make sure to speak to your immediate supervisor.

### Lifting Safety

Lifting improperly can cause serious physical harm. Ask for assistance if an object looks too heavy. Avoid lifting the object altogether if it appears to be too heavy and no assistance is available. When lifting is necessary refer to the following safety precautions:

- Prepare for lifting with stretches and gloves if necessary
- Check the load and work area for any tripping hazards or obstacles between you and the destination
- Lift safely by keeping the load close to your body and bending your knees



- Avoid lifting with your back, and avoid jerking motions
- Set the load down, in the same fashion that you pick it up

### **Electrical Hazards**

The high volume of electrical equipment in a typical office can expose workers to serious electrical hazards, including shocks, burns and fire. The following list contains best practices when handling electrical devices.

- Even when using a surge protector, make sure the electrical load is not too much for the circuit.
- Avoid overloading outlets with too many appliances. Never plug in more than one high-wattage appliance at a time.
- Unplug appliances when not in use to save energy and minimize the risk of shock and fire.
- Inspect electrical cords periodically to ensure they are not frayed, cracked, or otherwise damaged.
- Do not run electrical cords through high-traffic areas, under carpets or across doorways.
- Keep all liquids a safe distance from electronics and electrical equipment.
- Unplug cords from the wall carefully with a firm grip on the plug, cords should never be “yanked from the wall, as this could cause damage to the cord and/or the outlet
- Space heaters/portable heating devices should only be used in clear areas and never left unattended

## **Emergency Procedures**

### **Building Fire**

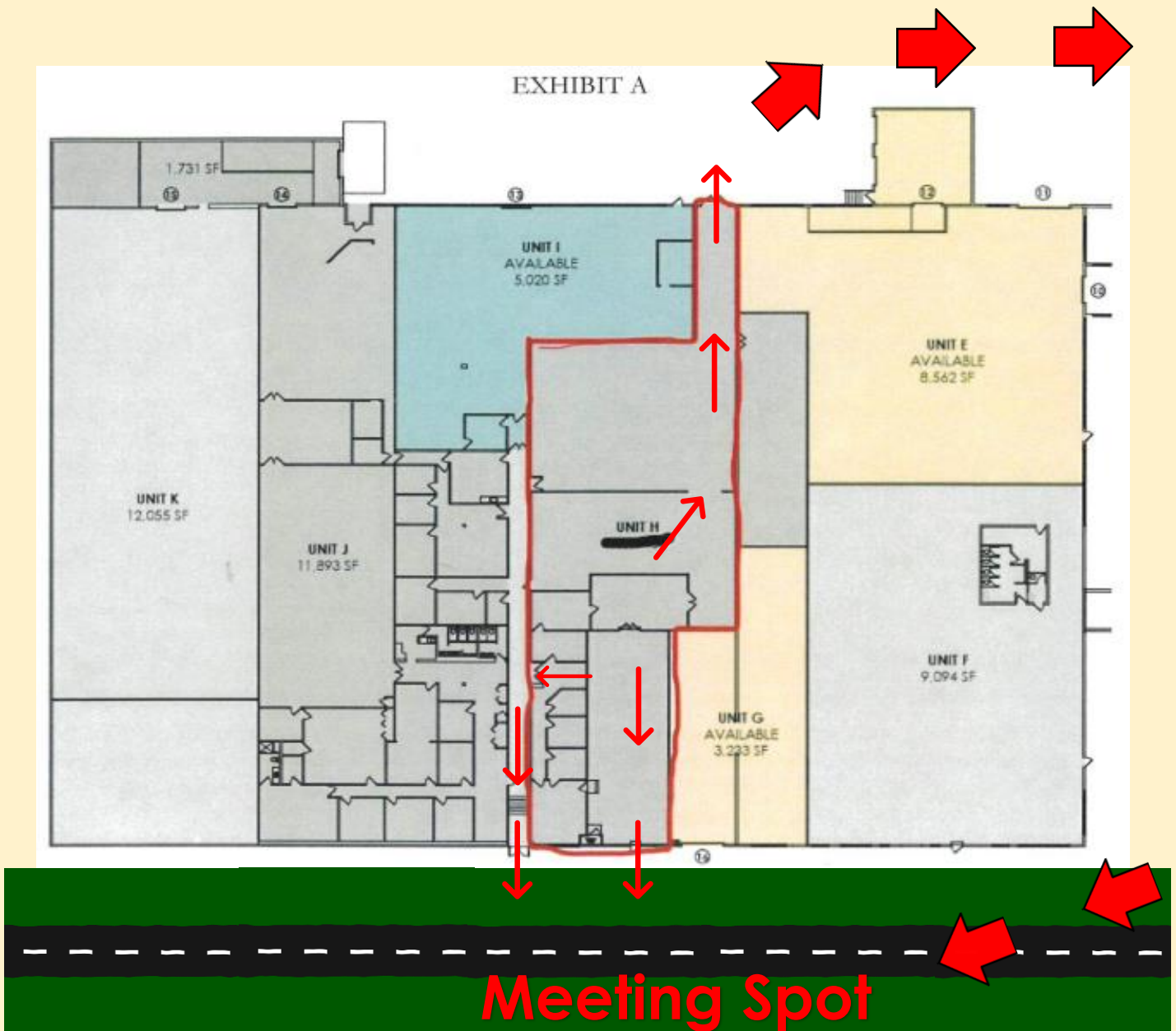
If the building fire alarms are activated or there is a visible fire in the building, all employees should immediately evacuate the building in a calm orderly fashion, ensuring that all coworkers in your immediate vicinity also safely evacuate. All employees and guests should meet on the other side of Stanbridge Street across from the HopeWorx main entrance, where you should check in with your immediate supervisor. The first person to arrive should call 911 and report the incident. It is important to remain on the phone until the operator instructs otherwise. Remain here until it is safe to return into the building or you are excused to leave. Never attempt to re-enter the building until proper authorities deem it to be safe.

All employees should refer to the evacuation map posted around the office as to the nearest exit point of the building. As a general rule, if you are in the offices, use the entrance in the Front of the HopeWorx offices or the Common Area entrance. If you are in the Hope Market or Conference room, use the back entrance following the alley to the right, and walk around to the meeting spot.

**DESIGNATED MEETING AREA (See Exhibit A) – ACROSS STANBRIDGE STREET FROM THE MAIN ENTRANCE**

If the fire is small, and you can safely extinguish it, there are several fire extinguishers located throughout the building. Follow all safety instructions located on the device for proper use.

- Break Room/Kitchen
- Side Entrance Waiting Area
- Conference Room (Near Bathrooms)
- Conference Room (CommunityWorx Entrance)
- CommunityWorx (Near Washers)
- Rear Entrance



## Injury in the workplace

In the case of a workplace injury, always ask if the injured person needs medical attention. If Emergency services are required, call 911 and assign someone to wait by the road to direct emergency personnel to the site of the victim. Make sure only those necessary are in proximity to the victim, all others should clear the area to prevent any delays or hindrances to emergency personnel. Employees are required to report all injuries/illnesses to their supervisor and/or the supervisor's designee immediately (but no later than 24 hours after the incident).

HopeWorx has an AED device located in the kitchen. To determine if the AED is needed, and its proper use, see below for a brief guideline or watch a quick tutorial at the following address: <https://youtu.be/7CEGmvyDxjY>

- **Check to see if the person is breathing and has a pulse.**
- **If you cannot feel a pulse and the person is not breathing, call for emergency help.** If there are other people present, one person can call 911 while the other prepares the AED. If you're alone, call 911 or emergency services first to make sure help is on the way.
- **Turn on the AED.** The automated external defibrillator gives you step-by-step voice instructions. It will tell you how to check for breathing and a pulse and how to position electrode pads on the person's bare chest.
- **Deliver the shock.** When the pads are in place, the AED automatically measures the person's heart rhythm and determines if a shock is needed. If it is, the machine tells the user to stand back and will automatically deliver the shock. The AED is programmed not to deliver a shock if a shock isn't needed.
- **Start CPR.** Begin CPR after the shock is delivered if CPR is still needed. The AED will also guide users through CPR. The process can be repeated as needed until emergency crews take over.

For further information regarding the AED, see the Operations Manager.

## Reporting Workplace Injuries

All HopeWorx employees are covered by state Workers' Compensation laws, that may provide medical and income benefits if the employee is injured or becomes ill while performing assigned job duties during assigned working hours. This written procedure prescribes the method and practice for reporting and investigating injuries/illnesses involving employees. This procedure is intended to provide a means to deal with all workplace injuries/illnesses in a standardized way and demonstrate compliance with the Pennsylvania Workers' Compensation Act (Department of Labor & Industry).

Any Injuries of employees or visitors while on the property of HopeWorx Inc. should be reported to the Worker's Compensation Department as soon as possible, by the Operation's Manager. The below information should be collected prior to calling Worker's Compensation.

**Policy Number: 04720933**

1. **Policy number** – Active S.W.I.F. policy number
2. Employee's Social Security number – Injured employee's
3. Employee's first & last name – Injured employee's
4. **Marital status** – Self-explanatory
5. **Gender** – Self-explanatory
6. **Date of birth** – Self-explanatory
7. **If fatal, give date of death** - Month, day, year
8. **Street address** – Injured employee's home address
9. city, state, zip code & county
10. **Phone number** – Injured employee's home phone number including area code
11. **Date of injury** – Be precise
12. **Time of occurrence** – Be precise
13. **Type of injury or illness** – Nature of injury or illness (i.e., break, fracture)
14. **Parts of body affected** – Part(s) of the body affected by the illness or injury (i.e., wrist, hand, finger, etc.)
15. **Address of employer** – Where the employer is located, not where the injury occurred
16. **Occupation or job title** – Injured employee's
17. **Employment status** – Full-time, part-time, seasonal, volunteer, other
18. **Date of hire / State of hire** – Date injured employee hired by employer
19. **Full pay for day of injury** – Yes or No
20. **Last day worked** – Month, day & year
21. **Date returned to work** – Date employee returned to work. If no absence is incurred, date of injury. Also, if the first day employee is able to work is a scheduled day off, that is the day he/she could return.
22. **Date employer notified** – Date injured employee notified employer
23. **Time employee began work** – Self-explanatory
24. **Did the injury or illness occur on employer's premises?** – Yes or No
25. **If out of state, specify state of injury** – State in which injury occurred
26. **Were safeguards or safety equipment provided?** – Yes or No
27. **Were safeguards and/or safety equipment used?** – Yes or No
28. **How injury or illness / abnormal health condition occurred** – Describe sequence of events and include any objects or substances directly responsible. Describe details fully!
29. **Witness name and phone number** – If applicable, first & last name & phone number of a person or people who witnessed the injury.
30. **Initial treatment** – No medical treatment, minor by employee, clinic/hospital, panel physician, employee physician, emergency care, hospitalized more than 24 hours.
31. **Physician / health care provider** – Name & address of doctor or hospital
32. **Contact person / first & last name** – Employer contact person
33. **Phone number** – Phone number of the employer's contact person (include area code)
34. **Would the policyholder be interested in receiving information about setting up a panel of physicians?** – Yes or No
35. **Name of person reporting the claim** – Self-explanatory
36. **Title of person reporting the claim** – Self-explanatory
37. **Phone number of person reporting the claim** – Self-explanatory

## **Workplace Violence**

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. HopeWorx has a zero-tolerance policy towards any form of workplace violence and has the responsibility of ensuring safety of its employees, individuals that we serve, 3<sup>rd</sup> party vendors and visitors. Therefore, in the interest of all individuals, HopeWorx will report any violent incident, small or large, to local authorities. While you can never accurately predict a violent incident there are warning signs that should be reported if observed:

- Abuse of drugs or alcohol
- Unexplained absences
- Decline in job performance/policy violations

If you feel that the actions or behavior of an individual should be reported, speak to the Executive Director, to express your concerns.

In extreme cases of workplace violence, such as an active shooter, refer to the Run, Hide, Fight model.

Run – Whenever safely possible, evacuate the building and put as much distance between you and the active area as possible

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide – If evacuation is not a possibility, use the environment to conceal your presence

The hiding place should:

- Be inconspicuous
- Be out of the active shooter's view
- Provide physical protection if shots are fired in your direction (e.g., locating into a bathroom and locking the door, staying as low to the floor as possible and remaining quiet and motionless)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering the hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence cell phones and/or pagers
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet and motionless

Fight – Some instances require direct confrontation, use any and all means to defend yourself including objects found in your vicinity that could act as a weapon

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Commit yourself to defensive physical actions

As soon as possible, call emergency services (911) and report as much information as possible including:

- Description of the suspect and possible location
- Number and types of weapons
- Suspects direction of travel
- Location and condition of any victims

### **Weather Emergencies**

In the case of severe weather (Hurricane, Tornado, Flooding, Heavy Snowfall, etc.) stay home if you have not started your scheduled shift. If you are at work when the inclement weather begins, travel home before conditions become too severe. If conditions are too severe for safe travel remain in the building and monitor weather updates.

## X. Code of Conduct and Ethics Policy

### **Purpose**

The HopeWorx code of conduct and ethics policy outlines expected employee behavior regarding colleagues, supervisors, individuals that we serve, and the organization. This policy is designed to be applicable to all employees regardless of position or title and is intended to be supplemental to other HopeWorx policies found in the Employee Handbook.

### **HopeWorx Position and Practice**

Whenever possible, employees should be mindful of their actions/intentions and verify that they coincide with the following traits: Responsible, Transparent, Impartial, Cooperative, Professional, and Legal. If you are unsure whether certain actions or behaviors would be unethical, talk with your supervisor about the situation. Specific scenarios are listed below.

Compliance with the Law: Hopeworx will abide by all local, state, and federal laws and will fully comply with any authorities concerning any investigations into illegal activity. All employees are required to uphold the legality of HopeWorx, Inc.

Respect of Colleagues: All employees are expected to treat their coworkers with mutual respect, and should avoid; serious disputes, disruption of the workplace, harassment, and discrimination. Refer to the Equal Opportunity Employment Policy for more details.

Company Property: All employees should treat our company property, whether material or intangible, with respect and care. This includes any misuse or vandalism of company equipment, company supplies, company logos, and company vehicles. Furthermore, employees should be mindful of avoiding excessive waste of company supplies, as this not only has financial impacts on HopeWorx, but has environmental impacts as well.

Financial Corruption: Employees should not accept gifts or favors from individuals that we serve that are not "modest" in value (HopeWorx defines "Modest" as less than \$10). Likewise, bribes in any capacity are strictly prohibited and HopeWorx equally rejects actions from both the receiver and contributor of said bribe. Bribery is defined as: money or favor given or promised in order to influence the judgement or conduct of a person. HopeWorx views "kickbacks" as bribery, if they are not for all employees.

Authority: Any employee in a supervisory position is prohibited from abusing their power, nor should the individual use their position to compromise the integrity of the company. Likewise, all employees should respect the decision making and leadership of their direct supervisor. Those in a position of authority should be mindful of their employees, and act in a way that does not limit their potential nor overextend their capabilities.

Conflict of Interest: Any activities, personal goals, or financial endeavors that hinder capability or willingness to perform job duties, should be avoided. This could include kickbacks

Collaboration/Communication: The needs of the organization will frequently call for work from several employees to work towards a common goal. Employees should be mindful of boundaries, appropriateness, and overcommunication towards coworkers and individuals that we serve. Refer to Section 3 of the Handbook, regarding policies and procedures relating to Conflict Resolution.

### **Individuals that we Serve**

As a peer-based organization, serving people that are peers, boundaries may become complex, and it is imperative that employees conduct themselves with a strong ethical code. Be mindful of friendships and how it impacts your work. The employee should never do the following:

- Engage in romantic/sexual activity or conduct with an individual that we serve, whether such contact is consensual or forced. This refers to both in-person and electronic interactions
- Provide services for an individual that you had a prior romantic/sexual relationship with
- Use misrepresentation in the procurement of a document or assist an Individual that we serve with the preparation of a document through misrepresentation. The term "misrepresentation" includes, but is not limited to, the misrepresentation of professional qualifications, education, certification, accreditation, affiliations, employment experience, plagiarism of an application, or falsification of references
- Sign or issue, a document or statement, knowing that it contains false or misleading information
- Enter, facilitate, or maintain a financial relationship or misappropriate any property of an Individual that we serve
- Receive any goods or services from an Individual that we serve for personal gain
- Share, display, or converse about any confidential information of any Individuals that we serve
- Assist in any capacity, with any illegal activity that involves an Individual that we serve
- Coerce, harass, or intimidate an Individual that we serve for any purpose

In the event of a potentially unethical situation, notify your immediate supervisor, so that proper corrective action can be taken. Any corrective action will be in the best interests of the employee, the individuals that we serve, and the organization.

### **Sexual Abuse, Harassment and Exploitation**

HopeWorx is committed to preventing and responding to any form of sexual harassment, exploitation, and abuse in the workplace.

HopeWorx defines the following as such:

Sexual Abuse – Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal conditions

Sexual Exploitation – Any actual or attempted abuse of power or trust for sexual purposes, including, but not limited to, profiting commercially, monetarily, socially, or politically from the sexual exploitation of another.



Sexual Harassment – Sexual Harassment is unwanted conduct of a sexual nature. It can happen to anyone regardless of gender, sexuality, race or any other factor. Sexual harassment can be directed towards one person, groups of people, or towards everyone, and can occur as a one-off incident or as a pattern of behavior. Sexual Harassment can be carried out with the effect of creating an intimidating, degrading, or offensive environment and/or to violate the dignity of another person. An action or behavior can still be considered sexual harassment even if the alleged harasser didn't intend for it to be harmful. Sexual Harassment can be physical, verbal, or non-verbal. When addressing allegations of sexual harassment, HopeWorx is concerned with the impact of the behaviors on the complainant, not the intention of the person accused.

### **Reporting Unethical Behavior or Incidents**

If you are a victim of or identify any unethical behavior or any instances of sexual abuse, harassment, or exploitation within HopeWorx, involving any individuals that we serve or staff of HopeWorx, it is your duty to report the information. All related information should be brought to the attention of your direct supervisor or to the Executive Director of HopeWorx (or to the Board of Directors if the Executive Director is directly involved), so that a proper investigation can be completed. For the purposes of protecting the accuser, or alleged victim, the accused may be put on suspension from the workplace until the conclusion of the investigation. Any employee, in the course of an investigation, found to be in violation of any aspect of the Code of Conduct and Ethics Policy may be subject to disciplinary action up to and including immediate termination. The accuser's and/or victim's recommendations will be taken into consideration when determining a resolution to an investigation.

HopeWorx will take action against any individual that threatens to or takes action against any complainant, victim, or witness involved in an investigation. Additionally, HopeWorx will also take action against any individual submitting knowingly false or malicious accusations. It should be noted that an investigation may result in not enough evidence to take action, this does not indicate that the claim was false.

## XI. Vehicle Policy and Procedures

### Registering as a Driver

To drive a HopeWorx vehicle, an employee must have a valid driver's license with no suspensions or serious violations within the past two years and a copy of your personal insurance. Provide a photocopy of your driver's license and insurance card to the Operations Manager, at least one day prior to intended use of the company vehicle. Anyone registering as a driver must wait for approval before operating a company vehicle. Any future changes to the status of a driver's license, including a DUI, suspension, a serious violation, a moving violation that caused an accident, etc. should be reported to the Operations Manager.

### HopeWorx Vehicle Use

Vehicles are expected to be used only by those who have been registered as approved drivers for HopeWorx. If an individual that we serve is offered transportation, it should always be with the use of a company vehicle or 3<sup>rd</sup> party service, and never with a personal vehicle of a HopeWorx employee. Giving individuals rides can lead to a million situations in which you need to set boundaries, but be compassionate, while also safely operating the vehicle. You may pull the vehicle over safely anytime you feel the need to, and cease providing transportation to anyone that is abusive. It is also recommended to avoid "doing favors" by making multiple stops for an individual, although given the circumstances, exceptions can be made.

When work related activities require the need to use a vehicle, you should notify the Operations Manager to ensure that a vehicle is available for use. Reservations will be documented on a first come first serve basis. When signing out a vehicle you will be given the key to the vehicle with attached pouch on the key chain. Contents are as follows **Fig. A**:

- Vehicle Key
- Copy of Vehicle Registration
- Copy of Vehicle Insurance
- Wawa Gas Card (designated to the vehicle)
- Clipboard with Vehicle Record Forms (Remains in the vehicle)

Included with each vehicle is a Wawa Gas Card. All registered drivers have a unique PIN that may be used with any of the Wawa Gas Cards. Any unique PINS issued should not be shared with anyone but the registered driver, which are used to track the mileage and use of the vehicle. Any abuse or misuse of the Wawa Gas Cards may be subject to disciplinary action.

The Vehicle Record Forms found in the vehicle are to be used for each journey with the company vehicle. This is used to track mileage and provide a record of the vehicle

**Fig. A**



use, used for our annual audit. The Vehicle Record Form is also used to notify the Operations Manager of any concerns regarding the vehicle's performance or maintenance. See **Fig. B** for Vehicle Record Form Example.

**Fig. B**

**Vehicle Record Form**

*Please fill out and place a copy in the Vehicle Log Tray (Harry's Desk)*

Date 7/22/22 Time(In/Out) 9:30-11 Odometer(Start) 32,764 Odometer(End) 32,775  
Driver Harry Bowles Purpose of Travel Trumark Petty Cash Replenishment  
Issues with Vehicle Service Engine Light came on  
Which Vehicle (Circle One) Nissan Rogue Dodge Caravan Ford E-150 Kia Sedona

### Personal Vehicles

While it is encouraged that any work-related traveling be done with a company vehicle, some instances make this impractical. Work-related traveling does not include the commute to or from the HopeWorx facilities. When a personal vehicle is used for work related activities, it should be tracked using the Monthly Travel Form. The Monthly Travel Form calculates mileage reimbursements and any travel related expenses. The mileage calculations are based on federally set rates. Submit a completed Monthly Travel Form to the Operations Manager after the calendar month is concluded. The reimbursement will be deposited separately, but approximately the same date as paychecks.

If anyone uses a personal vehicle for work related activities, HopeWorx has the expectation that all aspects of driving are completely legal. This includes but is not limited to the driver; having a valid driver's license, vehicle insurance, vehicle registration, passed inspection, following all traffic laws, etc.

### Moving Violations and Parking Tickets

Drivers are expected to follow all traffic and parking laws. HopeWorx will not pay for any moving violation fines or parking tickets. Any incurred fines or tickets will be the sole responsibility of the driver who caused the fine or ticket.

### Accidents

In the case of a vehicle accident, call emergency services (911) immediately if necessary, and notify the Operations Manager as soon as there is an opportunity. All vehicles will have a copy of the vehicle registration and a copy of the insurance coverage within the assigned vehicle pouch for convenience. Whether a small or large collision, the HopeWorx insurance information and a driver's license should be exchanged with the other driver. If the owner of an unattended vehicle cannot be located, you are required to leave a note with all relevant information. The Department of Motor Vehicles requires that the following information be left for other

parties involved in an accident: Name, Address, Contact Details, Driver License Number, License Plate Number, Auto Insurance Information. HopeWorx has full insurance coverage for all company vehicles, and under no circumstances should an employee leave the scene of an accident before proper documentation is recorded/exchanged. When possible, pictures of the vehicles and surrounding environment are recommended to assist with insurance investigations. Failure to comply with HopeWorx policy could result in disciplinary action.

**Employee Handbook Acknowledgement**

I have read the policies outlined in this handbook. I understand that while this is not an employment contract, I am bound to abide by the policies set herein.

I further understand that HopeWorx Inc. may modify, revise, and update this manual at any time. I am also aware that this updating may include additions or deletions.

I also certify that I have had ample time to discuss this handbook and its contents with HopeWorx representatives and I fully understand the contents.

With this knowledge I accept the policies outlined herein as a condition of employment.

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

HopeWorx reserves the right to make changes to this handbook for the purpose of modifying, revising, and updating company policy and this manual. Notice of changes will be posted on the bulletin boards and become a part of this manual. Violation of any company policy may result in disciplinary action, up to an including immediate termination.