



**ALTERNATIVES IN PSYCHOLOGICAL CONSULTATION, S.C.**

**EMPLOYEE HANDBOOK**

January 2020 Revision

## **Welcome to APC!**

### **Message from the President/Executive Director**

The success of any company depends on the efforts of many individuals working together as a team. We believe that each employee contributes directly to the company's growth and success, and we hope you will take pride in being a member of the APC Team. We have built a successful company by working together to provide quality, service, and value to our customers. In return for our efforts, each of us enjoys the benefits that a successful company is able to provide.

This handbook contains information about benefits, as well as the policies and standards necessary for an efficient operation. It also contains answers to many of the questions which may arise during your employment. It is intended to inform you about what you can expect from APC and what APC expects from you.

You are responsible for reading and understanding this handbook. We suggest that you keep it handy for future reference. We welcome your comments and suggestions and encourage you to bring any questions which you may have to the attention of your supervisor.

Please share your handbook with your family. They will learn important information about your job, APC, and the benefits of working with APC.

Sincerely,

Pamela Fleider, RN, MA  
President and Executive Director

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## The Way We Work

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## Why Is an Employee Handbook Important?

Our employee handbook is designed to guide you through our company policies so you know what to expect from us and what we expect from you. Yes, there will be some legal stuff (because it's important), but we hope that this handbook also expresses a little bit of our personality as a company and helps you feel welcomed as much as some text on page can. In any event, don't hesitate to reach out to a real person here at APC for clarification on any of our policies. Your supervisor is a great resource and the best place to start, but you are also welcomed to contact Human Resources or any other member of our leadership team when you need help.

This Employee Handbook contains some eye-roll-invoking jokes as well as lots of information about the employment policies and practices of the company—"the company" is also referred to throughout this handbook as "APC," our abbreviation for Alternatives in Psychological Consultation (because that's a lot to say). We do expect each employee to read this Employee Handbook carefully, as it is a valuable reference for understanding your job and the company. That said, APC is growing and changing constantly so the policies outlined in this Employee Handbook should be regarded as management guidelines only, which in a developing business like ours will require changes from time to time.

### The Important Legal Stuff (as promised!):

The company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. This Employee Handbook supersedes and replaces any and all prior Employee Handbooks and any inconsistent verbal or written policy statements.

The company complies with federal and state law and this handbook generally reflects those laws. The company also complies with any applicable local laws, even though there may not be an express written policy contained in the handbook.

Except for the policy of at-will employment, the company reserves the right to revise, delete and add to the provisions of this Employee Handbook at any time without further notice. All such revisions, deletions or additions to the Employee Handbook must be in writing and must be signed by an authorized representative of the company. No oral statements or representations can change the provisions of this Employee Handbook.

The provisions of this Employee Handbook are not intended to create contractual obligations with respect to any matters it covers. Nor is this Employee Handbook intended to create a contract guaranteeing that you will be employed for any specific time period. Any agreement to employment for a specified period of time will be put into writing and signed by an authorized representative of the company.

Nothing in this Employee Handbook is intended to unlawfully restrict an employee's right to engage in any of the rights guaranteed them by Section 7 of the National Labor Relations Act, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Employee Handbook will be interpreted, applied or enforced to interfere with, restrain or coerce employees in the exercise of Section 7 rights.

**OUR COMPANY IS AN AT-WILL EMPLOYER. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS EMPLOYEE HANDBOOK, EITHER YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE. NOTHING IN THIS EMPLOYEE HANDBOOK OR IN ANY DOCUMENT OR STATEMENT, WRITTEN OR ORAL, SHALL LIMIT THE RIGHT TO TERMINATE EMPLOYMENT AT-WILL. NO OFFICER, EMPLOYEE OR REPRESENTATIVE OF THE COMPANY IS AUTHORIZED TO ENTER INTO**

**AN AGREEMENT—EXPRESS OR IMPLIED—WITH ANY EMPLOYEE FOR EMPLOYMENT FOR A SPECIFIED PERIOD OF TIME UNLESS SUCH AN AGREEMENT IS IN A WRITTEN CONTRACT SIGNED BY AN AUTHORIZED REPRESENTATIVE OF THE COMPANY.**

This Employee Handbook refers to current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling.

Likewise, if a written contract is inconsistent with the Employee Handbook, the written contract is controlling.

### **Our Mission and Philosophy**

At APC, our Mission is to empower individuals and families living with mental health and substance abuse concerns by providing counseling, access to (and coordination of) care, and supportive services. We focus on individual strengths to foster the achievement of personal goals and healthy decisions. We do this because we value diversity and choice, and we are dedicated to providing a welcoming environment where everyone learns, feels respected, and is genuinely understood.

During your employment, you'll hear us talk frequently about values such as being welcoming, person-centered, recovery-oriented, and co-occurring. What does this all mean? In relation to our clients, it means that we embrace individual differences and look for ways to harness strengths to help each person we serve achieve their definition of recovery. It means we honor the whole person and team up with other experts when we aren't equipped to help in every area of need ourselves. It means that we welcome all people who come to APC for help, and we take time to listen to their stories and try to understand their perspective. It means that we treat one another with care and respect, and we never judge a person for where they are in their own journey.

We want the same for our employees. We hope that through focus on employee strengths, personal goals, and healthy decisions, you will become a role model for those you reach at work as well as in your personal life. We endeavor to cultivate a welcoming workplace environment where everyone can learn, feel respected, and be genuinely understood. We also embrace diversity and honor our differences so we can learn and grow through experiencing other perspectives. We hope that you will join us by being a Change Agent and helping spread these values throughout the community at large!

### **APC: "Where there are no wrong doors, only Alternatives!"**

APC maintains a "No Wrong Door" philosophy with the individuals we serve. We believe that everyone who comes through our door deserves our complete attention to get help for what they need. We take a person-centered approach, treating everyone with kindness and respect as a unique human being. If we don't have what someone is looking for, we strive to connect them with the best resources we can find outside of our own company.

APC offers a wide array of services through its seven departments, and we work to connect those we serve to the various resources they need regardless of what "door," or department, they enter. We also strive to connect individuals to resources within the community if we are unable to provide them with the assistance they need within the agency.

## **Where We Came From**

Alternatives in Psychological Consultation, S.C. was incorporated in 1995 for the purpose of providing psychological and community services to adults, children, adolescents, and families. We employ energetic individuals with expertise in a diverse range of behavioral health disciplines. Utilizing a team approach, we partner with other organizations to enhance the already existing strengths of the people in our community and its institutions.

The founding psychologists of our organization have over 30 years of experience working with families and individuals. Our Outpatient Department offers assessment and recovery treatment both in office and in-home settings with licensed therapists.

Our Community Services Division offers case management, care coordination, and psychiatric nursing services to adults, children, adolescents, and families with mental illness, substance use, and emotional challenges.

Through our Family Support Services Division, we provide a full range of direct support services, which include Crisis Stabilization, Mentoring, and Individual & Family Training & Support Services.

The staff and management of Alternatives in Psychological Consultation work in partnership with the Milwaukee County Behavioral Health Division, Wraparound Milwaukee, Community Access to Recovery Services (CARS), the Vel R. Phillips Juvenile Justice Center, and other community stakeholders. We provide quality and individualized recovery-based services focused on enhancing the existing strengths and resources of the population and community we serve.

## **Talk to Us: Our Employee Relations Philosophy**

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we aim to provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We listen to and consider individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

We are always interested in improving the way we work. We welcome any and all concerns, ideas, and suggestions-- you may share these in whatever form you feel most comfortable, and to any member of leadership. Not all suggestions are feasible to put into practice, but they all deserve consideration. If you have something to share but you aren't sure who to approach, you are invited to share your suggestion with Human Resources and we'll take it from there.

No workplace is perfect, and while problems are inevitable, they should never be ignored. If you feel you have a problem, we encourage you to talk about it with your supervisor. We hope that your supervisor will be able to provide you with a solution that works. However, if your concern still requires more attention, please don't hesitate to reach out to your department's administrator or Human Resources to set up some

time to talk about what's going on. Your concerns are very important, and we take them seriously.

If at any time you do not feel comfortable speaking with your immediate supervisor or the next level of management, please discuss your concern with any other member of management with whom you feel comfortable. Finally, if you still believe that your problem has not been fairly or fully addressed, you are invited to request a meeting with the Executive Director. Your job will not be adversely affected in any way because you choose to use this procedure.

### **Equal Employment Opportunity (EEO)**

APC truly values diversity and embraces differences, so the company is 100% committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally-recognized basis ["protected class"] including, but not limited to: race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability; citizenship status; uniform servicemember status; or any other protected class under federal, state, or local law.

In Wisconsin, the following also are a protected class: age [40 or over]; race; creed; color; disability; marital status; sex; national origin; ancestry; pregnancy, childbirth, maternity leave, or related medical conditions; arrest or conviction records; military service; sexual orientation; use or nonuse of lawful products off the employer's premises during nonworking hours; Civil Air Patrol membership; genetic testing; and declining to attend a meeting or participate in communication about religious or political matters that are not required by law.

Please discuss equal employment opportunity related questions with the EEO Coordinator, Human Resources, or any other designated member of management.

### **Affirmative Action**

APC has been and will continue to be an equal opportunity employer. To assure full implementation of this equal employment policy, we will take steps to make sure that:

- a) Persons are recruited, hired, assigned and promoted without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, veteran status, uniform servicemember status, age, disability or any other legally recognized protected personal characteristics.
- b) Similarly, all other personnel actions, such as compensation, benefits, transfers, layoffs and recall from layoffs, access to training, education, tuition assistance and social recreation programs are administered without regard to race, religion, color, veteran status, uniform servicemember status, national origin, citizenship, sex, sexual orientation, gender identity, age, disability or any other legally recognized protected personal characteristics.

We have appointed the Director of Human Resources to take on the responsibility of company EEO coordinator. The EEO coordinator is responsible for the day-to-day implementation and monitoring of our Affirmative Action Plan. As part of that responsibility, the EEO coordinator will periodically analyze the company's personnel actions and their effects to ensure compliance with our equal employment policy.

If you have any questions about this policy or would like to review or be considered under our Affirmative Action Plan, please see the Executive Director, who endorses this policy and is personally committed to

equal employment opportunity for all.

### **Pregnancy Accommodation**

APC provides reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent possible without imposing an undue hardship on the business.

When you request a reasonable accommodation, the company will explore with you the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;
- assisting with manual labor;
- modifying job duties;
- modifying work hours/schedules;
- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

We may require you to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

If leave is provided as a reasonable accommodation, such leave may run concurrently with the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

For more information, or if you require an accommodation, please reach out to your immediate supervisor and Human Resources.

### **Americans with Disabilities Act (ADA)**

APC provides equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation for an otherwise qualified individual to perform the essential functions of the job. If you need accommodation, it is your responsibility to notify your immediate supervisor, who will work with Human Resources to address your request. At that time your immediate supervisor may ask you for your input on the type of accommodation you believe may be necessary, or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. APC will not seek genetic information in connection with requests for accommodation. All medical information we receive in connection with a request for accommodation is treated as confidential.

### **Anti-Harassment Policy**

We are serious about making the workplace a safe space for everyone. We absolutely prohibit harassment of one employee by another employee, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or

related medical conditions; age; disability; or any other category protected under federal, state, or local law (“protected class”).

In Wisconsin, the following also are a protected class: age [40 or over]; race; creed; color; disability; marital status; sex; national origin; ancestry; pregnancy, childbirth, maternity leave, or related medical conditions; arrest or conviction records; military service; sexual orientation; use or nonuse of lawful products off the employer’s premises during nonworking hours; Civil Air Patrol membership; genetic testing; and declining to attend a meeting or participate in communication about religious or political matters that are not required by law.

**Violation of this policy will result in disciplinary action, up to and including immediate discharge.**

This policy is strict for good reason. If we are to achieve our company mission the we must practice what we preach in the office as well as in the field. If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with a member of management or one of the contacts listed in this policy. At a minimum, the term “harassment” as used in this policy includes any of the following activities pertaining to an individual’s protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also absolutely prohibit retaliation, which includes threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

All members of management are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with any member of management, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including visitors, vendors, clients, and employees of contractors or subcontractors. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

**We rely on your help to ensure a safe work environment for everybody.**

**If you have any concern that our No Harassment policy may have been violated by anyone, you must**

**immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individual(s) listed below:**

1. Alicia Sarenac, Director of Human Resources, (414) 358-7153, 10045 W. Lisbon Ave. Wauwatosa, WI 53222 or [hr@altlig.com](mailto:hr@altlig.com)
2. Debra Jones, Director of Operations at (414) 358-7140, 10045 W. Lisbon Ave. Wauwatosa, WI 53222 or [djones@altlig.com](mailto:djones@altlig.com)
3. Brian Costigan, Clinical Coordinator at (414) 358-7699, 10045 W. Lisbon Ave. Wauwatosa, WI 53222 or [bcostigan@altlig.com](mailto:bcostigan@altlig.com)
4. If at any time, you feel the need to speak to other members of management, you may contact Pamela Fleider, Executive Director at (414) 358-7998 or 10045 W. Lisbon Ave. Wauwatosa, WI 53222.

If an employee makes a report to any person listed above and that person either does not respond or does not respond in a manner the employee deems satisfactory or consistent with this policy, the employee is required to report the situation to one of the other persons on the list above to receive complaints.

**You should report any actions that you believe may violate our policy no matter how slight the actions may seem.**

We will investigate the report and then take prompt, appropriate remedial action. The company will protect the confidentiality of employees reporting suspected violations to the extent possible consistent with our investigation.

**You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.**

We care very much about making sure that each and every one of our employees feels safe and supported in the workplace Persons who violate this policy are subject to discipline, up to and including discharge. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

### **Employee Protection (Whistleblower) Policy**

If any employee reasonably believes that some policy, practice, or activity of the company is in violation of law, a written complaint must be filed by that employee with the Executive Director or an officer of the company.

It is the intent of APC to adhere to all laws and regulations that apply to the organization and the purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of APC and provides the agency with reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described is only available to employees that comply with this requirement.

APC will not retaliate against an employee who in good faith has made a protest or raised a complaint

against some practice of APC, or of another individual or entity with whom the company has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

APC will not retaliate against employees who disclose or threaten to disclose to a supervisor or public body, any activity, policy or practice of APC that the employee believes is in violation of law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the public.

## **Categories of Employment**

**ORIENTATION PERIOD:** Full-time and part-time employees are on an introductory period during their first 90 days of employment. We want to make sure that you are happy with your new job, and that you're getting the attention you need to successfully learn your new responsibilities. During the orientation period you will be able to determine if your new job is a good fit for you, and your supervisor will have an opportunity to evaluate your performance in your new position. The completion of the orientation period does not guarantee employment for any period of time since you are an at-will employee both during and after your introductory period. If you don't feel as though you're getting what you need to comfortably settle into your new job, please talk to your supervisor. If you still aren't satisfied, please pay a visit to your department's administrator or Human Resources so that we can determine the best way to help.

For purposes of this handbook, **FULL-TIME EMPLOYEES** regularly work at least a 30-hour workweek. For other purposes, such as eligibility for health care benefits, the definition of **FULL-TIME EMPLOYEES** may be different.

**PART-TIME EMPLOYEES** work less than 30 hours each week.

In addition to the preceding categories, employees are also categorized as "exempt" or "non-exempt."

**INTERNS** and **TEMPORARY EMPLOYEES** are typically employed for a specific length of time. If you are an intern or temporary employee, refer to your signed agreement for the conditions of your employment.

**NON-EXEMPT EMPLOYEES** are entitled to overtime pay as required by applicable federal and state law.

**EXEMPT EMPLOYEES** are not entitled to overtime pay and may also be exempt from minimum wage requirements pursuant to applicable federal and state laws.

Upon hire, your supervisor will notify you of your employment classification and the number of hours you are expected to work each week.

**ANNIVERSARY DATE:** The first day you report to work will be recorded in company records as your anniversary date. This date may be used to calculate and award many different company benefits. If you have any questions regarding your anniversary date, please see your immediate supervisor.

## **Certification, Licensing and Other Requirements**

You will be informed by your immediate supervisor if there are any licensing, certification or testing requirements for your job. We typically provide reminders of expiring items, but it's your responsibility to maintain your license or certification. In certain positions, failure to qualify or to maintain a certification or license may be sufficient cause for discharge.

## Your Pay and Progress

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## Recording Your Time

All employees must record their hours worked in the manner specified by their supervisor. Your supervisor will also let you know when and how to submit your timesheets each week.

Accurately recording time worked is required in order to be sure that you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work.
- Immediately before and after any other time away from work, such as a lunch break.

The workweek starts on Monday and ends on Sunday.

## Overtime

There may be times when you will need to work overtime so that we may meet the needs of the company or our clients. Although you will be given advance notice when feasible, this is not always possible. If you are a non-exempt employee, you must have all overtime approved in advance by your supervisor.

Non-exempt employees will be paid at a rate of time and one-half their regular rate of pay for hours worked in excess of 40 hours in a workweek, unless state law provides a greater benefit in which case, we will comply with the state law.

Only actual hours worked count toward computing weekly overtime. Paid time off of any kind will always be paid at your regular rate.

If you have any questions concerning overtime pay, check with the Operations Department or Human Resources.

## Payday

Payday here at APC happens twice per month. You will be paid semimonthly on the 15th of the month and the 30th of the month\*. Payroll schedules are available in BambooHR Files>Payroll or you can request a copy from your supervisor.

\*When our payday is a holiday, you normally will be paid on the last working day before the holiday. If our payday is a Saturday, you normally will be paid on Friday. If our payday is a Sunday, you normally will be paid on Monday, provided it falls in the same calendar month. If it does not, you will be paid on the preceding Friday.

Please review your paycheck for errors. If you find a mistake, report it to your supervisor immediately. Your supervisor will assist you in taking the steps necessary to correct the error. Pay stubs can be obtained online from Paylocity (see Direct Deposit and Pay Stubs).

## Direct Deposit and Paystubs

APC requests that all employees have their paychecks directly deposited into a financial institute of their choice. No paper copies of paychecks are issued to employees without special permission from Payroll. Employees can view and print their paycheck stubs online at a secure payroll site, which is available on the date payroll is deposited.

To access your paystubs, you must first register with Paylocity:

1. Go to: <https://access.paylocity.com/>
2. Click **Register User**.
3. Enter the **Company ID: 93495**, then your **Last Name**.
4. Enter your nine-digit Social Security Number (**SSN**) in the **SSN** and **Confirm SSN** fields.
5. Enter your **Home Zip Code**.
6. Click into the box next to **I'm not a robot** and click **Continue**.
7. Choose and enter the **Username**, then choose and enter the **Password** into **Password** and **Confirm Password** fields. Click **Continue**.
8. Select challenge questions from the **Question (1,2,3)** drop downs, provide the answers, and click **Continue**.
9. Review all the populated information and click **Finish** to create your user account. Be sure to remember your username and password for future access.

If you experience any issues registering, please contact Human Resources for assistance.

## Paycheck Deductions (aka Where Did All My Money Go?!)

APC is required by law to make certain mandatory deductions from your paycheck each pay period. Mandatory deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. When an employee's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment. APC will not make deductions to an employee's pay which are prohibited by state or federal law or regulation, including those established by the United States Department of Labor.

All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement. You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment which will be paid no later than your next regular payday.

If questions or concerns about any pay deductions arise, discuss and resolve them with the Operations Department or Human Resources.

## Job Descriptions

APC maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. Upon hire, you should familiarize yourself with your own

position's job description. If you have any questions or wish to obtain a copy of your position's job description, please see your supervisor.

### **Performance Reviews**

We believe in open and honest communication, and we strive to provide ongoing feedback about your performance throughout your employment with us. As part of this process, once each year, on or about your anniversary date, your supervisor will review your job progress within our company and partner with you to set new job performance goals. Our performance review program provides the basis for better understanding between you and your supervisor, with respect to your job performance, potential, and development here at APC. New employees also will generally be reviewed at the end of their introductory period.

### **Discipline and Corrective Action**

At APC we rely on our employees to help us maintain a high standard of conduct overall, in accordance with our contracts, policies and procedures, laws, and the golden rule. Your supervisor will provide you with feedback when your behavior or performance are below expectations and a Performance Improvement Plan (PIP, or Action Plan) may be implemented to provide additional support and accountability.

APC does also use disciplinary action, when warranted, as means of communicating when behavior or performance isn't meeting standards and needs immediate correction. Disciplinary action may include a verbal warning, written warning, suspension with or without pay, removal from specific services/roles, and/or discharge. The appropriate disciplinary action imposed will be determined by the company. We do not guarantee that one form of action will necessarily precede another.

Documentation of past disciplinary action is part of the employee's personnel file. See "Access to Your Personnel File" for instructions on how to review your records.

Some general no-no's that will likely result in disciplinary action, up to and including discharge include: violation of the company's policies or safety rules; failing to work in a cooperative manner with management, co-workers, clients and others who do business with the company; unauthorized or illegal possession, use, or sale of alcohol or controlled substances on work premises or during working hours, while engaged in company activities or in company vehicles; unauthorized possession, use, or sale of weapons, firearms or explosives on work premises; theft or dishonesty; inappropriate or violent physical contact; harassment; discrimination or retaliation in violation of the company's EEO and No Harassment policies; performing outside work or use of company property, equipment or facilities in connection with outside work while on company time; poor attendance or poor performance. These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act. Nothing in this policy is designed to modify our employment-at-will policy.

### **Pay Increases**

Pay increases are one of many ways that APC shows value to our employees. Pay increases are determined based on several factors, including individual job performance, company and program budget, length of service, and changes to job responsibilities. Regular annual pay raises are at the discretion of your supervisor and the company and cannot be guaranteed. When available, pay increases are typically offered following annual performance reviews. If you have any questions or concerns related to your pay, please bring this up with your immediate supervisor.

## **Promotions and Department Transfers**

We love to see our employees succeed and advance in their careers--it's rewarding for APC and for employees. We will promote qualified employees to new or vacated positions whenever possible.

Job openings may be posted in-house. If you are interested in applying for one of these positions, you must first notify your supervisor. Employees need to complete at least one year of employment in their current department before transferring to a position in another department. Exceptions to this policy may be made at the discretion of the company. For more information, refer to the "Department Transfer Policy".

## **Time Away From Work and Other Benefits**

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## Employee Benefits

APC has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Every year we are working to make these better, so your feedback is welcome. Our benefits represent a significant value of additional income to our employees.

This Employee Handbook describes the current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plan. Those documents are controlling. You can find our full Benefits Package in BambooHR under the Files tab if you ever need to check out what's covered, when you're eligible, and how much things cost (or contact HR@altlig.com).

The company reserves the right to modify and/or terminate its benefits at any time. We will keep you informed of any changes.

## Holidays

More paid days off? Yes, please! Employees working at least 20 hours per week on average are eligible for paid holidays after completing their introductory period. Employees working at least 30 hours per week will receive 8 hours of pay for each holiday. Employees working more than 20 hours per week but less than 30 hours per week will receive 4 hours of pay for each holiday. Exempt employees will receive holiday pay in compliance with state and federal wage and hour laws.

Non-exempt employees must work their scheduled workday before and after the holiday in order to be paid for the holiday unless you are absent with prior permission from your supervisor.

Our company observes the following holidays during the year:

New Year's Day

Martin Luther King Jr. Birthday (APC strongly encourages all employees to participate in a volunteer activity on this holiday.)

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

***Bonus Birthday Holiday!*** In addition to the above holidays, you receive one floating holiday that must be taken on or about your birthday with management approval. This is a "use it or lose it" benefit, so be sure to take advantage of it! At the end of employment, eligible employees are not paid for the earned but unused floating holiday (the birthday holiday).

If one of the above holidays falls on Saturday, it normally is observed on the preceding Friday. If a holiday falls on Sunday, it normally is observed on the following Monday. We can be a little more flexible with the birthday holiday, so talk to your supervisor if you want to request a different day.

## Paid Time Off (PTO)

Want to take a vacation? Need to call in sick for yourself or someone you care for? Here's the scoop:

Employees working an average of 20 hours or more each week are eligible to earn Paid Time Off (PTO). Employees working less than 20 hours per week are not eligible to earn PTO. Eligible employees must complete their 90-day orientation period before PTO can be used.

PTO is accrued each payroll based on your total hours worked. The longer you remain with the company, the more PTO you earn each week. The chart below illustrates how many hours an eligible employee earns by week or by hour worked.

| Years of Service | PTO Hours Earned per 40 Hours Worked (rounded) | PTO Hours Earned per Hour Worked |
|------------------|--|----------------------------------|
| 0                | 2.11   | .052632                          |
| 1                | 2.28   | .056911                          |
| 2                | 2.45   | .061124                          |
| 3                | 2.62   | .065574                          |
| 4                | 2.80   | .069959                          |
| 5                | 2.98   | .07438                           |
| 6                | 3.15   | .078838                          |
| 7                | 3.33   | .083333                          |
| 8                | 3.51   | .087866                          |
| 9                | 3.70   | .092437                          |
| 10+              | 3.88   | .097046                          |

*Curious to see what you could earn in a year?* Grab your calculator! Locate your **Years of Service** in the table above, then take the number from the third column (**per Hour Worked**) multiplied by the number of hours you typically work in a year.

Example: Becky has been with APC for 3 years and works 30 hours per week. Based on the table above, she earns .065574 PTO hours per hour worked.

$$30 \text{ hours per week} \times 52 \text{ weeks per year} \times .065574 = 102.3 \text{ PTO hours.}$$

The maximum PTO balance that an employee can carry at any one time is 224 hours; after you reach this number you will stop accruing PTO. When your PTO balance drops below 224, you will begin accruing again on the next payroll.

PTO is a catch-all for any reason you might need to take paid time off from work; it can be used as vacation time, sick time, caring for a sick child, attending to personal matters, etc. Regarding sick days, if you exhibit cold or flu-like symptoms at work, we reserve the right to send you home for the health and safety of our clients and your co-workers. If you are sent home per this policy, you may choose to use available PTO, take the day(s) as unpaid time off, or, if approved by your supervisor, work from home. Exempt employees will receive sick pay in compliance with state and federal wage and hour laws.

Except as noted above, employees with earned PTO are required to use PTO for any time off requests until their accrued PTO is exhausted. Employees may choose to take up to three Authorized Unpaid Days (AUD)

for any additional days off after PTO is exhausted. Any time off beyond that may be granted under extenuating circumstances with supervisor approval and will be unpaid. This rule does not apply to Family Medical Leave; see the Leave of Absence policy for details.

Pay is not granted in lieu of taking the actual time off. However, at the end of employment, eligible employees will be paid for earned but unused PTO on their final paycheck. Additional PTO is not earned on an employee's final paycheck.

### **Requesting PTO**

PTO may be requested in 1-hour increments. Submit PTO requests at least two weeks in advance to your supervisor via the Time Off module in Paylocity. To register your account with Paylocity, see the instructions listed under the **Direct Deposit and Paystubs** policy in this handbook. When possible, PTO requests are granted considering your team's operating requirements. Your supervisor may set additional requirements for PTO requests and may deny or approve requests at their discretion.

## **Jury Duty**

Like it or hate it, you can't get out of it, so we've made it (slightly) more tolerable by paying you for doing your civic duty if you're a full-time employee here. After your introductory period, full-time employees summoned for jury duty are paid the difference between their normal rate of pay and the jury duty pay for up to five days. Thereafter, the leave is unpaid. All other employees are granted an unpaid leave in order to serve. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Make arrangements with your supervisor and Human Resources as soon as you receive your summons. Employees must provide the company with a copy of the court payment records in order to be compensated.

When permitted by state law, we expect you to return to your job if you are excused from jury duty during your regular working hours. We reserve the right to request proof of jury service issued by the court upon return.

## **Bereavement Leave**

This is one leave that we truly hope you never need to use. Employees working at least 20 hours per week on average, who have completed their introductory period, are eligible for up to three paid days for the death of a family member\*\*. Employees working at least 30 hours per week will receive 8 hours of pay for each bereavement day. Employees working at least 20 hours per week but less than 30 hours per week will receive 4 hours of pay for each bereavement day. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Requests for bereavement leave should be made to your immediate supervisor as soon as possible. Our company reserves the right to request written verification of an employee's familial relationship to the deceased and/or proof of attendance at the funeral service as a condition of the bereavement pay.

\*\*It is our intent to support you and your family during times of grief and bereavement. APC understands the deep impact that any death can have on an individual or a family, so if this policy is inadequate to your situation please talk to your supervisor or Human Resource so that accommodations can be discussed.

## **Leave of Absence**

What happens if an unexpected situation arises and I can't work for a while?

Under special circumstances, employees who have completed their introductory period may be granted a leave of absence without pay. A leave of absence is normally for compelling reasons and is dependent upon the written approval of your supervisor. Whenever the need for leave is foreseeable, employees must submit their request to their supervisor in writing at least two weeks in advance. Typically, a leave of absence request must be submitted for absences of more than two weeks. Your supervisor may request that you check in periodically during your leave of absence either by phone or email; your supervisor will determine frequency and method if necessary.

Leaves may not exceed 90 days, during which time no benefits will accrue. Unpaid leaves of absence are granted only after earned PTO is exhausted unless your leave qualifies as Family and Medical Leave under federal or state law (FMLA).

To the extent allowed by the insurance contract, we will continue to provide medical insurance, dental insurance and vision care insurance coverage for employees on an authorized leave of absence, for the full length of the leave. During this time, you will be responsible for paying your portion of the monthly premium(s).

We will make reasonable efforts to return you to the same or similar job you held prior to the leave of absence, subject to our staffing and business requirements. You may also be eligible for the following types of leave:

- Voting Leave
- Elections Official Leave Military Leave
- Civil Air Patrol Leave Emergency Responders Leave Witness Leave
- Disability Leave
- Federal Family and Medical Leave Act (FMLA) Wisconsin Family and Medical Leave

For details, please contact Human Resources.

### **Section 125 Plans (because paying less in income tax is awesome)**

Did you know APC offers a pretax contribution option for employees? This employee benefit is known as a Section 125 plan.

A Section 125 plan is a benefit plan that allows you to make contributions toward premiums for medical insurance, dental insurance, vision care insurance and out-of-pocket medical expenses or dependent care expenses on a “before tax”, rather than an “after tax” basis. Your premium contributions and qualified expenses are deducted from your gross pay before income taxes and Social Security is calculated. Qualified benefit deductions are automatically set up to be pretax. To opt out of this plan, contact Human Resources.

### **Medical Insurance (Section 125 Plan)**

Eligible employees working 30 hours or more per week may enroll in health insurance through APC’s group plan following a waiting period. APC offers plans for an employee only, an employee plus children, an employee plus spouse, or a family contract, with coverage starting on the first of the month following sixty days of full-time employment. Participating employees are also covered under our medical insurance plan’s prescription drug program. Eligibility may be defined by state law and/or by the insurance contract. The waiting period is waived for eligible rehires provided that the employee was enrolled in the same insurance benefit up to their date of termination and the rehire date is within 6 months of the termination date.

To assist you with the cost of this insurance, our company pays a portion of the medical insurance premium. You are responsible for paying the balance of your premium and any dependent coverage through payroll deduction.

Contact Human Resources to schedule a time to meet and review the plans available, or if you just want more information sent your way. We also have a Benefits Package available to you electronically in BambooHR under Files, which contains all plan summaries and eligibility requirements. Refer to the actual plan document and summary plan description if you have specific questions regarding your eligibility for coverage or other aspects of this benefit plan. Those documents are controlling.

At the end of employment, you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law (COBRA). For more information, contact Human Resources.

### **Dental Insurance (Section 125 Plan)**

Have you been flossing? You don't have to confess to us; either way, we got you covered.

Eligible employees working 30 hours or more per week may enroll in an employee only, an employee plus children, an employee plus spouse or a family contract on the first of the month following sixty days of employment. You will be responsible for the full cost of this insurance through payroll deduction.

Information, including the details of the plan, eligibility requirements, and enrollment forms may be obtained from Human Resources. Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

At the end of employment, you may be entitled to continuation or conversion of the group dental insurance plan in accordance with the terms of the policy and/or applicable state and federal law (COBRA). For more information, contact Human Resources.

### **Vision Care Plan (Section 125 Plan)**

Eligible employees working 30 hours or more per week may enroll in this plan on the first of the month following sixty (60) days of employment. You will be responsible for the full cost of this plan through payroll deduction.

Complete details of this plan may be obtained from Human Resources. Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

At the end of employment, you may be entitled to continuation or conversion of the group vision care insurance plan in accordance with the terms of the policy and/or applicable state and federal law (COBRA). For more information, contact Human Resources.

### **Flexible Spending Account (Section 125 Plan)**

All employees are eligible for a Flexible Spending Account (FSA) beginning on the first of the month following 60 days of employment. This benefit allows you to set aside pre-tax income for healthcare and dependent care purposes. FSA money may be used to cover copays, medical bills, prescriptions, vision care, dental care, dependent care, and a variety of other healthcare-related costs. FSA funds are a use-it-or-lose-it benefit, meaning that money set aside typically must be used within the calendar year. A grace period or partial rollover may be available; please see the plan documents or contact Human Resources for additional information.

### **Life Insurance**

APC provides an employer-paid life insurance plan to all eligible employees working 30 hours or more per week. Eligible employees are automatically enrolled in this plan on the first of the month following sixty days of full-time employment. Participating employees are also covered under the plan's Accidental Death and Dismemberment rider. The cost of this insurance is fully paid by the company.

You also have the option of purchasing additional insurance through our group plan. You must designate

your beneficiary for any life insurance plan that you are enrolled in. If you need to designate or change your beneficiary at any time, contact Human Resources for the appropriate form(s).

Complete details of both life insurance plans may be obtained from Human Resources.

### **Short-Term Disability Insurance**

Worried you might break a leg during your weekend hobby playing roller derby? You may be eligible for short-term disability insurance benefits if you are ill or injured and unable to work.

Eligible employees working at least 30 hours per week are eligible for the short-term disability insurance program the first of the month after 60 consecutive days of employment. This insurance program is designed to provide income for you when you are absent from work for more than 14 calendar days due to non-occupational illness, injury or pregnancy-related disability. The cost of this insurance is fully paid by the employee. Please check with Human Resources for additional information.

### **Long-Term Disability Insurance**

Another benefit we sure hope you never need to use, but here it is all the same.... Eligible employees working at least 30 hours per week may enroll in this insurance program on the first of the month after sixty days of employment.

Long-term disability insurance provides eligible employees with a continuing source of income after you have been disabled for 90 days. The benefits are calculated as a percentage of your salary. The cost of this insurance is fully paid by the employee. Additional information may be obtained from Human Resources.

### **Workers' Compensation**

APC has a Safety Committee that works throughout the year to make sure that you receive timely safety tips and appropriate training. That said, we also rely on our employees to bring current or potential safety risks to our attention. Please talk to your supervisor or another member of management if you are aware of any condition that could lead to or contribute to an employee accident.

Should you ever get hurt at work, know that on-the-job injuries are covered by our Workers' Compensation insurance policy. This insurance is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your supervisor and Human Resources. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim.

### **401(k) Qualified Retirement Plan**

We won't take offense if you don't want to work here forever, so our company provides eligible employees with a 401(k) Qualified Retirement plan so that you can save responsibly for those retirement dreams. We'll even chip in to help you out. The company's contribution, if any, is determined by the employer on an annual basis.

You can ask questions about this plan and/or obtain a copy of the Summary Plan Description, which contains the details of the plan including eligibility and benefit provisions, by contacting Human Resources. In the event of a conflict in the description of any plan, the official plan documents, which are available for

your review, shall govern.

### **Employee Assistance Program (EAP)**

All employees may participate in our employee assistance program immediately upon hire. We strongly encourage you to take advantage of this benefit as valuable tool to manage your work-life balance!

Situations addressed by the EAP include grief, marriage and family problems, emotional problems, addictions and dependency, financial problems, and career challenges. Your conversations and all records are strictly confidential. Employees may be eligible for up to three free sessions of coaching or counseling per issue. Additionally, employees may use the EAP to access discounted goods and services, such as entertainment and travel. The administrative cost of this program is fully paid by the company.

Additional information regarding this program is available at [MagellanHealth.com/member](https://MagellanHealth.com/member) or by calling **1-800-356-7089**. Note that our company name is listed as **Alternatives, S.C.**

Complete details of this program may be obtained from Human Resources.

### **Employee Referral Program**

If you know of someone who would make a good addition to the APC team, we invite you to refer them to our website <https://altlig.com> to complete an employment application. Current employees are eligible for a \$50 bonus if the individual referred is hired and successfully completes their 90-day orientation period. Please instruct the applicant to list your name in the “referred by” section of the employment application to be eligible for this bonus. There is a limit of one referral bonus for each newly hired employee.

### **Wellness Program**

All employees are eligible to participate in APC’s Wellness Program! You can earn gift cards, enroll in a discounted YMCA membership, and attend free wellness events offered by APC. We invite you to check out more details at <https://altlig.com/employees/wellness-program/> or ask your supervisor for additional information.

### **Reimbursement for Work Related Expenses**

Reimbursement may be authorized by your manager/supervisor for expenses directly incurred in the performance of activities for APC in accordance with the approved budget for that program.

For those approved programs, employees will be reimbursed for travel within the IRS approved rate per mile if the use of their own personal vehicles is involved. Eligible employees must maintain mileage records on expense forms provided by the agency.

Lodging, meals, telephone, parking and registration costs for job-related conferences, meetings and other activities may also be reimbursed at the discretion of your department manager. Receipts must be obtained for all expenditures for which reimbursement is requested and such requests must be contained on the reimbursement form. Requests for reimbursement must be submitted within a timely manner to your supervisor or their designee within 60 days of incursion. For additional information on specific reimbursement policies, please ask your supervisor.

Interested in attending additional trainings for your professional development? We have a new reimbursement program! Talk to your supervisor for the complete details. You can also find the training reimbursement procedure and request forms in BambooHR>Files>Training.

### **Clinical Supervision Hours**

APC supports employees who wish to continue their education to secure increased responsibility and growth within their professional careers. In keeping with this philosophy, the company has established a Clinical Supervision Policy for employees completing their master's program or clinical licensure that require hours of supervision. Clinical supervision hours are provided at a significant cost to the company, so APC is motivated to ensure that those receiving this benefit make the most of it.

To review this policy in full and request instructions for applying, talk to your supervisor.

## On the Job

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## **Attendance and Punctuality**

“My car wouldn’t start” is the new “My dog ate my homework.” But yes, we know sometimes cars clunk out and sometimes dogs do eat book reports on medieval rulers. At APC, we understand that unexpected situations arise and sometimes even your best efforts aren’t enough to get you to where you need to be on time. If you are going to be late for work or absent, notify your supervisor as far in advance as is feasible under the circumstances, but before the start of your workday.

If you are going to be late for a client appointment, show courtesy and respect to those you serve by notifying them as soon as possible, following any departmental policies or procedures. It is also your responsibility to notify clients if you must miss a scheduled appointment due to illness or an unexpected situation. Ask your supervisor for help with contacting your clients if you’re in a jam.

Personal issues requiring time away from your work, such as doctor’s appointments or other matters, should be scheduled during your nonworking hours if possible. If you need to miss work for personal issues, communicate this to your supervisor as far in advance as possible and submit appropriate time off requests.

If you are absent for two workdays without notifying your supervisor, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

## **Tell Us Where You Are (Please)**

This policy is about safety as much as it’s about accountability. Your supervisor at APC should know your location at all times during business hours. Your supervisor will provide instructions for how you should notify them of your whereabouts when you are outside of your building or suite during working hours.

## **Working from Home**

Employees who have completed their 90-day orientation period may be permitted to work from home on occasion with permission from their supervisor. Not all positions are eligible to work from home.

Each department has its own work-from-home policy based on operating requirements. In all cases, when working from home it is expected that employees are available by phone during regular work hours and that they provide documentation of work completed in the manner directed by their supervisor.

If you are interested in requesting permission to work from home, talk to your supervisor. Details of your work-from-home arrangement are to be agreed upon between you and your supervisor prior to being granted permission for a work-from-home day. Employees who do not meet expectations for work-from-home days may be subject to disciplinary actions, including the loss of future work-from-home privileges.

## **Snow Days and Unplanned Office Closings**

You’ve heard the joke, right? Wisconsin has two seasons: winter, and construction.

It’s kind of true, and winters here can be pretty wild sometimes. Unless you just moved here from Florida, you probably know how much fun it is to white-knuckle it on the roadways during a snowstorm, dodging yetis and the cursed “black ice.” Of course, severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are usually passable.

Except in cases of severe weather that makes travel too dangerous or otherwise gets in the way of the business staying open, employees are expected to work their regular hours. Time taken off due to poor weather conditions while the business remains open is unpaid. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

That said, many APC employees are required to drive for work, so we take this into consideration when making decisions about office closings. Any time there is severe weather predicted, especially during the winter, our website is your best resource for determining whether to come in to the office; all unplanned office closings will be posted there at <https://altlig.com/employees/office-closings/>.

## **Break Time**

APC's wellness initiative supports taking breaks throughout the day to refresh and refocus, whatever that means to you. We encourage employees to take at least one 15-minute paid break each day—consider finding a relaxing activity that you enjoy, such as stretching, going for a walk around the building or outdoors, or reading a book.

Breaking for meals is also a good way to practice self-care. Specific lunch break habits vary by department and individuals, but if you're working a full 8-hour day you're entitled to at least a 30-minute, unpaid meal break. Approving the scheduling of this time is the responsibility of your supervisor.

## **Lactation Breaks**

APC will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child up to one year of age, unless additional time is required by state law. The break time should, if possible, be taken concurrently with other break periods already provided. The company will also make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area, for the employee to express milk in private.

Notify your supervisor to request time to express breast milk under this policy.

No provision of this policy applies or is enforced if it conflicts with or is superseded by any requirement or prohibition contained in a state or local law, or regulation. If you have knowledge of such a conflict or a potential conflict you should contact Human Resources.

## **Personal Telephone Calls**

It is important to keep our telephone lines free for client calls. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Unless used for business purposes, personal cellular telephones should be turned off or set to a silent alert during working hours while on company premises. Personal cell phone use should be kept to a minimum during working hours. When you're on break, of course, you're free to check your apps, send text messages, and look for crazy cat gifs all you want.

## **Visitors**

For safety and insurance purposes, employees will not be allowed visitors during working hours unless approved by their supervisor. This includes former employees, friends, relatives, and strangers (even if they have great personalities and trusting eyes). Visitors and vendors must enter through the main office entrance and identify themselves. Visitors are not permitted within the facility without an authorized company escort and must remain in public areas of the building. Visitors are never permitted in areas where confidential information is stored unless authorized by the company.

### **Pets at Work**

APC prohibits bringing a pet (a domestic animal kept for pleasure or companionship) to work or having a pet in APC-controlled buildings and premises, except for service animals for persons with disabilities.

Employees requesting accommodation for a disability that includes a service animal must contact the Human Resources and complete a Documentation of Disability form. All service animals must be registered with the HR department.

Please see Human Resources for our full policy related to service animals.

(Note: cute photos of your pets are always welcome at work! Please do bring those.)

### **Non-Solicitation**

We wouldn't dream of preventing you from having opportunities to purchase delicious Thin Mints, but we prefer that non-company-sponsored fundraising activities occur outside of the workplace. If you must, we do permit it if the activity is limited to break times and kept out of active work areas. This policy is in place out of respect for those trying to focus on their own work responsibilities, as it may be an unwelcome interruption.

For the purpose of this policy, solicitation includes, but is not limited to, the collection of any debt or obligation, for raffles of any kind or chance taking, or for the sale of merchandise or business services, the attempt to sell any product or service (e.g. selling or collecting for Tupperware®, Avon® products, churches, schools, Girl Scout cookies, etc.). If you have any questions about this policy, please talk to your supervisor.

### **Distribution**

Question: Uncle Bill wants you to pass out flyers for his new get-rich-quick scheme. Do you tell him you'll bring them to the office?

Answer: Nope, because you know the policy and you tell that Uncle Bill all about it.

Distribution by employees of any type of handout (materials, goods, paper) is prohibited in work areas at any time, whether or not the employees are on working time. Electronic distribution is subject to the company's Acceptable Use of Electronic Communications policy and may not occur during the employee's working time. Non-employees are prohibited from distributing materials to employees on company premises at any time. Literature that violates the company's EEO and No Harassment policies, includes threats of violence, or is knowingly and recklessly false is never permitted. Nothing in this policy is intended to restrict an employee's statutory rights, including discussing terms and conditions of employment.

## **Dress Policy**

Our dress code policy is pretty chill and relies on the common sense and good judgment of our employees. Part of the impression you make on others depends on your choice of dress, personal hygiene, and courteous behavior. While at work, you are required to be clean, dressed appropriately, and well groomed.

Employees are expected to maintain attire and grooming that is appropriate for the work being performed. Safety-related issues and the professional image that we want to convey to our clients must also be considered. Supervisors are responsible for ensuring that proper attire and grooming is maintained by the employees in their department. Some departments may enforce a more specific dress code policy; in this case your departmental policy takes precedence.

Talk to your supervisor if you have questions about the appropriate attire for your position.

## **Care of Equipment**

You are expected to demonstrate proper care when using the company's property and equipment. No property may be removed from the premises without the proper authorization of management. If you lose, a key or key FOB there is a \$25 replacement fee.

## **Personal Property**

The company is not responsible for loss or damage to personal property. Valuable personal items, such as purses and all other valuables should not be left in areas where theft might occur.

break or damage any property, report it to your supervisor at once.

Lost or damaged company property such as keys, key fob, ID badge, mobile device, or laptop computer may be subject to a replacement fee at the discretion of the Operations Department.

## **Access to Your Personnel File**

What memories lurk within? Reminisce about that Mandated Reporter training you took last year, relive your last performance evaluation, or bask in the recollection of signing your first handbook acknowledgment.

Upon written request (yes, email is fine), employees may inspect their own personnel files up to two times a year. Requests will be granted within seven working days of the request. Inspections will be held during working hours and reasonably near the employee's place of employment. If employees disagree with any data in the records and no correction can be agreed upon, employees may submit an explanatory statement that will be attached to the records. The right to inspect does not apply to certain information as allowed by state law, such as records of investigation of criminal offenses and reference letters. Employees have the right to receive a copy of the records, and the company may charge a reasonable fee for copies.

For more information, contact Human Resources.

## **Changes in Personal Information**

There are lots of reasons why we need to keep your personal information up-to-date, including emergency contact scenarios, mailings, tax reporting, and benefits.

Changes in name, address, telephone number, marital status, number of dependents or changes in next of kin and/or beneficiaries should be made promptly via the Paylocity Self-Service Portal (see Direct Deposit and Pay Stubs for instructions on accessing your Paylocity account). You can view personal and company information on this portal. You may submit changes to your personal information including direct deposit account, tax status, address, phone number, marital status, and dependent information at your convenience. If updates are made, please contact the Human Resources or the Operations Department to ensure those changes are entered into the payroll system. You may also receive important management notices and reminders, such as benefit enrollment deadlines and time-off approvals at this portal.

Please contact Human Resources or the Operations Department if you need assistance with obtaining login information, or if you have other changes to make such as beneficiary information.

### **Outside Employment**

We hope that you will not find it necessary to seek additional outside employment. However, if you are planning to accept an outside position, you must notify your supervisor in advance in writing (email is fine).

Before you commit to an outside position, be sure that it won't interfere with your work at APC. Outside employment must not conflict in any way with your responsibilities within our company. Unless you receive express permission from the Executive Director, you may not work for competitors nor may you take an ownership position with a competitor.

Employees may not conduct outside work or use company property, equipment or facilities in connection with outside work while on company time.

### **If You Must Leave Us**

Should you decide to leave your employment with us, we ask that you provide your supervisor with at least two weeks' advance written notice. In positions involving client contact, a notice of 30 days is preferred to allow ample time for warm handoffs to new providers. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Employees who are rehired following a break in service, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including measuring benefits. The introductory period may be waived at the company's discretion for employees rehired within six months of their previous termination date.

All resigning employees should complete a brief exit interview prior to leaving. All company property must be returned at the end of employment, otherwise the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

### **Employment Verification Requests**

At APC we protect our employees' information. Without express consent from the employee we will not disclose current or former employees' information other than to confirm dates of employment, full-time or part-time status, and job title.

Our company does not provide a "letter of reference" to former employees.

Under no circumstances should an employee provide another individual with information regarding current or former employees of our company. If you receive a request for employment verification, please forward it to Human Resources.

### **Protecting Company Information**

Protecting our company's information is the responsibility of every employee. Do not discuss the company's confidential business or proprietary business matters, or share confidential, personal employee information (such as social security numbers, personal banking or medical information) with any unauthorized parties. This includes friends, family members, members of the media, or other business entities.

Confidential information does not include information pertaining to the terms and conditions of an employee's own employment, including wages. Nothing in this policy is designed to limit an employee's rights under Section 7 of the National Labor Relations Act.

All telephone calls, emails, or faxed requests regarding a current or former employee's position/compensation with our company must be forwarded to Human Resources.

### **Contact with the Media**

All media inquiries regarding the company and its operations must be referred to the Operations Department. The authorization to make or approve public statements on behalf of the company rests solely with the Operations Department. No employees, unless specifically designated by the Operations Department, are authorized to make statements on behalf of or as a representative of the company.

### **Conflict of Interest/Code of Ethics**

A company's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with the company, or any of its clients, for private financial gain, to advance personal financial interests, to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities, or engage in activities, investments or associations that compete with the company, interferes with an employee's business judgment concerning the company's best interests, or exploits an employee's position with the company for personal gain.

The company adheres to the highest legal and ethical standards applicable in our business. The company's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the company shall conduct their personal affairs such that their duties and responsibilities to the company are not jeopardized and/or legal questions do not arise with respect to their association or work with the company.

This policy will not be enforced to prevent employees from discussing their wages or other terms of employment.

### **Acceptable Use of Electronic Communications**

The following policy is lengthy, and the technical jargon might be a little intimidating, but the main purpose is to make sure all employees are aware of the following points:

1. Computers, cell phones, and other electronic devices (“systems”) used for business purposes at APC are monitored and there should be no expectation of privacy.
2. While at work, these systems (whether they’re owned by APC or you’re using your personal device for work) should only be used for legitimate APC business.
3. You should limit any personal use of APC systems to break times, and avoid activities that use excessive resources, like streaming music.
4. You are responsible for securing the data you access at work and ensuring it is appropriately used. You are never permitted to download, copy, save, send, or otherwise remove data from our systems without company approval.
5. When e-mailing client information, you must use encryption to safeguard it. Client information is always confidential- remember HIPAA! Talk to your supervisor if you need instruction on encrypting your messages.
6. Never use our systems for any activity that is illegal or in violation of this policy or any of our other policies; doing so will result in disciplinary action.

This policy contains guidelines for electronic communications created, sent, received, used, transmitted, or stored using the company’s communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. “Electronic communications” include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad or similar devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as “systems.”

Acceptable Uses of Our Systems: Employees may use our Systems to communicate internally with co-workers or externally with clients and other business acquaintances for business purposes.

Company Control of Systems and Electronic Communications: All electronic communications contained in company systems are company records and/or property. Although an employee may have an individual password to access our systems, the systems and electronic communications belong to the company. The systems and electronic communications are accessible to the company at all times including periodic unannounced inspections. Our systems and electronic communications are subject to use, access, monitoring, review, recording and disclosure without further notice. Employee communications on our system are not confidential or private.

The company's right to use, access, monitor, record and disclose electronic communications without further notice applies equally to employee-provided systems or equipment used in the workplace, during working time, or to accomplish work tasks.

Personal Use of Our Systems: Personal communications in our systems are treated the same as all other electronic communications and will be used, accessed, recorded, monitored, and disclosed by the company at any time without further notice. Since all electronic communications and systems can be accessed without advance notice, employees should not use our systems for communication or information that

employees would not want revealed to third parties. Personal use of our system should be limited to non-working time. Personal use of our system must be conducted in such a manner that it does not affect smooth system operation or use a disproportional amount of the system's functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to the company's trade secrets, business models, business services, sales agreements, pricing information, drawings, designs, client lists, vendor agreements, client records, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information and other information that derives economic value by being protected from public consumption or competitors may only be used on company systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from a member of management. Proprietary business information does not restrict employee rights to discuss their wages, hours or other terms of employment.

Client Information and Email Encryption: APC employs an e-mail encryption service to ensure that sensitive data or PHI that is transmitted to outside recipients is secure during the sending process. When emailing PHI to recipients outside of APC, employees are required to encrypt messages by typing [encrypt] in the subject line of their email.

Prohibited Uses of Our Systems: Employees may not use company systems in a manner that is unlawful, wasteful of company resources, or unreasonably compromises employee productivity or the overall integrity or stability of the company's systems. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes; propositions or love letters; ethnic or racial slurs; or any other message or image that may be in violation of company policies.

In addition, employees may not use our company systems:

- To download, save, send or access any discriminatory, obscene, or malicious or knowingly false material;
- To download, save, send or access any music, audio or video file unless business related;
- To download anything from the internet (including shareware or free software) without the advance written permission of the systems supervisor;
- To download, save, send or access any site or content that the company might deem "adult entertainment;"
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or systems of the company or any other person or entity;
- In connection with any infringement of intellectual property rights, including but not limited to copyrights;
- In connection with the violation or attempted violation of any law; and
- To transmit proprietary business information or client material such as pricing information or trade secrets.

Electronic Forgery: An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using electronic communications; make changes to electronic communications without clearly indicating such changes; or use another person's account, mail box, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

System Integrity, Security, and Encryption: All systems passwords and encryption keys must be available and known to the company. You may not install password or encryption programs without the written permission of your supervisor. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to electronic communications. The company complies with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, the company may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

If you have questions about the acceptable use of our systems or the content of electronic communications, ask your supervisor for advance clarification.

## **Social Media**

We don't limit an employee's creativity and freedom to express themselves online, but as representatives of APC we do require that our employees avoid online activities that are damaging to our business (such as unauthorized disclosure of information) or interfere with the rights and comfort of our clients. APC's social networking policy includes rules and guidelines for company- authorized social networking and personal social networking and applies to all executive officers, management, volunteers, and staff.

## **General Provisions**

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with APC.

Employees are expected to protect the privacy of APC and its employees and clients and are prohibited from disclosing personal employee and nonemployee information and any other proprietary and nonpublic information to which employees have access. Such information includes but is not limited to client information, trade secrets, financial information and strategic business plans.

## **Communication with Clients**

APC prohibits the acceptance of "friend" or contact requests from clients or their family members on any social networking sites (Facebook, LinkedIn, Instagram, etc.). Adding clients as "friends" or contacts on these sites can compromise your clients' confidentiality, as well as your privacy. It may also blur the boundaries of a therapeutic, professional relationship. Inviting or allowing clients or their family members to interact with or view your personal social media page (such as Facebook or Instagram) can be perceived as inviting them into your personal life. This can send mixed and confusing messages to clients.

## **Employer Monitoring**

Employees are cautioned that they should have no expectation of privacy while using the Internet. Postings can be reviewed by anyone, including APC, and the company reserves the right to monitor comments or discussions about the company, its employees, clients and the industry, posted on the Internet by anyone, including employees and non-employees.

### **Personal Blogs**

APC respects the right of employees to write blogs and use social networking sites and does not discourage employees from self-publishing and self-expression. Employees are, however, expected to follow the guidelines and policies set forth to provide a clear line between you as the individual, and you as the employee. APC does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.

Employees cannot use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with APC.

Employees cannot post company-privileged information, including copyrighted information or company-issued documents.

Employees cannot post on personal blogs or social networking sites photographs of clients, vendors or suppliers, nor can employees post photographs of persons engaged in company business or at company events.

Employees cannot link from a personal blog or social networking site to APC's internal or external web site.

If contacted by the media or press about their post that relates to APC business, employees are required to speak with their supervisor before responding.

If you have any questions relating to this policy, your personal blog or social networking, ask your or supervisor.

### **Reporting Violations**

APC requests employees to report any violations or possible or perceived violations to supervisors, or Human Resources. Violations include discussions of APC and its employees and clients, any discussion of proprietary information, and any unlawful activity related to blogging or social networking.

If an employee comes across a threatening comment/posting concerning an employee, owner, or client of APC, whether it be heard verbally, or seen online or in any electronic or written form, the employee should immediately take it seriously and not assume it is "only talk" or that it is protected communication. Any threat has the potential to be serious and action must be immediately taken for the safety of all involved.

All supervisory personnel shall take these threats seriously and if someone gives information regarding a threat, personnel will not comply to requests that the information remain private. Any information that is given to any employee regarding threats or dangerous behavior must and will be acted upon for the safety and security of everyone involved.

### **Discipline for Violations**

APC investigates and responds to all reports of violations of the social networking policy and other related

policies. Violation of the company's social networking policy will result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature of the violation and factors involved.

## **Driving for Work**

Please make sure you read this policy carefully! It's a big one, and we do hold you to it.

All APC employees who drive for work must meet certain requirements as a condition of employment as outlined in this policy. We're not able to make exceptions to these requirements when a job's essential functions include driving for work, regardless of whether or not that driving includes transporting clients. However, if an employee's position does not require driving for work and the employee agrees never to drive for work, the employee may request a Driving for Work Waiver if approved by his or her direct supervisor. Driving for work includes traveling to and from other worksites, attending off-site trainings or events, running errands for the office, transporting clients, or any other travel that is work-related, other than commuting to/from the employee's home.

### **Verification of Auto Insurance**

All APC employees who drive for work must maintain the required liability limits of automobile insurance as set by APC and in compliance with applicable contracts. The employee must be listed as a covered driver on the policy if the employee is not the policy holder. The minimum liability limit requirements are as follows:

**Bodily Injury: \$100,000 per person/\$300,000 per accident and Property Damage of \$100,000**

**Uninsured Motorist: \$100,000 per person/\$300,000 per accident**

**Underinsured motorist: \$100,000 per person/\$300,000 per accident**

A copy of the employees' current insurance policy, specifically the declarations page, must be on file with APC at all times. If a current copy of the declarations page with all required information is not in the employee's personnel file then it is considered expired. Employees have three business days from expiration to submit their updated policy, otherwise they will be suspended from work or limited to desk duty until an adequate policy is received. Employees are not permitted to drive for work any time auto insurance is not in effect or not in effect at the required levels.

There can be no lapse in coverage of an employee's auto insurance without the knowledge and approval of the director of the applicable department. If there is a change in the insurance coverage or a lapse, employees must notify their direct supervisors within 24 hours of the change. If employees do not have valid auto insurance at the level required or do not inform their direct supervisors of any change in insurance, they may be subject to discipline up to and including termination.

### **Valid Driver's License**

All APC employees who drive for work must also maintain a valid WI driver's license (class D). A copy of the employee's current WI driver's license must be kept in the personnel file at all times. If a current copy is not in the employee's personnel file, then it is considered expired and the employee is suspended until a copy of the updated license is received. There can be no lapse in an employee's valid license without the knowledge and approval of the director of the affected department. Employees are not permitted to drive for work any time their WI driver's license is not valid.

If there are any changes with employees' license or driving record, the employee must inform their

immediate supervisor within 24 hours of the occurrence. Examples of changes include: any change in the validity of the license (e.g. suspended, revoked, expired, surrendered), the receipt of any moving violation(s) (e.g. speeding ticket, seatbelt violation, unregistered vehicle, etc.), DUI or DWI, and/or involvement in a traffic accident. Upon notification by the employee of a change in license or driving record, depending on the nature and severity of the change, the employee may be subject to disciplinary action, up to and including termination. Whenever possible, APC will attempt to work with the employee in getting them back on track and preserving their job. Failure to report a change in driver's license status or driving record within the required time frame may result in disciplinary action, up to and including termination.

For certain positions, upon receiving notification of a change in validity of an employee's license or a reportable violation, APC must then notify all affected contracting entities (e.g., Milwaukee County) of this change within two (2) business days. If an employee fails to report a change in the validity of license and services are billed during the non-valid period, that employee will be immediately suspended as a provider from all affected contracts, and all services paid during the non-valid period will have to be paid back to the affected contractor.

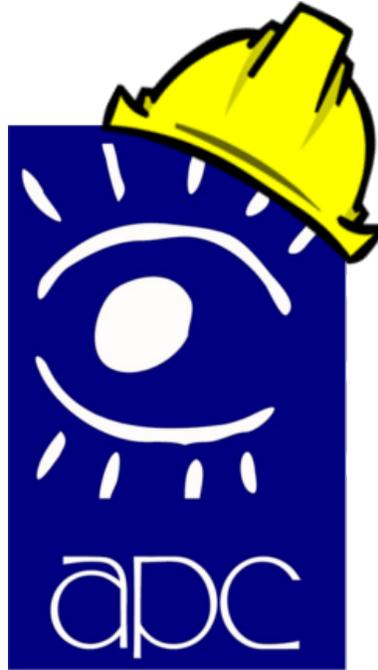
### **Arrests and Convictions**

All APC employees, interns, and/or volunteers are required to notify their Supervisor within 24 hours if they are arrested and/or convicted of any crime. Supervisors will report any arrests to Human Resources and their respective network (BHD, DHHS, etc.)

Failure to report an arrest/conviction will result in disciplinary action up to termination.

## Safety in the Workplace

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## **Why Is There an Eyeball Wearing a Hard Hat? APC's Safety Committee**

Our hard-hat-wearing eyeball is the mascot of APC's Safety Committee! While your job probably doesn't require a hard hat, every job has some risk involved. The role of the Safety Committee is to update our safety policies and procedures and provide timely communications to our employees in an effort to minimize risk for you... and, with your help, make the community safer as a whole. As an employee you'll receive annual safety training as well as reminders throughout the year on how to prepare and respond to our sometimes wildly unpredictable weather events. Of course, we need policies to guide us so read and follow these carefully. Ask questions if anything is unclear, and above all, please communicate with us if you get hurt at work, become aware of a potential safety hazard, or just have an idea for improvement.

### **Each Employee's Responsibility**

Maintaining a safe workplace can only be achieved through teamwork. Each employee must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

We rely on your help, so this is what you can do for us:

1. Notify your immediate supervisor of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your immediate supervisor immediately.
2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the company's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask your immediate supervisor.
6. Know the locations, contents and use of first aid and fire-fighting equipment.
7. Familiarize yourself with the agency's Emergency Preparedness Plan.
8. Keep walkways clear of trip hazards and, of course, dispose of all banana peels in an appropriate receptacle.

A violation of a safety precaution is an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

### **Background Checks**

Much of the work we do is with vulnerable individuals, and we take our responsibility to ensuring their safety very seriously. We perform our due diligence to confirm that each person we bring on board at APC is safe

to serve our clients and represent our company.

APC conducts full background checks on all employees upon hire to verify their eligibility to fulfill the position requirements. As a condition of continued employment, all employees are required to submit to a criminal and caregiver background check upon request or at least every four years. Employees who are required to drive for work must also submit to a driving record check upon hire, and annually thereafter. APC routinely obtains records from the WI Department of Justice, the WI Department of Health Services, WI Circuit Court public records, WI Department of Transportation, and, when necessary, other state or federal criminal records systems. Employees **MUST** report any new arrests and/or convictions, including caregiver law violations, to their direct supervisor within 24 hours. Failure to report any of these occurrences will result in disciplinary action, up to and including termination of employment. APC does not discriminate against employees based on their arrest or conviction records.

### **Immunization Records and TB Testing**

APC strives for a safe and healthy work environment for all employees and values infection control measures that minimize the spread of disease in both the community and work environment. Therefore, all employees are required to complete a TB (Tuberculosis) test upon hire at their own cost and provide documentation from a medical professional to confirm that they are free from communicable disease. TB test results dated within 12 months prior to the hire date will be accepted, but an attestation form will also be required for results more than 6 months old. Annual TB testing or completion of an attestation form may also be required depending on your department's policies or contract requirements.

Additionally, employees may be required to submit proof of immunization to other diseases per county contract or department policy. These include, but are not limited to: MMR (Measles, Mumps, & Rubella), Varicella, and Influenza (annual). Please contact your supervisor if you have any questions about specific immunization requirements for your department. Medical and religious exemptions are available.

### **Risk Management**

In order to make sure that we're continually improving our efforts to provide a safe and ethical workplace, it is our policy that APC's Risk Management team meet periodically to identify organizational exposures, analyze risks, and control liabilities through a risk mitigation plan. The plan is monitored for its effectiveness and recommendations for policy changes are created and communicated to employees as needed.

### **Smoking (and Vaping) in the Workplace**

The purpose of this policy is to demonstrate our commitment to providing a safe and healthy environment for our employees and visitors. Hey, we care! Because we recognize the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, APC provides a tobacco-free environment for all employees and visitors. This policy covers the use of any tobacco product, and it applies to both employees and non-employee visitors of APC. Thinking about quitting? All employees and clients who are tobacco dependent may receive evidence-based tobacco treatment assistance if requested. Talk to your supervisor or Human Resources for next steps.

No use of tobacco products will be allowed within the facilities of APC at any time. Along with this, we also prohibit tobacco use in personal vehicles when transporting people on any agency-related business.

Additionally, we need your help to keep smoke from getting into the building or clouding our entrances. Therefore, tobacco use is not permitted on APC property except in the designated area (marked by a bright yellow smoking receptacle). Tobacco users may also choose to smoke off-grounds or in their personal

vehicle, if at least twenty (20) feet from any building entrance.

Please be respectful of our property and the environment. All materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in an appropriate manner.

What if I see someone violating this policy? Please help us educate our visitors if someone appears to be unaware of this policy. A gentle reminder is usually all it takes to bring awareness to the situation. Visitors who violate this policy will be informed of the policy and respectfully asked to follow it. Visitors who persist in violating this policy will be asked to leave the facility and grounds. The visitor may return after demonstrating a genuine intention to comply with all tobacco-free policies. Employees who violate this policy will be subject to the same discipline process used for violation of any other work performance policy.

### **No Weapons in the Workplace**

Our dedication to providing a safe and healthy space for employees and visitors also means that APC prohibits employees from possessing weapons of any kind on their person while working. In addition, APC prohibits carrying any weapon in an employee's personal vehicle while the vehicle is used for any work-related purpose. This prohibition also applies to any employee who is licensed to carry a firearm or weapon. APC strictly prohibits the use of weapons in the workplace, which includes when employees are working in community settings such as clients' homes, schools, or other public or private establishments. The no weapons policy extends to visitors as well and is promoted via "No Weapons" signage at every public entrance. If you are aware of violations or threat of violations of this policy, you are required to report this information immediately to your supervisor. Failure to abide by safety rules and regulations is a serious violation, subject to disciplinary action up to and including discharge.

### **Workplace Searches**

Let's be clear- workplace searches are NOT a part of our daily operating procedure and we don't intend for that to change. However, to protect the property and to ensure the safety of all employees, clients and the company, the company *reserves the right* to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes or any other possessions or articles carried to and from the company's property. In addition, the company reserves the right to search any employee's office, desk, files, locker, equipment or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of the company, and are issued for the use of employees only during their employment. Inspection may be conducted at any time at the discretion of the company.

Should a situation arise where a workplace search is necessary, persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including discharge, if upon investigation they are found to be in violation of the company's security procedures or any other company rules and regulations.

### **Workplace Violence**

We want you to feel safe at work so we naturally have a zero-tolerance policy for violence. Violence by an employee or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to ensure that there is no misunderstanding about our expectation that all employees contribute to a safe and health workspace. We aim to minimize the potential risk of personal

injuries to employees at work and to reduce the possibility of damage to company property in the event someone may be unhappy with a company decision or action by an employee or member of management. Keeping employees feeling heard and happy is also why it is so important that we communicate our desire for open and honest feedback from our employees; please talk to us if you are unhappy about any aspect of your job.

Likewise, if you receive or overhear any threatening communications from an employee or outside third party, report it to your immediate supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, please call 911 immediately.

We need and expect you to report all violent threats and/or actions immediately. If your supervisor isn't available, you must notify Human Resources or another member of our management team. All reports of work-related threats will be kept confidential and, to the extent possible, investigated and documented. If you bring something to our attention and/or we require your assistance in investigating the situation, know that you will not be subject to any disciplinary consequences for reporting or cooperating with us.

Violations of this policy, including your failure to report or fully cooperate in the company's investigation, may result in disciplinary action, up to and including discharge.

## **In an Emergency**

APC has a comprehensive Emergency Management Plan that all employees are introduced to during annual safety training. The full plan can be obtained by asking your supervisor. Annual drills are held to prepare for evacuation and shelter-in emergencies, such as a fire or tornado.

Your immediate supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. In the absence of your immediate supervisor, contact the nearest company official.

Should an emergency result in the need to communicate information to employees outside of business hours, your immediate supervisor will contact you. Therefore, it is important that you keep your personal and emergency contact information up to date. Update your information with Human Resources whenever it changes.

If you've participated in one of our drills, then you'll know what to do in an emergency. When events warrant an evacuation of the building, you should follow the instructions of your immediate supervisor or any other member of management. You should leave the building in a quick and orderly manner and assemble at the pre-determined location per the Emergency Management Plan to await further instructions or information.

Please direct any questions you may have about the company's emergency procedures to the Operations Department.

## **Substance Abuse**

APC has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established the following policy as a condition of employment and continued employment.

APC has implemented a drug testing program in compliance with local, state and federal laws. Employees are prohibited from reporting to work or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles, or while engaged in company activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meal and break periods.

Your employment or continued employment with the company depends upon your full compliance with this substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge. Furthermore, any employee who violates this policy who is subject to discharge, may be permitted in lieu of discharge, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state, and local laws.

While a safe and healthy workplace requires that we maintain a strict policy against substance use in the workplace, we are aware that addiction and substance abuse conditions can happen to anyone. We want to help. Consistent with our fair employment policy, APC maintains a policy of non-discrimination and reasonable accommodation with respect to those in recovery from addiction and substance abuse, and those having a medical history reflecting treatment for addiction and substance abuse. If you are struggling with any kind of substance use condition, we encourage you to seek assistance before your substance or alcohol use renders you unable to perform your essential job functions or jeopardizes the health and safety of yourself or others. APC will attempt to assist you through referrals to rehabilitation resources, appropriate leaves of absence and other measures consistent with the company's policies and applicable federal, state or local laws.

APC further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, mandatory drug testing (announced or unannounced), the inspection of company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the company has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines. For more information, please speak to your immediate supervisor.

## **Client Care Policies**

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## **Adult Accompaniment for Minors**

To promote safety and prevent disruptions to those receiving treatment services, we require that all individuals under age 18 who are receiving services at APC's offices must be accompanied by an adult when being transported to the offices and/or while waiting to receive services. You will receive training on a departmental level regarding this policy so you know what your expectations are. If at any time you have questions about this policy, please talk to your supervisor.

## **Bed Bug Policy**

It used to be just a cute thing we said to each other at bedtime; "Sleep tight, don't let the bed bugs bite!" Bed bugs are obnoxious, and their bites can cause some severe skin reactions, but they are not fatal. However, they are spreading in the U.S. and APC is part of the effort to keep their population in check. Healthcare workers that routinely visit clients' homes as a part of their job are at risk for contact with bed bugs. Employees of APC need to be "bed bug conscious" if they are to avoid transporting bed bugs in their cars, taking bed bugs to the office, or even taking bed bugs home with them. Staff must also beware of transporting bed bugs from one client to another.

How do I prevent the spread of bed bugs? It is APC's policy to continue to provide services to clients, but to use a number of precautions, as outlined in APC's Bed Bug Procedure. The full policy and procedure is available on the Shared (S:) drive, in BambooHR (Policies and Procedures) or you may request a copy from your supervisor.

## **Client and Public Relations**

You are a representative of our company when you're at work, whether in the office or out in the community. It's a big responsibility and comes with a lot of trust! To help you succeed in this role, we've outlined some basic expectations related to your contact with clients and visitors of APC.

### **Work Performed in Client Homes**

Employees who perform services in a client's home must take special care to ensure that their actions are professional and ethical at all times.

APC employees must be cognizant of the potential for their actions to be misinterpreted and take appropriate steps to clarify any misunderstanding that might arise. Avoiding situations/locations within a client's home that present an increased potential for misinterpretation is essential, e.g., avoiding a client's bedroom or other private areas is strongly recommended.

If a situation arises that has the potential to be perceived as inappropriate, i.e., either due to the actions of the employee or a client of APC, the APC employee involved must remove themselves from the situation and/or address the situation with the individual(s) involved.

If an APC employee is uncertain whether a specific situation might be perceived as inappropriate, they must discuss the circumstances with their supervisor, as soon as possible.

## **Physical Contact with Clients**

Physical contact with clients has a high potential for being any or all of the following: 1) misunderstood, 2) misinterpreted 3) unethical, 4) immoral, 5) illegal. It is critical that all APC employees scrutinize their conduct regarding physical contact with a client. While “comforting” an upset client may be appropriate, sexual contact (or any contact that may be perceived as sexual nature) is always inappropriate.

## **Self-Disclosure**

Revealing personal information to a client has the potential to be misunderstood, misinterpreted, and may damage the client relationship. Extreme caution and care must be exercised if personal information is disclosed to a client. If you are unsure whether it is appropriate to disclose personal information to a client, discuss the specific situation with your supervisor.

## **Accepting Gifts from A Client**

Accepting gifts from a client has the potential to be misunderstood, misinterpreted, and may damage the client relationship. Depending upon the situation, the client, and value of the gift, it may be appropriate to accept a gift (of nominal value) from a client.

Gifts of any value should be discussed with your supervisor.

## **Child Abuse**

All employees of APC are required to understand the signs of potential child abuse/neglect and, as Mandated Reporters, follow the mandatory reporting requirements. All employees are required to complete Mandated Reporter training upon hire, and then annually thereafter.

## **Informal Relationships**

APC adheres to all guidelines and laws regarding dual relationships. There may be times when it is appropriate for an employee to maintain a helping relationship with a client, provided there is no fee charged after the client is formally discharged from APC. The employee must first obtain permission from their supervisor. The relationship must be free of exploitation or any harmful effects to the client, and the employee must follow all supervisor directives.

## **Electronic Communication with Clients**

Email correspondence and texting with clients is discouraged. Email and text messages are not completely secure or confidential; they are retained in the logs of Internet service providers and phone companies and may be considered a part of the legal client record. Phone calls are the best way to contact client and family members. Use of text messages should be limited to scheduling and confirmation of appointment times. Contacting clients via social media (like Facebook or Instagram) is prohibited; see our Social Media policy for explanation.

## **Confidentiality and Care of Client Records**

At APC, we have a reputation for treating our clients’ information with the strictest confidentiality. Your careful attention to the security of our clients’ information helps our clients feel safe and respected and shows how much we value their privacy. This is more than just a policy; it’s a gift that we provide to those

we serve. We rely on you to uphold these privacy standards, so talk to your supervisor to confirm the best practice policy or procedure any time you're unsure. The following is a summary of the agency's policy but doesn't cover every situation; to view your department's specific policy and procedures manual, ask your supervisor.

All employees of APC who have contact with or information regarding clients treated by APC have an absolute responsibility for complete confidentiality of client data. Client information may not be discussed at any time with anyone other than clinical staff, administrative personnel, or family members directly involved in a client's treatment, as requested in writing by the client. Along these lines, we know there will be many times when you'll be excited to share a story about a client with friends or family, but it's so important that you remember never to use client-identifying information. Doing so is a violation of your client's right to privacy.

If you need to release client information in the course of your job, maybe because you've received a records request or you need to complete a referral to another provider, you must first obtain written authorization from the client or legal guardian.

Client files or other Protected Health Information (PHI) must never be removed from APC offices or storage facilities without administrative approval. Your supervisor may approve certain documents or information to leave the agency so you can do your job, but if you aren't sure what's allowed it's your responsibility to ask your supervisor. The unauthorized transfer of records or any form of confidential information from the agency may be grounds for dismissal. At minimum, any physical client information permitted to leave the agency must be kept in a lockbox or other locked container and should be stored in your vehicle's trunk during transport, particularly if also transporting clients or other individuals. Any electronic devices (tablets, phone, laptops, etc.) containing PHI must be protected from unauthorized access by use of a password, passcode, or fingerprint ID, and should be similarly safeguarded during transport by storing the device where it can't be accessed by an unauthorized individual.

To make sure you understand what is expected of you, APC requires that all employees complete an agency-administered HIPAA training and adhere to standards set forth under Wisconsin Statute sec 51.30 and HFS 92 Wisconsin Administrative Code regarding the confidentiality of client information and the disclosure of protected health information. Training is completed initially upon hire and on an annual basis thereafter.

All paper waste that may contain PHI (which is not part of a client's official file) must be shredded or placed in a designated container to be shredded by APC's procured document destruction company. Client information must never be disposed of in the trash or anywhere where it could be accessed by an unauthorized person.

Finally, be cautious about where you are and who's around when you discuss client information. Never conduct meetings with clients in APC's common areas or employee workspaces. Client meetings must be held in a private meeting room such as a therapy office or conference room. If you need assistance locating and booking a room, please ask your supervisor.

### **Critical Incident Reporting**

All employees are required to be aware of and follow procedures related to reporting critical incidents that may occur within the workplace or in the course of providing employment duties. Staff are required to refer to and follow specific procedures as proscribed by each of the individual contracts with which they work.

Critical Incidents are defined as any events or situations that jeopardize the health or safety of clients or

staff. These situations include, but are not limited to, the following or as otherwise defined by the policy of the respective program:

1. Death
2. Physical injury
3. Fire Setting
4. Commission of a serious offense to or by the client or employee.
5. Client attempts suicide or is actively suicidal.
6. Any event that could result in media exposure.
7. Physical or sexual assault on or by client or employee.
8. Any instance of abuse or neglect to client by any person including another client.
9. Any credible allegation of caregiver misconduct (as described in DHS 13).
10. An incident of a critical nature that may not be identified above (i.e., death threat made to a client or employee.)

Critical Incidents must be reported in writing to the appropriate Milwaukee County program within one (1) business day of becoming aware of the critical incident or as defined by the respective program Policy and Procedures. In addition, a representative of APC must immediately report Critical Incidents to the parent/guardian, Care Coordinator, Case Manager, Care Coordination/Case Management Agency, Human Service Worker/Juvenile Justice Worker, or other system partner. Critical Incidents involving abuse or neglect must be reported to the respective investigative agency including the Division of Milwaukee Child Protective Services or their successor, and/or Adult Protective Services. Critical incident and notifications shall be documented in the client's Case Notes.

### **Red Flag Policy (Identity Theft Prevention)**

APC follows all federal and state laws and reporting requirements regarding identity theft. APC strives to prevent the intentional or inadvertent misuse of client names, identities, identifying information and medical records; to report criminal activity relating to identity theft and theft of services to appropriate authorities, and to take steps to correct and/or prevent further harm to any person whose name or other identifying information is used unlawfully or inappropriately.

It is company policy that all staff will be informed about how to detect and respond to potential use of fraudulent identification. The full policy can be found in BambooHR (Policies and Procedures). All employees must verify they have been informed of and understand APC's Red Flag Policy, which is indicated by signing verification that the employee has read and understands this handbook.

### **Transportation of Clients**

Many APC employees drive for work frequently and sometimes transport others as part of their job. This policy is designed to provide guidelines for safe travel; every one of these rules has its own story, so even if it doesn't feel like common sense, there is a good reason for it. All employees whose position involves the transportation of clients and/or clients' family members are responsible for knowing and following these precautions:

1. Per APC's Driving for Work policy, all employees who transport clients must maintain auto insurance at the agency's required liability limits as well as a valid driver's license; no exceptions. Employees must have their driver's license and proof of insurance on their person or in their vehicle at all times.
2. Employees must follow their department's specific policy regarding transportation of minors. Employees are not permitted to transport minors under any circumstances without first

receiving specific training and instruction on child safety seat laws and the use of car seats and booster seats. All minors are required to be secured in the vehicle according to the applicable law in either a car seat, booster seat, or other designated seat.

3. Employees must obey the law at all times, including wearing seatbelts and requiring all passengers to wear seatbelts.
4. Employees are prohibited from texting or making phone calls while transporting. Employees must ensure that their full attention is given to the act of driving.
5. Employees must maintain their vehicle in clean and safe working order at all times. APC reserves the right to randomly inspect vehicles that are used for transportation of clients to ensure that they are properly maintained.
6. During severe weather, such as winter storms, employees are strongly encouraged not to transport or drive for work whenever possible. APC will notify employees of any weather-related office closings; if the office is closed, employees are asked not to drive for work or transport clients for the safety of everyone involved.
7. Smoking in the vehicle while transporting clients is strictly prohibited. Employees should politely insist that passengers abide by this rule as well.
8. Being under the influence of alcohol during work is strictly prohibited, so employees are not to consume any alcohol up to 8 hours prior to transporting a client. Additionally, there is to be no alcohol of any kind in a vehicle when transporting a client.
9. Employees using over the counter or prescription drugs which may alter one's wakefulness, actions, or ability to think, see or react, and thereby safely operate a vehicle, are prohibited from transporting. If an employee is temporarily on such medication, a temporary leave from job duties requiring transportation must be taken.
10. Weapons of any kind may not be carried in an employee's vehicle while transporting clients.
11. All accidents, regardless of how minor, must be reported to an employee's direct supervisor immediately. Employees may also be directed to complete a critical incident report and/or to contact Human Resources to report a work-related injury, when applicable.
12. Employees are only permitted to transport clients and/or their approved family members for role-related purposes. If an employee is asked to transport an unapproved individual or asked to transport a client for purposes outside of his/her role or job responsibilities, the employee must politely decline.
13. Personal items and valuables, as well as any work-related documents containing other clients' protected health information, must be secured in the trunk or otherwise made inaccessible to passengers while transporting.
14. Passengers, regardless of age, must never be left unattended in an employee's vehicle for any reason.

A violation of these safety precautions and rules endangers the safety of the employee as well as the passengers and may result in disciplinary action, up to and including suspension or termination of employment.