

Employee Handbook Guide

Mission Statement

Opportunity Village is a not-for-profit organization that serves people within our community with intellectual disabilities, to enhance their lives and the lives of their families.

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WELCOME TO OPPORTUNITY VILLAGE

This handbook has been prepared to provide you with an overview of Opportunity Village's policies, benefits, and rules. It is intended to familiarize you with important information about Opportunity Village, as well as provide guidelines for your employment experience with us in an effort to foster a safe and healthy work environment. Please understand that this handbook guide only highlights Opportunity Village policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of Opportunity Village, and is not intended to be an express or implied contract. The guidelines presented in this handbook guide are not intended to be a substitute for sound management, judgment, and discretion.

It is not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook guide change from time to time. Accordingly, Opportunity Village reserves the right to modify, supplement, rescind, or revise any provision of this handbook from time to time as it deems necessary or appropriate in its sole discretion with or without notice to you.

No business is free from day-to-day problems, but we believe our personnel policies and practices will help resolve

such problems. All of us must work together to make Opportunity Village a viable, healthy, and mission driven organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and the people we serve. If any statements in this handbook guide are not clear to you, please contact Opportunity Village Human Resources Department for clarification.

OPPORTUNITY VILLAGE PHILOSOPHY

OPEN-DOOR POLICY

In keeping with Opportunity Village's philosophy of open communication, all employees have the right and are encouraged to speak freely with management about their job-related concerns.

We urge you to go directly to your supervisor to discuss your job-related ideas, recommendations, concerns and other issues which are important to you. If, after talking with your supervisor, you feel the need for additional discussion, you are encouraged to speak with Opportunity Village Human Resources Department.

The most important relationship you will develop at Opportunity Village will be between you and your supervisor. However, should you need support from someone other than your supervisor, the entire management team, including Opportunity Village Executive Director, is committed to resolving your individual concerns in a timely and appropriate manner.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Opportunity Village to provide equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, marital status or veteran status. It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The Executive Director and executive staff of Opportunity Village and all managerial personnel are committed to this policy and its enforcement.

Employees are directed to bring any violation of this policy to the immediate attention of their supervisor or Opportunity Village Human Resources Department. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary action, up to and including discharge. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

HARASSMENT POLICY

Opportunity Village will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, handicap, disability, marital status, or veteran status. Moreover, any suggestions made to any employee that sexual favors will

affect any term or condition of employment with Opportunity Village will not be tolerated. It is the policy of Opportunity Village that any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge. Opportunity Village also will not tolerate any such harassment of our employees by our clients or vendors.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Employees must bring any violation of this policy to the immediate attention of their supervisor or Opportunity Village

Human Resources Department. Opportunity Village will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including discharge.

WORKING AND COMPENSATION

EMPLOYMENT ON AN AT-WILL BASIS

All employees of Opportunity Village, regardless of their classification or position, are employed on an at-will basis. This means that each employee's employment is terminable at the will of Opportunity Village at any time, with or without cause and with or without notice. Only the Executive Director has the authority to enter into any agreement with any employee or applicant for employment. All other employment relationships are on an at-will basis. Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment, or any other document of Opportunity Village shall in any way create an express or implied contract of employment or an employment relationship on other than an at-will basis.

ATTENDANCE AND REPORTING TO WORK

Each employee is important to the overall success of our operation. When you are not here, someone else must do your job. Consequently, you are expected to report to work on time at work scheduled. Reporting to work on time means that you are

ready to start work, not just arriving at work, at your scheduled starting time.

Opportunity Village depends on its employees to be at work at the times and locations scheduled. Excessive absenteeism and/or tardiness will lead to disciplinary action, up to and including termination. The determination of excessive absenteeism will be made at the discretion of Opportunity Village. Absence from work for three consecutive days without properly notifying your supervisor will be considered a voluntary resignation. After two days absence, you may be required to provide documentation from your physician to support an injury- or illness-related absence, and to ensure that you may safely return to work.

If you expect to be absent from the job for an approved reason (e.g., paid time off or a leave of absence), you should notify your supervisor of your upcoming absence as far in advance as possible. If you unexpectedly need to be absent from or late to work, you must notify your supervisor prior to the start of your work schedule that you will be late or absent and provide the reason for that absence or tardiness. If your supervisor is not available, you should contact your department's main office contact number prior to the start of your work schedule. Leave your number so that your supervisor can return your call. Failure to do so will result in disciplinary action. Your attendance record is a part of your overall performance rating. Your attendance may be included during your review and may be considered for other disciplinary action up to and including termination.

Where possible, medical and dental appointments should be

scheduled around your assigned work hours; if you are unable to schedule an appointment before or after your shift, you are required to talk to your supervisor to make special arrangements.

WORKDAY HOURS AND SCHEDULING

The regular work schedule for our business office is Monday through Friday, and employees are required to be present for work during the work schedule established for them by their supervisors.

Particularly at jobsites, this regular work schedule may vary depending on such factors as weather, materials supply, permit approval, etc. If you are unsure about expected starting times on any particular job assignment, ask your supervisor for clarification.

In case of unplanned conditions, such as bad weather, that may force a schedule change at the last minute, you should contact your supervisor or call the office directly.

Opportunity Village does not generally schedule rest periods or breaks, other than meal breaks, during the work schedule. However, if Opportunity Village does schedule such rest periods or breaks, they will be paid breaks and will usually be for 15 minutes. For lunch or meals, our policy is:

- Employee meals will be 30 minutes/1 hour
- Office employee meals will be 30 minutes/1 hour.
- The break period is paid.
- All employees are required to take a lunch break and no employee is authorized, without prior supervisory approval, to perform work during the lunch period.

RECORDING HOURS WORKED

All hourly employees are required to keep a time sheet or clock-in. On your time sheet, you must correctly record the job number, job code, and time spent for each day worked. Opportunity Village will provide you with a time card code for reporting your hours. Only you are authorized to record your own time.

PAY PERIOD AND PAYDAY

Opportunity Village issues paychecks on Fridays, on a bi-weekly basis. Pay periods start on Sunday morning and end on Saturday at midnight. Therefore, each payday, you will receive a paycheck for all hours worked in the pay period ending the previous Saturday at midnight.

WORKWEEK & OVERTIME

Opportunity Village workweek begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 midnight for purposes of calculating pay.

Occasionally it may be necessary for an employee to work beyond his or her normal work schedule. Overtime pay is paid only when work is scheduled, approved, and made known within reasonable notice, if possible, by your supervisor. Under no circumstances shall an employee work overtime without the prior approval of his or her supervisor.

Hourly employees will receive overtime pay at a rate of one-and-one-half times their regular hourly rate for all hours worked in excess of 40 in a workweek.

To the extent possible, overtime will be distributed equally among all employees in the same classification and position, provided that the employees concerned are equally capable of performing the available work. Decisions regarding overtime work will be made by your Supervisor. Any employee asked to work overtime will be expected to rearrange his/her personal schedule to work the requested overtime.

HOLIDAYS

Opportunity Village observes the following holidays:

- New Year's Day
- Martin Luther King's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Columbus Day (AbilityOne employees only)
- Thanksgiving Day
- Family Day (All staff except AbilityOne employees)
- Christmas Day

Full-time employees will be paid for these holidays as long as the employee was present for work immediately before and after that holiday, or had an acceptable excuse for being absent on any such days. If a paid holiday falls within an employee's

PTO time, the holiday will not be counted as a PTO.

Part-time employees are not eligible for holiday pay, with the exception of AbilityOne employees.

EMPLOYMENT CLASSIFICATIONS

Upon being hired by Opportunity Village, all new employees must serve a ninety (90) calendar day introductory period. It is especially important that you make your supervisor aware of any questions or problems you may encounter during this period. Your performance will be carefully monitored during this period. At the end of the introductory period, your performance will be reviewed, and if it has been satisfactory, your status will change from introductory to regular employee. Satisfactory completion of the introductory period does not entitle you to employment for any specific term, but does entitle you to participation in many of Opportunity Village employee benefits programs.

For the sole purpose of determining the allowance of certain employee benefits, employees are classified as:

1. Regular Full-Time Employees - An employee who has satisfactorily completed the introductory period and is scheduled to work an average of thirty (30 or more) hours per week on a regular and continuous basis.
2. Regular Part-Time Employees - An employee who has satisfactorily completed the introductory period and is usually scheduled to work less than thirty (30) hours per week on a regular and continuous basis.

3. Temporary Employees - An employee whose services are anticipated to be of limited duration falls into this classification. Temporary employees are not eligible for participation in those employee benefits programs made available for Opportunity Village Regular Full-Time employees.

For payroll purposes, employees will be classified as one of the following:

1. Exempt Employees - Certain employees such as executive, administrative, professional and outside sales employees are paid on a salary basis for all hours worked each week. Certain computer professionals may also be exempt, regardless of whether they are paid on a salary or hourly basis. These employees are expected to work whatever hours are required to accomplish their duties, even if it exceeds their normal workweek. No overtime premium pay will be paid to exempt employees in most circumstances.
2. Non-Exempt Employees - All employees who are not identified as exempt employees are considered non-exempt employees. Non-exempt employees are eligible for payment of overtime premium pay.

MAINTAINING YOUR PERSONNEL RECORDS

It is your responsibility to provide current information regarding your address, telephone number, insurance beneficiaries, change in dependents, marital status, etc. Please

use the “Employee Information Update” form to note any changes in your address, phone number, and emergency contact information. Changes in exemptions for tax purposes will only be made upon receipt of a completed W-4 form.

PERSONNEL FILES

Employee personnel files are the property of Opportunity Village, and do not belong to the employee. However, Opportunity Village will provide employees with copies upon written request.

PERFORMANCE EVALUATIONS

Employees will have their job performance reviewed on an annual basis by their supervisor or designee.

STANDARDS AND EXPECTATIONS FOR THE WORKPLACE

SAFETY

Opportunity Village believes in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must be safety conscious. We have established the following policies and procedures that allow us to provide safe and healthy working conditions. We expect each employee to follow these policies and procedures, to act safely, and to report unsafe conditions to his or her supervisor in a timely manner.

Reporting Unsafe Conditions or Practices

Employees are expected to continually be on the lookout for unsafe working conditions or practices. If you observe an unsafe condition, you should warn others, if possible, and report that condition to your supervisor immediately. If you have a question regarding the safety of your workplace and practices, ask your supervisor for clarification.

If you observe a coworker using an unsafe practice, you are expected to mention this to the coworker and to your supervisor. Likewise, if a coworker brings to your attention an unsafe practice you may be using, please thank the coworker and make any necessary adjustments to what you are doing. Safety at work is a team effort.

Maintaining a Safe Worksite

We expect employees to establish and maintain a safe worksite. This includes but is not limited to the following applications:

- Maintaining proper fall-protection systems.
- Building and maintaining walkways, handrails, and guardrails.
- Properly lifting and lowering heavy objects.
- Inspecting tools and equipment for defects before use.
- Keeping walkways clear of debris.
- Construction and use of safe scaffolding.
- Inspecting, cleaning, and properly storing tools and equipment after use.
- Following established safety rules.

Using Safety Equipment

Where needed, Opportunity Village provides its employees with appropriate safety equipment and devices. You are required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to properly use safety equipment may lead to disciplinary action, up to and including termination.

If you require safety equipment that has not been provided, contact your supervisor before performing the job duty for which you need the safety equipment.

Reporting an Injury

Employees are required to report any injury, accident, or safety hazard immediately to their supervisor(s). Minor cuts or abrasions must be treated on the spot. More serious injuries or accidents will be treated accordingly. Serious injuries must be reported on the injury or accident report form available in the office.

Hazard Communications

If you believe that you are dealing with a hazardous material and lack the appropriate information and/or safety equipment, contact your supervisor immediately.

CARE OF EQUIPMENT AND SUPPLIES

All employees are expected to take care of all equipment

and supplies provided to them. You are responsible for maintaining this material in proper working condition and for promptly reporting any unsafe or improper functioning of this material to your supervisor.

Neglect, theft, and/or destruction of Opportunity Village's materials are grounds for disciplinary action, up to and including termination.

SMOKING AT THE WORKPLACE

Opportunity Village's policy is to provide smoke-free environments for our employees, customers, and the general public. Smoking of any kind is prohibited inside our office and on our worksites. Employees may smoke on scheduled breaks or during meal times at designated areas, as long as they do so outside the worksite or office. Employees who take excessive smoke breaks may be subject to discipline.

Employees are also responsible to inform all those working on our job sites of this smoke-free policy, and report to their supervisor any violation of this policy.

VIOLENCE AND WEAPONS

Opportunity Village believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in our business. Violence is not an effective solution to any problem. Employees are strictly prohibited from bringing any weapons, including knives, pistols, rifles, stun guns, Mace, etc., to the worksite or

office. Neither threats of violence nor fighting will be tolerated. Furthermore, if you have a problem that is creating stress or otherwise making you agitated, you are encouraged to discuss it with your supervisor.

You are expected to immediately report to your supervisor any violation of this policy. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to disciplinary action, up to and including termination.

DRUG-FREE WORKPLACE

Opportunity Village does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on Opportunity Village's premises or worksites, or while operating Opportunity Village's equipment or vehicles. If you need to take a prescription drug that affects your ability to perform your job duties, you are required to discuss possible accommodations with your supervisor. Violation of this policy will result in disciplinary action, up to and including termination.

Prior to employment, each potential employee must undergo a drug test. Opportunity Village may also require employees to take random drug tests during their employment. A positive result on any such drug test is grounds for immediate termination.

Your receipt of this policy statement and signature on the

handbook acknowledgment form signify your agreement to comply with this policy.

Any employee who is convicted of violating criminal drug statutes must notify an appropriate officer or senior official of Opportunity Village of that conviction within five days of the conviction. Failure to do so may lead to disciplinary action.

RESPONDING TO CUSTOMER/CLIENT INQUIRIES AND PROBLEMS

At Opportunity Village, customer/client satisfaction is the measure of our success. It is the responsibility of each employee, within reason, to interact with the customer/client to achieve this goal.

APPEARANCE AND DRESS

To present a business-like, professional image to our customers and the public, all employees are required to wear appropriate clothing on the job. By necessity, the dress standards for the business office are somewhat different than for jobsites.

- For the business office, casual to business-style dress is appropriate. Employees should be neatly groomed and clothes should be clean and in good repair. Leisure clothes such as cut-offs or halter tops are not acceptable attire for the business office. Opportunity Village will provide employees with shirts bearing Opportunity Village's logo, which employees are

expected to wear as appropriate in the business office.

- For some jobsites, employees are expected to wear work clothes appropriate for work to be done. Employees should be sensitive to the location and context of their work and should be ready to adjust their dress if the circumstances so warrant. Employees at a jobsite should wear clothing that protects their safety (steel-toed shoes, for example) and wear clothing in such a way as to be safe (e.g., shirts tucked in when working around machinery). Opportunity Village will provide employees with shirts bearing Opportunity Village's logo, which employees are expected to wear on the jobsite.

CONFLICTS OF INTEREST

You should avoid external business, financial, or employment interests that conflict with Opportunity Village's business interests or with your ability to perform your job duties. This applies to your possible relationships with any other employer, consultant, contractor, customer, or supplier.

Violations of this rule may lead to disciplinary action, up to and including termination.

CODE OF ETHICAL CONDUCT

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Please consult your supervisor or an official of

Opportunity Village if you have any questions.

Employees of Opportunity Village should not solicit anything of value from any person or organization with which Opportunity Village has a current or potential business relationship.

Employees of Opportunity Village should not accept any item of value from any party in exchange for or in connection with a business transaction between Opportunity Village and that other party.

Employees may accept items of incidental value (generally, no more than \$25) from customers, suppliers, or others as long as the gift is not given in response to solicitation on your part and as long as it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment.

If you are faced with and are unsure how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify your supervisor or Opportunity Village Human Resources Department.

Violations of this code may lead to disciplinary action, up to and including termination.

SOLICITATION AND DISTRIBUTION

For the safety, convenience, and protection of all employees, Opportunity Village has adopted the following rules concerning solicitation and the distribution of materials:

Opportunity Village prohibits solicitation and distribution of non-Opportunity Village materials on Opportunity Village

property or at Opportunity Village jobsites at all times.

PERSONAL CALLS, VISITS, AND BUSINESS

Opportunity Village expects the full attention of its employees while they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or during breaks or meal periods. Regardless of when any personal call is made, it should be kept short.

Employees should also limit incoming personal calls, visits, or personal transactions. Opportunity Village's phones should be available to serve Opportunity Village's customers, and non-business use of the phones can affect Opportunity Village's business. A pattern of excessive personal phone calls, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action. Individual departments may establish other guidelines.

BUSINESS EXPENSES

Employees may occasionally incur expenses on behalf of Opportunity Village. Opportunity Village will reimburse employees for typical business expenses, such as mileage (for example, when Opportunity Village asks an employee to travel to a different jobsite during the workday) and certain job-related supplies or materials. Opportunity Village will pay mileage reimbursements at the end of each month, upon receipt of the employee's mileage record. In order to be reimbursed for job-

related supplies or materials, employees must deliver a receipt for the supplies or materials to Opportunity Village's business office within 7 days of the purchase. Employees may also turn in such receipts by attaching them to the employee's weekly time sheet for the week in which the employee made the purchase.

INSPECTION OF PERSONAL AND OPPORTUNITY VILLAGE PROPERTY

Opportunity Village employees use the property and equipment Opportunity Village owns and provides, and may also use Opportunity Village's materials, information, and other supplies. While employees may decorate their office workspaces with appropriate personal possessions (such as pictures, plants, and the like), they must remember that property supplied by Opportunity Village remains the property of Opportunity Village. Opportunity Village reserves the right to search any Opportunity Village property (e.g., personal computers, desks, lockers, or other storage areas) at any time. Opportunity Village also reserves the right to inspect personal property (e.g., tool boxes, purses, briefcases) during the workday or as employees leave their worksites. Refusal to allow inspection may lead to disciplinary action, up to and including termination.

NETWORK AND ELECTRONIC RESOURCES POLICY

Network and Electronic Resources, such as computers, other hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that Opportunity Village provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Opportunity Village

property and subject to review or access by Opportunity Village at any time.

All employees who use Opportunity Village Network and Electronic Resources must follow the guidelines below:

1. Use Network and Electronic Resources for Opportunity Village business purposes only.
2. Messages and communications sent via Opportunity Village Network and Electronic Resources are subject to subpoena and access by persons outside Opportunity Village and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
3. E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible.
4. Remember that all of Opportunity Village's policies, including but not limited to policies on Equal Employment Opportunity, Harassment, Confidentiality, Personal Conduct and Rules of Conduct, apply to the use of Opportunity Village Network and Electronic Resources. Employees must not review or forward sexually explicit, profane or otherwise unprofessional or unlawful material through Opportunity Village Network and Electronic Resources.

5. Passwords protecting the use of Opportunity Village Network and Electronic Resources are Opportunity Village's property and will be assigned to employees as needed. Employees may not change passwords without the consent of Opportunity Village IT Manager. Employees must notify Opportunity Village IT Manager of all passwords and encryption keys assigned to or used by them, and must notify Opportunity Village IT Manager of any changes to such passwords or encryption keys.
6. Employees must not install any software or program on any Opportunity Village computer or other hardware without the express consent of your supervisor or Opportunity Village IT Manager.
7. Opportunity Village expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
8. Employees must not attempt to override or evade any program or measure installed by Opportunity Village to protect the security or limit the use of its Network and Electronic Resources.

Opportunity Village retains the right to review all communications conducted and data saved, reviewed or accessed via Opportunity Village Network and Electronic Resources, including Opportunity Village computers, e-mail and internet access. Opportunity Village does not permit its non-management employees to access or use any Opportunity Village password, e-mail or internet access other than their own.

Inappropriate use of Network and Electronic Resources may result in discipline, up to and including discharge. Employees should be careful to safeguard their passwords, log off their terminals when not in use and not permit others to access Opportunity Village systems.

CONFIDENTIAL AND PROPRIETARY INFORMATION

Opportunity Village considers its confidential and proprietary information, including the confidential and proprietary information of our customers, to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party confidential and proprietary information belonging to Opportunity Village or its customers. Such protected information includes, but is not limited to, the following: matters of a technical nature, such as computer software, product sources, product research and designs; and matters of a business nature, such as customer lists, customer contact information, associate information, on-site program and support materials, candidate and recruit lists and information, personnel information, placement information, pricing lists, training programs, contracts, sales reports, sales, financial and marketing data, systems, forms, methods, procedures, and analyses, and any other proprietary information, whether communicated orally or in documentary, computerized or other tangible form, concerning Opportunity Village's or its customers' operations and business.

Employees should ensure that any materials containing confidential or proprietary information are filed and/or locked up before leaving their work areas each day. During the

workday, employees should not leave any sensitive information lying about or unguarded.

If you have any questions about this policy, consult your supervisor or the Opportunity Village Human Resources Department.

RULES OF CONDUCT AND PROGRESSIVE DISCIPLINARY PROCEDURE

There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. Opportunity Village expects each employee to present himself or herself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.

Depending on the severity or frequency of the disciplinary problems, a verbal or written reprimand, suspension without pay, disciplinary probation, or discharge may be necessary. It is within Opportunity Village's sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, Opportunity Village reserves the right to discharge an employee at its discretion, with or without notice.

The following is not a complete list of offenses for which an employee may be subject to discipline, but it is illustrative of some offenses that may result in immediate discipline, up to and including dismissal, for a single offense:

1. Excessive absenteeism or tardiness.

2. Dishonesty, including falsification of Opportunity Village-related documents, or misrepresentation of any fact.
3. Fighting, disorderly conduct, horseplay, or any other behavior which is dangerous or disruptive.
4. Possession of, consumption of, or being under the influence of alcoholic beverages while on Opportunity Village or customer premises or on Opportunity Village business.
5. Illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or unprescribed controlled substances.
6. Reporting for work with illegal drugs or unprescribed controlled substances in your body.
7. Possession of weapons, firearms, ammunition, explosives, or fireworks on Opportunity Village or customer premises.
8. Failure to promptly report a workplace injury or accident involving any of the Opportunity Village employees, clients, equipment, or property.
9. Willful neglect of safety practices, rules, and policies.
10. Speeding or reckless driving while conducting Opportunity Village business.
11. Commission of a crime, or other conduct which may damage the reputation of Opportunity Village.

12. Use of profane language while conducting Opportunity Village business.
13. Stealing, misappropriating, or intentionally damaging property belonging to Opportunity Village or its customers or employees.
14. Unauthorized use of Opportunity Village's or its clients' name, logo, funds, equipment, vehicles, or property.
15. Insubordination, including failure to comply with any work assignments or instructions given by any Opportunity Village supervisor with the authority to do so.
16. Violation of Opportunity Village's Equal Employment Opportunity Policy or its Harassment Policy.
17. Interference with the work performance of other employees.
18. Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.
19. Failure to maintain the confidentiality of trade secrets or other confidential information belonging to Opportunity Village or its customers.
20. Failure to comply with the personnel policies and rules of Opportunity Village.

RE-EMPLOYMENT

Former employees who are rehired and return to work within three months of their termination will not be required to go through another new hire orientation, unless Opportunity Village deems it necessary. Former employees who are rehired and return to work more than three months after their termination will be rehired only as new employees and must complete a new orientation period. They will be considered new employees for any and all benefits. As a general rule, Opportunity Village will not rehire former employees who:

- Were dismissed by Opportunity Village
- Resigned without giving two weeks notice
- Were dismissed for inability to perform job duties
- Had a poor attendance record
- Had a below-average evaluation
- Violated work rules or safety rules

MOONLIGHTING

Opportunity Village discourages our employees from taking additional outside employment. Employees who wish to take on outside employment must first obtain permission from the Opportunity Village Human Resources Department. Work requirements for Opportunity Village, including overtime, must take precedence over any outside employment.

If Opportunity Village permits an employee to take outside employment, the employee must report to his or her supervisor when the outside job has started. If, as a result of this moonlighting, the employee is unable to work when requested by Opportunity Village, including overtime, or is unable to

maintain a high work performance level at Opportunity Village, permission to work at the outside job may be rescinded, or the employee may be subject to dismissal.

Employees are not permitted to work for any person served by Opportunity Village outside of the regular working hours as described above, without the express approval of Opportunity Village Executive Director or his designated representative.

Opportunity Village will not pay medical benefits for injuries or sickness resulting from employment by any employer other than Opportunity Village.

BENEFITS

BENEFITS-MEDICAL/DENTAL/VISION/LIFE/DISABILITY INSURANCE AND 403(B)

Opportunity Village provides employees with group hospitalization and medical insurance, dental, vision, life, and disability insurance programs as well as 403(b) retirement plan.

PAID TIME OFF

Opportunity Village provides its full-time employees with paid time off (“PTO”). Because our business is, at times, seasonal, Opportunity Village reserves the right to grant PTO at times that are most suitable for our business conditions and to limit PTO during our busy season. The PTO process is as follows:

A. Full-Time Employees (Non-AbilityOne)

Full-time employees will be entitled to accrue PTO hours based upon the number of years of continuous service as follows:

Length of Service	PTO Hours Earned	# Days Per Year
0-12 months (1 year)	4.62 hours	15 days
13-72 months (2-6 years)	6.15 hours	20 days
73+ months (6+ years)	7.70 hours	25 days

B. Senior Management Staff (Directors & Above)

Senior management staff will be entitled to accrue PTO hours based upon the number of years of continuous service as follows:

Length of Service	PTO Hours Earned	# Days Per Year
0-24 months (1-2 years)	6.15 hours	20 days
25+ months (2+ years)	7.70 hours	25 days

C. Full-Time Employees (AbilityOne)

Full-time employees will earn PTO hours based upon the number of years of continuous service as follows:

After one (1) year	2 weeks
After five (5) years	3 weeks
After fifteen (15) years	4 weeks

It should be noted that AbilityOne employee's PTO hours

are earned at the completion of each anniversary year.

To apply for PTO you must fill out an “Employee Action Request Form” and submit it to your supervisor at least 30 days in advance. It is the supervisor’s responsibility to make every effort to give employee’s their preference in the choice of PTO time, when possible. Nevertheless, PTO time is based on numerous factors and the supervisor may be required to deny requested PTO time.

PTO time to part-time employees will be paid based on the number of hours worked in the year preceding the employee’s anniversary date.

LEAVES OF ABSENCE

PERSONAL LEAVE

Opportunity Village may, at its discretion, grant an employee a leave of absence without pay when sufficient personal reasons necessitate such a leave. However, employees are not eligible for a personal leave of absence until they have been continuously employed as full-time employees of Opportunity Village for 12 months.

Opportunity Village may require an employee to provide documentation, such as a doctor’s certification of illness or disability, supporting the employee’s need for a leave of absence, and Opportunity Village may periodically require the employee to provide such supporting documentation during the

leave of absence. Prior to, or upon an employee's return to work from a leave of absence, Opportunity Village may also require the employee to provide documentation establishing the employee's ability to return to work.

Opportunity Village reserves the right to determine the duration of the leave of absence, but no leave of absence shall exceed 4 weeks. If an employee fails to return to work immediately after his or her leave of absence expires, the employee will be considered to have voluntarily resigned his or her position with Opportunity Village.

Employees may continue their health insurance benefits while on a leave of absence by paying the full cost of the employee portion of their premium to remain covered each month during the leave. Employees who wish to continue their insurance coverage should so advise the Benefits Manager before beginning their leave.

Leaves of absence will be without pay except that employees may be required to use any accrued paid time off during a leave. While on a leave of absence, employees will not accrue additional paid time off. Employees may be eligible for benefits during a leave under Opportunity Village's short-term and long-term disability plans.

Because operations sometimes require that vacant positions be filled, a leave of absence does not guarantee that your job will be available when you return from a leave. Opportunity Village will, however, make an effort to place you in your previous position or a comparable job which you are qualified to perform. If no such position is available, you may be eligible for rehire as a new employee if you apply for an available

position for which you are qualified and if your prior work history warrants your rehire.

Bereavement Leave

Opportunity Village will provide up to three days (local) and five days (out of town) of paid bereavement leave for an employee upon the death of an immediate family member. For purposes of this policy, “immediate family” is defined as the employee’s spouse, parents, siblings, children, grandparents, grandchildren, mother-in-law, father-in-law, sister-in-law, brother-in-law, significant other or any other relative who resides in the employee’s household.

Employees should direct all requests for Bereavement Leave to their supervisors or to the Opportunity Village Human Resources Department.

While on Bereavement Leave, an employee will be paid at straight time for the hours the employee was scheduled to work on the days missed.

Jury Duty Leave

Employees who are called for jury duty will be granted time off with pay to perform this civic duty. Employees must notify their supervisors as soon as they learn they have been summoned as a juror so that work arrangements can be made. In order to be paid for Jury Leave, an employee must provide his or her supervisor with the jury summons and a note from the Clerk of the Court indicating the times the employee was in court for jury duty. Opportunity Village will pay employees

straight time for their regularly scheduled hours of work, minus the compensation they received from the court for their service as jurors, for up to five days of jury service. An employee who is excused from jury duty prior to the end of a regularly scheduled workday must report for work for the remainder of that day, or otherwise notify his or her supervisor of his or her availability to work.

Military Leave

Opportunity Village will grant employees called into military service an unpaid leave of absence and reemployment rights as provided by the laws of the United States. Employees may use accrued paid time off during a military leave of absence, but are not required to do so.

FAMILY MEDICAL LEAVE ACT (FMLA)

The Family and Medical Leave Act of 1993 (FMLA) is a United States federal law requiring larger employers to provide employees job-protected unpaid leave due to a serious health condition that makes the employee unable to perform his or her job, or to care for a sick family member, or to care for a new child (including by birth, adoption or foster care). The FMLA is administered by the Wage and Hour Division of the Employment Standards Administration of the United States Department of Labor.

Background

The FMLA requires larger employers to provide unpaid leave to certain workers in the United States. The law

recognizes the growing needs of balancing family, work, and obligations, and promises numerous protections to workers.

Prior to the passage of the FMLA, the provision of leave for family or medical reasons was left to the discretion of individual employers. Employees making a request for leave could be denied for any reason, and employees could be fired for taking family and medical leave. When workers changed jobs, even within the same company, they could not be sure that their requests for leave would be treated consistently: “Some employers had formal leave policies that were applied uniformly to their workforces while others had informal policies and the granting of leave depended on the particular circumstances.”

Benefits for Employees Mandated by the Law

To qualify for the FMLA mandate, a worker must be employed by a business with 50 or more employees within a 75-mile radius of his or her worksite, or a public agency, including schools and state, local, and federal employers (the 50-employee threshold does not apply to public agency employees and local educational agencies). He or she must also have worked for that employer for at least 12 months (not necessarily consecutive) and 1,250 hours within the last 12 months.

The FMLA mandates unpaid, job-protected leave for up to 12 weeks a year:

- To care for a new child, whether for the birth of a son or daughter, or for the adoption or placement of a child in foster care;

- To care for a seriously-ill family member (spouse, child or parent);
- To recover from a worker's own serious illness;
- To care for an injured service member in the family; or
- To address qualifying exigencies arising out of a family member's deployment.

The FMLA further requires employers to provide for eligible workers:

- Restoration to the same position upon return to work. If the same position is unavailable, the employer must provide the worker with a position that is substantially equal in pay, benefits, and responsibility.
- Protection of employee benefits while on leave. An employee is entitled to reinstatement of all benefits to which the employee was entitled before going on leave.
- Protection of the employee to not have their rights under the Act interfered with or denied by an employer.
- Protection of the employee from retaliation by an employer for exercising rights under the Act.

Non-eligible workers and types of leave

The federal FMLA does not apply to:

- Workers in businesses with fewer than 50 employees (this threshold does not apply to public agency employers and

- local educational agencies);
- Part-time workers who have worked less than 1,250 hours within the 12 months preceding the leave and a paid vacation;
 - Workers who need time off to recover from short-term or common illness like a cold, or to care for a family member with a short-term illness; and
 - Workers who need time off for routine medical care, such as check-ups.

Expanding the definition of family

The federal FMLA only applies to immediate family—parent, spouse, and child. The 2008 amendments to the FMLA for military family members extend the FMLA’s protection to next of kin and to adult children. The Department of Labor on June 22, 2010 clarified the definition of “son and daughter” under the FMLA “to ensure that an employee who assumes the role of caring for a child receives parental rights to family leave regardless of the legal or biological relationship” and specifying that “an employee who intends to share in the parenting of a child with his or her same sex partner will be able to exercise the right to FMLA leave to bond with that child.

ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I have received the current Opportunity Village employee handbook guide and Human Resources Employee Handbook Disc, which includes all relevant employee-related polices in its

entirety, and have read and understand the material covered. I have had the opportunity to ask questions about the policies in this handbook, and I understand that any future questions that I may have about the handbook or its contents will be answered by my Supervisor, Manager, or the Human Resources Department upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the handbook. I understand that Opportunity Village reserves the right to change, modify, or abolish any or all of the policies, benefits, rules, and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

I further understand that all employees of Opportunity Village, regardless of their classification or position, are employed on an at-will basis, and their employment is terminable at the will of the employee or Opportunity Village at any time, with or without cause, and with or without notice. I have also been informed that only the Executive Director has the authority to enter into any agreement with any employee or applicant for employment. All other employment arrangements are on an at-will basis and nothing contained in the policies, procedures, handbooks, or any other documents of Opportunity Village shall, in any way, create an express or implied contract of employment or an employment relationship other than one on an at-will basis.

This handbook guide and Employee Handbook Disc are Opportunity Village property and must be returned upon

separation.

Signature

Date

Employee Name Printed