



Employee Handbook

Revised April 2018

HR Policy Changes

January 2019

Paid Holidays

Employees receive company designated paid holidays effective upon hire into a benefit eligible position. Additional requirements, see your employee handbook.

Re-Hire Policy

Employees who return to PAI within one year are eligible to return to their former PTO level. If they return to the same position they are eligible to return to the pay at which they left, or any applicable new rate, whichever is highest. If the rate for the position has gone down, the employee may be offered the lower rate.

Employees who leave a benefit eligible position and are re-hired within 90 days, are eligible to purchase PAI health insurance on the first of the month following re-hire. They will not need to wait for 60 days. PAI will not contribute more than the established limit for the HRA and HSA for the year.

Funeral Leave (will now be called Bereavement/Compassion Leave)

Benefit eligible employees can apply for up to three days off per event for the loss of an immediate family member including: parents, children, brothers and sisters, domestic partners, in-laws or other close family members approved by your director and the HR director. (Grandparents have been removed). Proof of relationship may be requested by HR. If out longer, employees may use Medical Pool/Extended Illness days starting the 4th day if approved by the PD and HR Director.

Unpaid time off

Hourly employees will be allowed up to a maximum of 5 full or partial days of unpaid time off per year. This must be approved by their supervisor in advance. These days can only be approved if no PTO is available and if applicable, after any Medical Pool/Extended time off is used. Unpaid days off beyond this may be granted as "unapproved" days and may count as a performance issue. Employees approved to use FMLA will fall under the FMLA guidelines.

New Employee Performance Review and if applicable/Raises

Benefit eligible hourly employees will have a performance review completed within 14 days of their 90 day anniversary, unless the Program Director and HR Director agree to extend the introductory period.

- If an employee is meeting performance standards and is eligible for a raise, the raise will go into effect the next pay period after the review.
- Program Directors may contact the HR director in advance of the due date, to discuss a 30-60 day extension on the 90 day review. This time may be added to allow an employee who is not ready to end the introductory period as they have not adequately demonstrated the competency for the position. This additional time is given to employees who a PD believes has the aptitude and attitude to successfully demonstrate competency with additional introductory time.

PTO carry over

Employees may only carry over a maximum of 120 hours into the New Year, and will only be paid out a maximum of 120 hours if they meet the criteria for PTO payout when leaving FT employment with PAI.

PTO Accrual

Employees will accrue PTO on hours worked up to 40 hrs. per week. Employees will not accrue PTO on overtime hours.

Short Term Disability Insurance (STD)

FT employees who has met their one year anniversary are eligible for the Short Term Disability Plan. This plan will have a 7 day waiting period and be administered by UNUM. Employees can receive a 66.6667% of weekly earnings to a maximum of \$600/wk. (This was a maximum of \$300/wk. in 2018). It will also include a rehabilitation and return to work Assistance Program.

Employee Assistance Program (EAP) Program

All employees on the PAI health plan have access to the EAP Program. This is a confidential process here you can speak to an expert and receive both phone support and up to 3 face to face sessions. Receive support around senior care, work/career, parenting/child care, financial/legal, emotional wellness including: alcohol or drugs, depression, stress, gambling, etc.

Long Term Disability Insurance (LTD)

LTD available to benefit eligible managers, directors and certain administrative positions. This starts after you have been out of work for a least 90 days qualify for Long Term disability.

Temporary/Seasonal employee

Employees who are hired as temporary or seasonal and will work under 6 months, are not eligible for any benefits.

Company property: lost or damaged

Employees will be entrusted with company property that may include: time clock swipe cards, keys, laptops, etc. PAI may request partial or full monetary reimbursement to replace the item, depending on the situation. If requested, the employee will be asked to sign a statement agreeing to the reimbursement. Employees are required to immediately report the loss of company property to the company so we can take any necessary steps to maintain security and confidentiality.

Paychecks: Replacements

Employees who request a replacement check may be asked to reimburse the company the expenses related to doing so. Employees are encouraged to utilize direct deposit to ensure your money goes directly into your account.

Smoking Policy

To meet local regulations and for the comfort of participants and employees, there is no smoking/vaping indoors or within 25 feet of entrances. Please check with your supervisor about the designated smoking area at your location. Smokers are expected to clean up after themselves and ensure smoking debris is safely extinguished.

Employee Self Service

PAI is updating our HR and Payroll system allowing for employee service service (ESS). Once trained employees will be able to change their address, phone number, emergency contacts, and view/print their own their paystubs. Each program site and administrative office will have a computer employees can request to use for this purpose if they do not have an assigned computer.

Leave of absence

1. You must have worked for one continuous year since your last hire date.
2. Yu may request this leave for personal reasons unrelated to FMLA or Parental leave.
3. This leave may not be used to extend leave after FMLA ends.
4. This leave is granted infrequently and at the company's sole discretion on a case by case basis.
5. Employees who have less than one year since their last hire date may request a maximum of a 45 days leave.

End of HR Policy Changes Effective 2019, resume to Employee Handbook Revised April 2018.

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HANDBOOK PURPOSE

This handbook has been prepared to give you general information about some of the work rules and policies under which PAI operates. More information is available from your Director, Coordinator or Human Resources. Should you have questions, please request assistance. This handbook, which replaces all previous personnel policies and other oral or written statements of employment policy, is provided for informational purposes only and is not intended to create or to be interpreted as creating a contract between PAI and its employees. It further should be understood that nothing in this handbook changes or is intended to change the basic premise that employment with PAI is at-will, meaning that it can be terminated with or without cause, at any time at your option or at the option the company. No PAI representative has the authority to enter into an agreement contrary to this, except in a written contract of employment executed by the President of PAI and you. The rules and procedures contained herein are not a complete list, and cannot cover all situations that may arise. The rules and procedures are implemented at the discretion of the company and may be modified, changed, deleted, deviated from and/or added to at any time and may occur with or without prior notice.

This handbook is the sole property of PAI. Usage and/or reproduction of this handbook for uses other than official company business require the written consent of the President.

April 2013

WELCOME

Welcome to PAI! We are glad that you have chosen to become a part of the company and have committed yourself to the mission of transforming lives.

We wish for you to be successful and realize your full potential as a valued employee. This handbook is written to give you general answers on policies, benefits and what is expected of you. As you begin your employment, we invite you to read and become familiar with the contents of this handbook. If you have questions, feel free to talk to your Coordinator or Director.

We are pleased that you have decided to join the team and we look forward to working with you.

COMPANY INFORMATION

Mission

Transforming lives through possibilities and inspirations.

Core Values

- Maximize opportunities to increase potential for personal development.
- Promote health and wellness in order to improve quality of life.
- Encourage participation and independence in all environments.

Workplace Values

We have established these workplace values to guide us in our working relationships with others and are committed to upholding these values.

Respect

We treat others with dignity and honor individual differences. We listen and encourage others to express their thoughts and ideas.

Diversity

We embrace diversity as an essential part of our workplace and culture.

Skills

We put forth our best efforts to learn new skills. We creatively apply our skills to provide quality services.

Responsibility

We agree to do our jobs to the best of our ability and have confidence that others are doing the same.

Honesty / Integrity

We act in an ethical manner. Decisions are based on these principles. We are straightforward and provide candid feedback and evaluation.

Consistency

We set high standards and expectations for all.

Professionalism

We are accountable for our actions and hold others accountable for theirs. We demonstrate initiative in solving problems. We manage our resources responsibly.

Safety

Safety is at the heart of all our actions. We follow safety and prevention procedures. We maintain a safe working environment including safe buildings, vehicles and equipment.

Wellness

We support a healthy work environment and a culture of wellness. We believe that good health benefits the work place and enhances everyone's professional and personal lives.

Commitment

We pledge to serve our clients to the best of our abilities. We pledge to honor our values.

GENERAL INFORMATION

At-Will Employment

It is our hope that we will have a mutually beneficial working relationship. However, as your circumstances change or you develop new skills, you may choose to pursue other career opportunities. Likewise, our business directions, needs and expectations are subject to change. For this reason, the company has an at-will policy that allows you or the company to end the working relationship at any time for any reason. We reserve the right to issue any disciplinary action including but not limited to: verbal warnings, written warnings, suspensions, or termination in any order and at any time.

Conflict of Interest

1. Should you have a situation that could be considered a conflict of interest, you must immediately disclose it to the Department Director or President so appropriate action can be taken to resolve the policy conflict.
2. An employee may not be a member of the Board of Directors within three years of separation of employment; nor may an individual act as an employee and a board member simultaneously; with the exception of the President who may, at the discretion of the Board of Directors, be appointed an ex-officio (non-voting) member of the Board of Directors.
3. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other unless they have received prior approval from the President.
 - a. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in-law, grandfather, grandmother, son, son-in-law, daughter, daughter-in-law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives.
4. PAI reserves the right to determine when an individual's circumstances create a conflict of interest.
5. If you are related to a client or acting as a legal guardian, you may not work at the client's location.
6. Should a conflict of interest be identified, the company may reject a job offer, deny a transfer or promotion, transfer an employee, reassign reporting responsibilities, or select any other option at the company's sole discretion.

Equal Opportunity Employer

PAI is an equal opportunity employer. It is the stated policy and intended practice to provide equal employment and advancement opportunities to individuals regarding all employment and developmental decisions. Employment practices are based on work history, merit, qualifications, and abilities. No person or persons, committees or other groups responsible to the President or the Board of Directors will discriminate in employment, job placement,

training, compensation, promotion, discipline, termination or otherwise against an employee or prospective employee on the basis of race, religion, creed, color, national origin, age, sex, marital status, sexual orientation, disability, membership or activity in a local human rights commission, genetic information or status with regard to public assistance. Consistent with the Minnesota Human Rights Act (MHRA), the ADA or other applicable regulations, we will make reasonable accommodations to all qualified persons with known disabilities.

Any incident or situation that you believe involves suspected discrimination should be brought to the immediate attention of your Coordinator, Director, President or Human Resources. Persons can raise concerns and make reports without fear of reprisal. A separate equal employment opportunity and affirmative action plan exists and is available to you upon request. PAI urges everyone to make an individual commitment to this policy.

Immigration Law (1-9)

PAI complies with the Immigration Reform and Control Act of 1986 by only employing persons who are authorized to work in the United States. All employees must complete and sign the 1-9 form at the time of hire and provide original documents verifying their right to work in the United States as required by federal law. If you cannot verify your right to work within three days of hire or if you fail to re-verify (when required by law) your authorization to work in the United States, your employment may be terminated.

Public Relations

As an employee, you represent PAI your attitude, manner, and personal conduct contribute to our image. In the eyes of the general public, you are PAI. When you are working, we request that you represent the company and participants in a positive manner.

WORK INFORMATION

Appearance and Grooming

PAI employees should maintain a professional image. It is important that you exemplify and enhance the company's image through your conduct and dress. Your clothing should be appropriate for the work being done and reflect positively on PAI

We ask that you report to work clean and free of odors. Due to the potential for allergic reactions among co-workers and clients, perfume, colognes, and highly fragranced lotions should be avoided. Safety should be kept in mind when wearing jewelry or accessories.

Clothing should be neat, in good condition and free of holes. Clothing with visible slogans or pictures that violate the harassment policy, are sexually suggestive, promote violence or profanity are not allowed. If you have visible tattoos that meet these criteria, you should keep them covered at work.

Shoes must have a stable base of support, closed toes, and flat soles. All types of clothing that are of questionable suitability in a work environment are discouraged. These include but are not limited to clothing that reveals too much bare skin or cleavage due to lack of coverage or sheerness, i.e., tank tops, undershirts, halter tops, tube tops, crop tops, low slung pants, sweat pants, shorts or skirts more than three inches above the knee and clothing that exposes undergarments. These are examples of clothing that are considered unacceptable at PAI, but it is not an all-inclusive list. Any clothing that fails to amply and discreetly cover all body areas when sitting, stretching, bending or lifting is not allowed.

If you work as a job coach, you will be required to conform to the dress policy of the establishment. Staff representing the company must look professional and modest in a business casual atmosphere. If you are making business calls, attending meetings with outside agencies, or have visitor greeting duties in your job description you are expected to wear professional attire.

PAI reserves the right to determine what constitutes acceptable attire. We encourage you to err on the side of reserve when choosing clothing for work. If your personal appearance is deemed to be below standard, you may be counseled up to and including termination.

Application Process (Internal)

On occasion, job openings may offer employees a change in duties, additional hours or advancement. PAI encourages you to inquire about openings that interest you.

Application Procedures

1. The first commitment is to ensure quality staffing levels and select qualified candidates. P AI may expedite the process to meet the needs of the department.
2. You are encouraged to seek out advancement opportunities. You may obtain guidance from your supervisor, Department Coordinator or Human Resources regarding how you may develop the skills needed for a promotion or improve your work performance. In addition, you may review job descriptions located on the company website, review job descriptions on the "cloud" or request a copy from Human Resources.
3. It is the company's policy to hire, transfer or promote the best qualified candidate while complying with regulations regarding applicant selection.
 - a. PAI reserves the right to deny any request at the company's sole discretion.
 - b. PAI does not have a seniority policy.
 - c. All candidates are given equal consideration for positions without regard to race, color, religion, creed, gender, national origin, age, marital status, sexual orientation, disability, genetic information, participation in local human rights commissions or status with regard to public assistance.
4. Infrequently, PAI may demote, transfer or promote employees to ensure staffing coverage or meet business needs with or without posting the position. PAI reserves the right to move employees to other work areas, positions, departments or locations at our sole discretion.
5. PAI may post job vacancies on the staff bulletin board, website; and/or job vacancies may be publicly advertised.
 - a. When posting internally, PAI will designate position closing dates.
 - i. For consideration, internal candidates must apply in writing before the posted deadline.
 - b. Should you be interested in a position after the posting deadline, you may contact Human Resources to inquire on the status of the position.
 - i. In rare circumstances, you may be considered if you apply near the closing date.
6. If you are eligible, you may apply for transfers, hour increases or promotions on an unlimited basis.
 - a. You may apply for a transfer within your department, increased hours or a promotion at any time if you submit your application in a timely manner.
 - b. Due to extensive training, if you have not worked at P AI for more than 6 months you are not eligible to transfer to another department (example: Parkway to Linden or Commerce to Oakdale).
7. If you are seeking a transfer, increased hours, or a promotion you must complete an application and submit it to your Department Coordinator before the closing deadline.
 - a. Your application will be used for screening; fill it out completely in a thoughtful and legible manner.
 - b. If you require accommodations during the selection process, you must notify Human Resources upon your application.

8. Department Coordinators will immediately notify Human Resources upon receipt of an application via phone, e-mail (password protected) or fax.
 - a. If you apply on the last day of the posting and your Department Coordinator is unavailable, your application should go directly to Human Resources.
- i. Phone Human Resources and follow the instructions given to ensure your application is received by the deadline.
9. The management team or designate(s) will review the applications and may choose to initiate these actions. During any step of the process, the information provided in an application, personnel file, test, or interview could eliminate a candidate from further consideration. Should this occur, the candidate will be notified?

Step One: Candidates must meet the minimum requirements. Candidates will be screened to see if they meet the job requirements including eligibility to drive, education and/or experience.

Step Two: The management staff or designate will thoroughly review each application qualified in Step One. Candidates will be screened by their education, experience, and application quality.

Step Three: Quality work performance, company commitment and workplace values are highly regarded. Management staff or designate will review the meaning candidate's work performance. In this step, the candidate's Director or designated supervisor may give input on their work performance and/or their reviews may be assessed. PAI will select finalists who have the highest quality of work performance related to the position. Some work qualities that are critical to the selection process are:

1. Exceptional and punctual work attendance.
2. Following the designated work schedule.
3. Demonstrating a positive attitude, excellent team work and communication skills.
4. Meeting job standards and showing initiative.
5. Demonstrating a commitment to workplace values.
6. Other criteria as needed and set by Department Director, Coordinator or designate.

Step Four: Finalists will be invited to participate in the next step of the selection process which may or may not include testing and/or interviewing. The process will vary based on the needs of the department. When the process is completed, management staff or designate will approve a candidate and the finalists will be informed of the decision.

- Each position has a unique group of applicants. Should the field narrow to just one or two candidates at any point, the management team may move directly into step four.

Attendance

PAI highly values regular and punctual attendance. The clients and your co-workers count on you to be at work ready to complete your duties. We are a service based company; your

attendance is critical. For these reasons, you are expected to be ready to work at the beginning of your shift. Even if you punch-in or arrive at your work area just a couple of minutes late, or leave a couple minutes early, it may be grounds for disciplinary action up to termination at the discretion of PAI.

Call-In

1. If you are unable to report to work or you are arriving late, you must talk to the person (defined below) or leave a message in the General Mailbox prior to the time given by your supervisor.
2. When you speak directly to the designated person, you have fulfilled the call-in requirement. If you leave a voice message in the General Mailbox, you must call back before 12:00 p.m. and speak directly to the designated person regarding your absence.
3. Except under extraordinary circumstances, you are expected to call personally.
 - a. If an extraordinary circumstance arises and another person calls-in for you (i.e. an emergency hospitalization), you are expected to call as soon as possible to confirm the information.
4. You are expected to call-in each day you will not be at work; this includes unplanned FMLA leave, jury duty, etc. If you have an extended unplanned absence, call-in each day until approval is given by your supervisor to call at other intervals. Failure to do so will result in your absences being recorded as a "no-call, no-show."

Call-In Designee

1. Management, administrative support, and custodial employees are to call their direct supervisor.
2. All other employees are to call their Department Coordinator or their designate.
3. Should your call-in be an initial request or an extension of FMLA or other leave, you must promptly call Human Resources in addition to calling the designated person.

Unplanned Absence Documentation

The designated person receiving your call will document your absence.

1. The designated person will inform your immediate supervisor.
2. Should you request FMLA or Worker's Compensation, the person receiving the call-in will forward an absence form to Human Resources as soon as possible.
3. See also "Unplanned Absence" for employee documentation requirements.

Driving

1. PAI values safety. Anyone who drives a personal vehicle during work hours or a company vehicle at any time must abide by all Federal and State laws including maintaining appropriate licensure, seat belt use, texting and any other applicable regulation.
 - a. If you drive during the course of your work and your license lapses or it is revoked, you must inform your Department Director immediately.

- b. You must not drive any vehicle for or during work if you do not have a valid license.
2. Before each use, it is the driver's responsibility to ensure the vehicle and vehicle equipment are safe and in good working condition.
3. You are not permitted to operate a company vehicle or a personal vehicle for company business when any physical or mental impairment causes you to be unable to drive safely. This prohibition includes circumstances in which you are temporarily unable to operate a vehicle safely because of illness, medication, intoxication or impairment from illegal substances.
4. Operators of company vehicles or personal vehicles may not violate traffic laws. Drivers are required to pay for the cost of citations received for any violation or moving violation that the operator has committed.
5. Vehicle operators must follow company protocol(s) prohibiting use of wireless communications while driving. This prohibits drivers from using wireless communication devices for any reason such as to make or receive calls, to compose, read or send electronic messages while a vehicle is in operation. (See protocol.)
6. Drivers must immediately report any accidents involving a company vehicle or a personal vehicle used on company business regardless of the extent of damage or lack of injuries.
 - a. You are expected to cooperate with law enforcement authorities in the event of an accident.
7. Drivers must report moving violations to the Department Director:
 - a. Immediately if a PAI vehicle is involved.
 - b. Within 48 hours if an employee's personal vehicle is involved and the employee drives a company vehicle.
 - i. Reportable violations are defined as any moving violation that occurs on or off duty.

Personal Vehicles

1. Only employees who are authorized to drive by a Department Coordinator or Director are permitted to use a personal vehicle (not owned by PAI) on work time.
2. Authorized employees are responsible to ensure that they have and maintain vehicle insurance that provides coverage while they are working.
 - a. Employees must provide proof of insurance and a valid license to obtain authorization.
 - b. PAI does not cover any damage that is incurred to a personal vehicle.
 - c. Should an authorized employee have a lapse in insurance coverage, they must immediately notify their Department Director and cease driving during work hours.
 - i. The Department Director will immediately report the situation to HR.
3. When driving a personal vehicle is a requested job duty, continuing employment is contingent on your: 1) willingness to drive, 2) physical ability, 3) maintaining access to a

- functional and safe vehicle, 4) verifying a valid driver's license, and 5) verifying valid insurance coverage.
4. Local travel may be reimbursed at a rate established by the President and in accordance with IRS regulations for determining actual business mileage.
 - a. Employees must submit an expense report for reimbursement.
 5. If you transport clients in your personal vehicle, you are additionally required to:
 - a. Authorize a release of motor vehicle record information as needed during your employment.
 - i. When transporting clients is a required job duty, continuing employment is contingent upon giving on-going written permission to review your driving record and license status during your employment.
 - b. Have business class insurance with the minimum limit of \$100,000-\$300,000. The insurance coverage must indicate the limits of liability under the area defined as hired and no owned vehicles. Your insurance company must provide a certificate of insurance with the limits and a statement that PAI is an additional insured.
 - i. PAI will pay you the difference between your coverage and the business coverage. The statement will be submitted to the Department Director and forwarded to the business office.

PAI Vehicles

1. When driving a PAI vehicle is a requested job duty, your continuing employment is contingent on your: 1) willingness to drive, 2) physical ability, 3) verifying an appropriate and valid driver's license, 4) maintaining a qualified driving record 5) maintaining approval to drive by the Transportation Coordinator and 6) granting permission to review your driving record and license status during your employment.
2. All company vehicle drivers and meet all job description, code of conduct and policy requirements.

Drug and Alcohol Policy

PAI values a safe workplace. The abuse of alcohol or other drugs can alter behavior, distort perception, impair thinking and impede your judgment. To ensure the safety of everyone in the work place, the company prohibits all employees from manufacturing, using, possessing, buying or selling alcohol, illegal drugs, or narcotics while on duty, on the premises, or in the community on PAI business, or reporting for work under the influence of a chemical that impairs the ability to provide care or results in an observable condition unsatisfactory for work. This includes being under the influence of a controlled substance (i.e., prescription medication) as defined in MN statutes 152 or from abusing prescription medication.

If you are using a chemical that could impair your ability to provide care, or impacts your alertness or coordination, or results in an observable condition unsatisfactory for work, you are to contact your Department Coordinator or Director to determine if you should report to work.

If it is suspected for any reason that you may be unsafe, impaired, or unable to provide care, PAI may request that you go home for the rest of your shift.

Substance abuse is an illness that can be treated. If you have an alcohol or drug abuse problem you are encouraged to seek appropriate professional assistance. You may request assistance from Human Resources to locate resources that address substance abuse concerns or utilize the employee assistance program if you are eligible.

If you are observing behavior that leads you to believe that an employee, visitor or subcontractor is unsafe or impaired for any reason, report the situation to a Department Coordinator, Assistant Director, Director, President, or Human Resources (HR) immediately. If someone is suspected to be impaired the Department Director or designate, President, and/or Human Resources will determine the appropriate action. If investigation is warranted, the Department Director, President and/or Human Resources will determine if the person can remain at P AI. This determination may be based on but is not limited to these factors: 1) direct observation of usage of drugs and alcohol in the workplace or near the company premises, 2) possession of drugs or alcohol or drug paraphernalia, 3) smells or breath odor, 4) direct observations that may include any of the following: hostility, unsteadiness or stumbling, sleeping, hyperactivity, dilated or restricted pupils, slurred speech, or disorientation, 5) unsafe actions or poor judgment, and 6) admitting to taking substances that could cause impairment.

Because many positions are responsible to supervise vulnerable adults, interact with vulnerable adults or drive, we err on the side of caution. Safety is a key element of this policy. If deemed appropriate, the person will be asked to punch out or leave. If considered a medical emergency, PAI may call 911. Employees may use available PTO or be unpaid for the rest of the shift. Employees may be requested to submit a Fitness for Duty form before they can return back to work. If a person is asked to leave, they are encouraged to find a family member or friend to provide transportation. If he or she is unsuccessful in arranging transportation, PAI will allow them to rest in break areas (not work time) until transportation can be obtained. As a last resort, PAI will arrange a taxi.

Should a person refuse and attempt to drive, PAI will call the police and notify them of the situation.

E-mail, Internet, Voice Mail and Company Property

PAI reserves the right to monitor company property including but not limited to: telephone systems and wireless communications, faxes, voicemail, computers, e-mail, internet systems, company desks, mail, lockers, and any other company property. **You should not expect privacy.** PAI may monitor, intercept, access, review, and disclose current and stored voicemails, phone numbers, e-mail, texts, computer files, faxes, and internet usage.

Company property is for business use only. You are expected to follow company policies and protocols, the Data Privacy Act, and other regulations in regard to data privacy. PAI will not

tolerate the use of the mail, the copy machine, the fax machine, voicemails, e-mails, texting, the internet or any other business machines in a way that may create a disrespectful, hostile or intimidating work environment. In addition, you may not send any material to employees or outside parties, which may be defamatory in nature. Employees who receive intimidating, hostile or offensive messages, should report it to the Director of Human Resources or the President.

PAI requires that all employees using e-mail and/or the internet obey copyright and intellectual property rights. If you are unsure about copyright laws, you should obtain assistance from the President. Until you obtain assistance, you should not post or download any information on the internet.

Employee Involvement in the Client's Personal Affairs

To prevent a conflict of interest, do not become involved in client personal or business affairs such as paying bills or using the client's belongings or funds for personal purposes. Client funds may not be used or borrowed for you, other employees, volunteers, clients or for program needs.

Employment References

Upon request, PAI will verify your dates of employment and job title; we do not give references. You are encouraged to keep copies of your appraisals, CPR and First Aid certificates, awards, and other commendations for your own records. Should you have these documents reviewed by others, ensure that client names and private information are not disclosed.

Employment Status

Qualified Status

If you are a direct support employee or otherwise requested, you must pass a background study through the MN Department of Human Services. Continuing on-going employment is contingent upon having and maintaining a qualified status to "provide direct contact services." New employees may not work unsupervised until PAI has received initial clearance. Direct service employees are required to maintain clearance to provide unsupervised direct contact services as a condition of employment. A qualified status is a requirement of the MN Department of Human Services for most positions.

If your position requires licensure, you are required to submit a copy of your current license for your file. When these documents are renewed, promptly (on or before the expiration date) submit a new copy to Human Resources. If you fail to present or maintain a valid license you may not be allowed to work and/or subject to disciplinary action including termination.

If you are required to have a degree and/or receive a degree pay differential for your position, you must submit a copy of your degree and transcripts upon promotion or hire. If you do not

submit appropriate documentation, you risk incurring a pay reduction and/or disciplinary action up to and including termination.

Resignation

Submit a signed and dated note giving your last day of employment. Directly submit to your Department Coordinator and in case of a management level employee to your direct supervisor. To provide for a positive transition, we ask that you give as much notice as possible. For supervisory and managerial positions, a four week notice is preferred. The minimum notice period for re-hire eligibility is two weeks. The notice period begins the day the written notice is given and extended out 14 calendar days. If PTO time is included the employee would need to extend their notice by the amount of PTO to provide 10 working days' notice. Employees on FMLA leave at the time of their resignation are covered under the FMLA guidelines.

If you fail to notify your supervisor of your absence (no-call, no-show) for two consecutive workdays or walk off the job during your work schedule you are considered to have abandon your job. This will result in the voluntary termination of your employment.

Ineligibility for Re-Hire

These reasons designate a person as ineligible for re-hire; this list includes but is not limited to:

1. Working less than the minimum notice.
 - a. Should an employee promptly documents (from a health care provider) in writing on or before their termination date that they cannot return due to a serious health condition, this notice period may be waived or reduced.
2. Voluntary termination due to "no-call, no-show" for two consecutive work days or any "no-call, no-show" absence during the resignation period.
3. Walking off the job without approval during scheduled work hours.
4. Termination due to disciplinary action(s).
5. Unplanned absences during the notice period without prompt submission of requested documentation.

PTO Payout

PAI rewards employees who work a minimum notice and maintain eligibility for re-hire. If you meet these criteria, you will have your unused PTO paid to you on your last paycheck. PTO payout does not include holiday, birthday, anniversary time off or medical pool time. In addition, PTO is paid out for benefit eligible employees who transfer into a non-benefit eligible position. Effective January 1, 2019 the most PTO you can cash out at the end of your employment is 120 hours.

Incident Weather

Occasionally, weather conditions may cause a closure of our programs. This is very unusual and the President will make this determination. Should this occur, you would be notified by a public announcement on WCCO; this may include: 830 AM radio, television (channel 4) or internet (WCCO.com). Do not expect a call regarding closure.

Non-exempt employees should not report to work; they can elect to use available PTO or take time off without pay. Exempt employees may choose to report to work, use PTO, or go without pay; promptly notify your supervisor of your work status.

Keys

If you are assigned a key to a building or vehicle, you are responsible for its safety. A replacement fee may be assessed for lost or misplaced keys. You must not make or use a spare key unless it is approved by your supervisor.

Orientation and Training

Introductory Period

1. The Introductory Period is approximately 60 days.
 - a. During this time, your performance is evaluated and your initial suitability for a new or promoted position is determined.
 - b. Your Introductory Period may be extended if additional time is required to assess your performance.
 - i. If extended, benefit eligible employees may enroll in insurance benefits, PTO and holiday pay at the regular eligibility dates.
 - ii. Any scheduled pay increase will be delayed until successful completion.
2. Promoted employees continue to be eligible for benefits during their introductory period, if they were eligible for benefits prior to promotion. The promoted position needs to remain benefit eligible.
3. PAI reserves the right to terminate on an at-will basis during and after the Introductory Period.

Training

1. Training is scheduled to enhance your work performance and meet licensing standards.
 - a. Direct support employees are required to attend training hours and topics per licensing regulations.
 - b. Employees who do not have direct support responsibilities attend training related to their job duties and responsibilities. The hours vary.
 - c. Training time can be earned by attending on-site training, attending classes, seminars, workshops, by reading pertinent journals, papers, or books, and approved credits can be transferred from other providers. Content should be summarized and attached to an in-service record.
2. Training is scheduled throughout the year.
 - a. If you have an approved "Time Off Request" for a training session, you must complete make-up work if requested.
 - b. Because training is important and may be necessary to meet licensing standards, you may have your "Time Off Request" denied during training sessions.

3. When a non-exempt employee is not scheduled for training on an in-service day, he or she may use PTO or request "no pay."

Performance Reviews

1. PAI strives to provide an Introductory Skills Assessment for new and promoted employees around 60 days of the position's start. Subsequently, supervisors will hold performance reviews as needed.
 - a. These reviews allow for a positive exchange of questions and answers, identification and discussion of improvement areas as well as accomplishments.

Payroll Checks

Payroll checks are issued every two weeks on Friday. Paychecks are available from your Department Coordinator or designate on Friday. If you are on leave or you are receiving your last paycheck, PAI will send your paycheck/pay stub to your last given address unless you inform Human Resources in writing that you wish to pick it up.

PAI offers you the option of direct deposit. There are many advantages to this payment method including the ability to receive your pay automatically. To request direct deposit, complete an "Authorization Form" and forward it to Payroll. If you have questions, Payroll can help you.

If you want a friend or family member to pick up your paycheck, he/she must have a signed statement from you. This is to protect you from PAI giving your paycheck to someone without your permission.

- Examine your check for accuracy. Payroll data is checked several times, however, errors do occur! Report any suspected errors to Payroll as soon as possible. Should you have any questions about your pay rate, contact Human Resources or Payroll.

Change in Status

It is important to keep the company informed of your contact information. Any time you have a change in your marital status, name, address, e-mail or cell/telephone number complete an "Employee Change of Status" form and forward it to Human Resources. Should your emergency contact information change, or any other information on your "Employee Emergency Information" form, submit your update to Human Resources.

Personnel Records

A personnel file is maintained on all employees. The information in the file is confidential. Information may be released to persons outside of PAI when required by law, licensing, or at the written request of the employee. Your personnel file may include:

- A job application;
- Wage or salary history;
- Notices of commendation;
- Discipline information;

- Authorization for deduction or withholding of pay;
- Performance data and performance reviews;
- Attendance, leave records, and employment history data.

Your personnel file does not include:

- Written references;
- Information regarding on-going civil or criminal investigations;
- Education records;
- Results of employer testing (you may see a cumulative total test score for a section of the test or an entire test);
- Information regarding the employer's salary history and staff planning;
- Medical records or written comments;
- Data of a personal nature about a person other than you if the disclosure would constitute an intrusion upon the other person's privacy;
- Written comments kept by your supervisor or executive provided the written comments or data are kept in the sole possession of the author of the record;
- Privileged information or information that is not discoverable in a workers' compensation, grievance arbitration, administrative, judicial, or quasi-judicial proceeding;
- Any portion of a written or transcribed statement by a co-worker about you that concerns your job performance or job related misconduct that discloses the identity of the co-worker by name, inference or otherwise.
- Medical reports and records, including reports and records that are available to you from a health care provider

In the State of Minnesota, you have various legal rights and remedies related to the contents of your personnel file. As an employee, the rights extended to you include:

1. the opportunity to review the contents of your personnel file in the presence of Human Resources or assigned designate, upon a written request to Human Resources, once every six months as an active employee and once each year after termination of employment for as long as the record(s) are maintained.
 - a. Within seven business days of Human Resource's receipt of your request, PAI will respond to your request to view your file. If your request to review your personnel file is not made in good faith, PAI may deny you the right to review your personnel record.
 - b. The records will be made available during normal hours of operation, but not necessarily during your normal working hours.
2. The opportunity to receive a copy of the contents of your personnel file free of charge, upon written request to Human Resources.
 - a. An employee or former employee may submit a written position statement to add to his or her personnel record if the record contains any disputed information to which the employee/former employee and P AI cannot agree to remove or revise.

- b. The written position statement may not exceed five written pages. The written position statement will be included along with the disputed information for as long as the disputed information is maintained in the personnel record. A copy of the written position statement will also be provided to any other person who receives a copy of the disputed information from P AI after the written position statement is submitted.

PAI has obligations associated with this law; the company may not:

1. Use information from your personnel file that was intentionally omitted during your review in a civil or administrative proceeding and,
2. Retaliate against you for exercising your rights with respect to your personnel file.

The Minnesota Department of Labor and Industry enforces the law regarding your access to personnel records. If it is determined that PAI has not acted in good faith in complying with the provisions of this law, various remedies for violations and retaliation may be available to you. This policy is intended to be a summary of your rights and is not to be interpreted as giving more privileges than required by law.

Reasonable Accommodation

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities.

PAI is committed to providing employment opportunities to otherwise qualified individuals with disabilities which may include providing reasonable accommodation. The company views individuals by their abilities, not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in their position. PAI will not discriminate against a qualified individual because of a disability with regard to hiring, advancement, discharge, compensation, training, or other conditions of employment.

In general, it is your responsibility to notify Human Resources of the need for an accommodation. Whenever possible, we ask that your request be in writing but it may also be requested verbally. Your request should include the following information: type of accommodation, reason for the accommodation, and the length of time required for the accommodation. Medical documentation regarding your eligibility and accommodation may be requested. Information concerning disabilities and the need for accommodation will be handled with the utmost discretion. After the information is submitted, we will determine eligibility and whether or not your request can be reasonably accommodated. PAI will not grant requests that create an undue hardship or pose a direct threat to the health and safety of others. PAI will follow appropriate regulations, including the MHRA and the ADA regarding reasonable accommodation requests.

Resolving Grievances

PAI is committed to providing a positive work environment. It is important that you treat everyone with sensitivity and respect and in a manner that you would wish to be treated. If you are having difficulties, you are strongly encouraged to take action before the conflict or disagreement impacts the work environment. PAI encourages respectful and direct communication with the person or persons involved in the situation. You are responsible for examining your own behavior and, if appropriate, for resolving the concern directly.

We encourage employees to express their concerns and complaints in a professional and respectful manner directly with the person. If the direct communication does not work or it creates a more difficult situation, we encourage you to consult with (in this order, as applies) your immediate supervisor, the Department Coordinator, the Assistant Director and the Department Director. If you feel your problem is not resolved, Human Resources or the President may review the matter. (For harassment complaints, see the Policy Prohibiting Work Place Harassment.)

Peer mediation is a second option you may use to solve an uncomfortable situation. Peer mediation uses an impartial third person to help the people involved in a dispute communicate with one another, understand each other's point of view and reach an agreement.

A third resource available is the Employee Assistance Program (EAP). This service is confidential and free of cost to employees and their beneficiaries who have health insurance coverage. To access a phone number for this service, check the break room bulletin board or contact Human Resources.

Solicitations, Distributions and Bulletin Boards

To maintain a professional and efficient workplace, PAI requests you to apply your work time to work related issues. You may not solicit any other employee during work time, nor may you distribute literature in work areas. During work time, you are expected to be actively engaged in assigned work; work time does not include breaks. Under no circumstances may you disturb the work of others to solicit or distribute literature to them during their work time.

Solicitations/distributions include but are not limited to:

1. Bringing in vendors to sell goods or products.
2. Asking employees or clients for contributions.
3. Circulating petitions, advertising, handbills, circulars, forms or other memorabilia, except for materials prepared by the company
4. Collecting money for religious, community or political groups.
5. Handing out or delivering membership cards or applications for any organizations.
6. Soliciting memberships, fees or dues.
7. Selling non-company sanctioned raffle tickets.
8. Using voicemail, e-mail or fax to solicit or distribute information that is not work related.
9. Using internal mail systems, company equipment, employee or client lists to solicit or distribute non-company materials.
10. Soliciting on company calendars or website.

11. Solicitations for football pools or other sport pools.
12. Soliciting candy bars, cookies or other goods or services; using a sign-up form or other any other method of sale.

Note: Client programming and skill development may include non-monetary charitable solicitations. These client solicitations are few and are limited in duration. These solicitations require prior approval from the Department Director.

Persons not employed by the PAI may not solicit employees or distribute materials for non-company business on company premises, except for charitable and/or community organizations which are specifically approved by management.

Staff bulletin boards are maintained by the company. All non-business material must have Human Resources' authorization before posting. The bulletin boards are to be used for posting material of the following nature:

1. Business matters, such as, but not limited to: job openings, informational notices, PAI newspapers/flyers, company announcements, and required postings.
2. Information regarding benefits and self-help information including: Health, Dental Insurance, Health Reimbursement Account (HRA), Health Savings Account (HAS), the Employee Assistance Program (EAP), wellness information or programs and the United Way 211 (First Call for Help).

Telephone and Personal Communication Devices

Each location has limited phone lines for business use. These lines are busy and personal calls severely limit the phone lines available. As a result, we ask you to inform your friends and family that incoming calls are limited to those of importance and for emergency only. Because of your work responsibilities, there are times we may not pass on calls to you. Outgoing calls should be made during your break(s), not during times when you are responsible to provide client supervision or perform other duties. Please limit your calls to three minutes. **Long distance calls require prior approval.**

Wireless electronic or personal communication devices should be powered off when you are working. This includes, but is not limited to: cell phones, blackberries, iPods, radios, game boys, pagers, texting, viewing and taking pictures, playing games, and accessing the internet. You may only access these devices while on break and in appropriate break areas; please be considerate of others in the break area. These devices must not be used on work time especially in: client areas, on outings, in vans or busses, while job coaching, or during training. If you have an unusual circumstance and need to receive a call, you may leave your communication device set on "vibrate" if approved and pre-arranged with the Department Coordinator or Director. Should you receive a pre-approved call, you are required to ensure that the staffing coverage is appropriate and take your call while on break. PAI reserves the right to determine, in its sole discretion, whether an employee's use of personal electronic equipment or wireless communication devices is inappropriate.

Time Recording

You are responsible for recording your work time. Non-exempt employees will be paid for actual time worked and over-time when working over 40 hours in a week. You are not required to record your breaks unless specifically requested. You must document your work time accurately. If your documentation is incomplete or inaccurate, you may be subject to disciplinary action or termination.

Automated Time Recording

If you are requested to use the time swipe system, you must record your start and end time. Any employee may be requested to enter their work time or breaks via this method. You may record your time on the magnetic reader by swiping your card through the magnetic reader or punch in using the numeric key board.

1. To punch "in" or "out," slide your card through the magnetic reader.
2. To record your time using the numeric key pad:
 - Push "in" or "out" button.
 - Using the "Numeric Key Pad" enter the four digits of your birth year (example: 1975) and the last four digits of your social security number and press "enter".
3. Paid Breaks
 - You do not need to punch in or out for paid breaks, unless you are specifically designated.
4. Unpaid Breaks
 - Any unpaid breaks need to be approved in advance by a manager.
5. Holiday Pay will be entered by Payroll for eligible employees.
6. It is your responsibility to accurately record your work time. Should you arrive late, leave early, not punch in or out, complete an "Adjustment Slip".
7. Turn in all "adjustment Slips" and "Time off Requests" forms to your Department Coordinator for Approval.
 - Submit "adjustment Slips" no later than the end of each non-payday Friday to ensure your adjustments will be applied to your paycheck.
8. Review your punches at www.pcstime.biz. Should you have difficulties accessing this data, contact Payroll.
9. Employees will be notified upon hire of how to record their hours worked.

Time Submission for Exempt Employees

Submit your hours to Payroll and your direct supervisor via e-mail (unless designated to use the time swipe systems.) All information must be submitted by 10 a.m. on payroll Monday.

Safety

Safety is our top priority. PAI wants to keep you and everyone else safe in the workplace. It is essential that you become familiar with all safety procedures and protocols and ask questions of our supervisor when needed. You are expected to play an active part in maintaining a hazard

free environment; this includes but is not limited to keeping the building and vehicle(s) organized and clean.

1. Put safety first; follow all applicable emergency and safety procedures and protocols.
2. Regular fire drills are conducted. Determine the location of building fire pulls (if available) and fire extinguishers.
3. Avoid accidents by identifying and eliminating hazards. If you know of an unsafe condition, immediately report it your supervisor.
4. Stretching is important to your overall health and safety. You are required to stretch properly before lifting clients and/or heavy objects. Stretching should be completed before and within 20 minutes of lifting.
5. Follow all Federal, State, and local traffic regulations while conducting business. This includes wearing a safety belt in company vehicles or personal vehicles.
6. Do not retaliate or threaten anyone for reporting safety violations.

Injuries and Accidents

1. Injuries to employees, clients, or visitors no matter how slight, must be immediately reported to your supervisor and the Department Coordinator or Department Director.
2. You are required to complete an "Incident or Injury Report" for an employee incident.
3. If you are injured while working and require medical attention beyond first aid, you may go to the company's occupational health provider or to your own doctor.
 - a. For your safety and the safety of others, injured or restricted employees are not to start their work duties until they have submitted a "Report of Workability" and review their job functions with their supervisor.
 - b. You are responsible for clarifying questions regarding your work restrictions. Clarification should be completed promptly and in writing from the appropriate health care provider.
 - c. After the initial report, any restriction changes from your health care provider should be put in writing and reviewed with your supervisor before you return to your work duties.
 - d. It is important to maintain close communication with your supervisor and follow all established guidelines.

Safety Committee

PAI stresses accident prevention. The Safety Committee reviews concerns and proactively makes suggestions for change. The Safety Committee encourages you to submit any suggestions or concerns you may have. Keep PAI safe!

Visitors

Visitors are required to sign in at the reception desk at all service locations. PAI defines a visitor as anyone who is not a current employee, volunteer, client, or contracted vendor PAI limits visitor access to company property and buildings to maintain a safe and productive workplace. Exterior doors may be locked to limit access into the building (people can leave without restriction). Former employees who wish to visit, must call the appropriate Department

Director or designate for approval prior to their arrival. If they wish to have additional persons accompany them, only the Department Director can approve this request.

Smoking

PAI buildings and vehicles are smoke free. Smoking is allowed outdoors in the designated areas during assigned breaks. Cigarette butts and matches should be placed in the appropriate receptacle or in your vehicle ashtray; they should not be placed in wastebaskets or left on the ground. For client health needs, you may not smoke near clients on-site, near transportation vehicles or in the community.

Use and Care of Equipment

Maintenance of company equipment is the responsibility of all employees. If you are not trained to use a specific piece of equipment or have questions, wait until its operation and care have been fully demonstrated. Contact a department coordinator or designate if you identify equipment in need of repair.

Wage Information

Requests for payroll information, insurance status or other related information for loans, child care, governmental agencies, etc. will be processed within seven working days of Payroll's receipt. Complete a "Payroll Information Request" form and submit the document to Payroll. Financial information will be processed after you have given a written authorization. You will be notified when your information is completed. To maintain privacy, documents may be sent to your home address or be picked up at the business office located at 3700 Hwy 61 N, White Bear Lake, MN, 55110, Suite 200 during business hours.

Work Schedule

PAI provides services to vulnerable adults with developmental disabilities. Because each employee is a vital team player, everyone is expected to have regular and punctual attendance and follow their work schedule. Employee schedules are determined at the time of hire, transfer, promotion, demotion, and as needed to meet departmental needs.

Direct support employees are not relieved of their client's responsibilities unless a replacement staff is available and the Department Coordinator or appropriate supervisor approves the departure. In emergency situations such as inclement weather, you may need to stay with clients beyond normal working hours (see overtime).

Changes to Your Schedule

If you wish to request a change in your schedule either on a regular basis or for a single day, it must be approved by the Department Director prior to implementation.

Break Periods

Use the designated break areas. Breaks are assigned to ensure adequate staffing. Breaks, if provided, do not transfer from day to day. The safety and needs of the vulnerable adults we serve are at the forefront of our actions. Occasionally, the needs of the clients or company may necessitate that your break be shortened or cancelled.

Unpaid Break Option

1. Employees who are designated and work eight or more hours a day may select a 30 minute unpaid break.
2. The selection must be in writing on the appropriate form.
3. Employees may opt out of a 30 minute unpaid break at any time.
4. Employees may return to a 30 minute unpaid break one time per calendar year.
5. Employees who select the 30 minute unpaid break option may also receive the two paid breaks identified below.
6. 30 minute breaks are scheduled to assure optimum staffing coverage.
7. Should an employee not be scheduled to work for 8 hours on a specific day, the employee will not have the option to take a 30 minute unpaid break.

Paid Breaks

If you work eight hours or more:

1. You may have up to two rest periods not exceeding 15 minutes.
2. Your two paid breaks may be combined or used separately when you have not selected the option for a 30 minute unpaid break.
 - a. If you have selected the unpaid break option, your paid breaks may not be combined.

If you work less than eight hours but more than four hours:

1. You may have one rest period not exceeding 15 minutes.

Leaving the Premises

If you wish to leave the premises during a 30 minute unpaid break, it must be approved by your immediate supervisor or the Department Coordinator. In case of an emergency, your supervisor is responsible for knowing where you are and for assuring that staffing ratios are maintained. Some employees may be required to remain on the premises to cover specific client or staffing needs. You may not leave the premises during paid breaks.

Overtime

All overtime must receive prior approval from the Department Director or designee. If you encounter an extremely unusual circumstance, such as an unexpected weather delay or a client incident and you cannot receive approval, call or inform your Department Coordinator or Director as soon as possible. Overtime is when a non-exempt employee works over 40 hours in one week (Monday-Sunday). Overtime hours do not include non-worked time, for example: PTO, holidays, birthday hours, anniversary hours or jury duty. Hours worked in excess of 40 hours in a week will be paid at one and one-half times the non-exempt employee's regular rate.

Overtime worked and not approved by the Department Coordinator and/or Director is subject to disciplinary action up to and including termination.

POLICY PROHIBITING WORKPLACE HARASSMENT

PAI is committed to providing a work environment that maintains employee respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. In keeping with this commitment, PAI maintains a strict policy prohibiting harassment on the basis of a protected class such as: race, religion, creed, color, national origin, age, sex, marital status, sexual orientation, disability, status with regard to public assistance, membership or activity in a local human rights commission, genetic information or any other legally protected characteristics. This policy also prohibits sexual harassment.

Employees are expected to treat all persons connected to the workplace with respect and sensitivity. Negative and mean-spirited personal opinions have no place at work. Given the difficulty of judging whether conduct is welcome or unwelcome in particular situations, the company prohibits all employees from engaging in any conduct of a sexual nature or amounting to harassment based on a protected category in the work setting. This policy applies to everyone, including supervisors and managers.

Harassment may take different forms; the following are examples of conduct which may be considered harassment:

1. The use of derogatory comments or nicknames about a protected class.
2. Negative stereotyping or slurs, or using them in jokes or stories.
3. The use of offensive or demeaning terms which have a sexual connotation.
4. Objectionable physical closeness, physical contact, or repeated flirtations.
5. Unwelcome invitations to social engagements or non-work related social events.
6. Negative comments, cartoons, figurines, novelty items, visual messages or pictures related to a protected class.
7. Any indication that your job security, job assignment, conditions of employment or opportunities for advancement depend on the granting of sexual favors to any other employee, supervisor or manager.
8. Any action relating your job status which is, in fact, affected by consideration of granting or refusal of social or sexual favors.
9. The deliberate or careless creation of an atmosphere of sexual harassment or intimidation.
10. Jokes or remarks of a sexual nature or any other protected class content to or in the presence of persons who may find such jokes or remarks offensive.
11. Discussing a person's sex life or spreading rumors about it.
12. Asking unwelcome questions or making unwelcome comments about another person's sexual activities, dating, personal or intimate relationships, or physical appearance.
13. The deliberate or careless dissemination of materials or messages (such as: cartoons, articles, pictures, e-mails, on-line communications, voicemails etc.,) which have a sexual

content or any other content which has negative content regarding a protected class and is not necessary for work.

14. Unwelcome whistling, staring, or leering at another person.
15. Unwelcome sexually suggestive or flirtatious gifts, notes, faxes, e-mail, texting, or voice mail.
16. Verbal or non-verbal (e.g. mimicking or imitating) innuendoes that have a negative connotation for a protected class.
17. Any other inappropriate conduct that is based on protected class status would violate company policy.

Harassment of any employee, volunteer, client, or visitor will not be tolerated. Every employee is accountable for his/her own actions. Management is responsible for promoting working conditions free of harassment and enforcing this policy. If you feel you are being subjected to harassment in any form by a co-worker, supervisor or anyone else in the workplace or you believe you have witnessed harassment, immediately contact an Assistant Coordinator, Department Coordinator, Assistant Director, Department Director, Vice President, Human Resource Director or the President and put your complaint in writing. Do not report suspected harassment to a supervisor who is not identified above.

There will be no retaliation against any employee who files a complaint in good faith or who assists in providing information in good faith relevant to a claim of harassment, even if the investigation produces insufficient evidence to support the complaint. Retaliation can include criticizing a person in the workplace for bringing a complaint or gossiping within the workplace about its perceived merit or lack of merit. Persons who retaliate or supervisors who permit employee retaliation will be subject to discipline up to and including termination.

PAI will investigate harassment complaints promptly and thoroughly. While efforts will be taken to respect the privacy of the persons involved in an investigation, PAI cannot assure complete confidentiality. PAI expects that you and other employees will fully cooperate in investigations and provide information to the investigator(s) in an honest and truthful manner. To prevent gossip, promote confidentiality, and maintain a productive work environment, employees are requested to keep information regarding the investigation's questioning, incident(s), and final determination confidential.

Person's who do not make a report in good faith, do not respond honestly and/or in good faith during an investigation, do not maintain confidentiality or refuse to participate in an investigation may be subject to disciplinary action up to and including termination.

If an investigation reveals a violation of policy, corrective action including termination may result. If for any reason, you believe that a response has not occurred within a reasonable amount of time, refer the concern to a designated person up to and including the President.

Management is responsible for implementing this policy. PAI will abide by the Federal and State laws or any other applicable laws which prohibit harassment, intimidation or coercion.

Keep PAI a respectful work place and free of harassment.

PREVENTION AND DETECTION OF FRAUD, ABUSE, AND WASTE WHISTLE BLOWER

PAI has a longstanding practice of fair and truthful dealing with its clients, families, health professionals, and other business associates. Employees of P AI shall not engage in any acts of fraud, abuse or waste, and shall not knowingly make false statements of material fact in the preparation and submission of any claim for reimbursement under the Medicaid or any other program, nor commit any other activity prohibited herein. Violation of this policy is grounds for immediate termination from employment.

Fraud is an intentional misrepresentation that, when relied on by a payor, or other person, deceives them to their detriment. Abusive tactics are broader than fraud, and may include submitting deceptive or misleading claims to a government program like Medicaid, or using a false statement to support a claim. Waste may include other deceptive tactics, such as over-utilization of otherwise necessary services or requiring "pay to play" kickback arrangements where contracts are awarded or goods purchased only if the vendor promises to kick back an incentive to either the Medicaid provider or its employee.

Types of Fraud

Types of fraud, abuse or waste which may lead to the submission of false claims to the Medicaid or other programs include, but are not limited to the following:

1. Billing for services not actually provided. (Example: Documenting on an attendance form in error that a client was at P AI when they were absent. Client billing is generated from client attendance forms.);
2. Documenting clinical care not actually provided;
3. Making payments to a phantom vendor or phantom employee;
4. Paying a vendor or employee for services not actually provided;
5. Paying an invoice known to be false;
6. Accepting or soliciting kickbacks or illegal inducements from vendors of services, or offering or paying kickbacks or illegal inducements to vendors of services;
7. Paying or offering gifts, money, remuneration, or free services to entice a Medicaid recipient to use a particular vendor;
8. Using Medicaid reimbursement to pay a personal expense;
9. Embezzling;
10. Ordering and charging for over-utilized medical services that are not necessary for the client.

Mandatory Reporting Requirement

Any employee of PAI who has a reason to believe that any employee, including managerial staff, or any contractor or agent hired by PAI has violated this requirement by committing fraud, abuse or waste, has a duty to report their observation and concern immediately to a Vice

President, President or Board of Directors. No employee, contractor or agent of PAI I shall retaliate against another for submitting a timely report pursuant to this policy. All reports shall be investigated under the supervision of the President or designate. All employees have a duty to cooperate with any investigation conducted by PAI under this requirement, including but not limited to providing information upon request and meeting with PAI legal or accounting representatives, if directed to do so by the President or designee.

If substantiated, PAI will take any action which may be necessary to respond appropriately to any offense and to prevent any further similar offenses, including but not limited to terminating employees or terminating a contractor or agent's contract. Offenses will be evaluated for voluntary self-disclosure under applicable Federal laws, and when warranted, offenses will be referred for prosecution. PAI will cooperate with government officials prosecuting any individual referred by PAI for prosecution.

Notification of Federal and State Laws

1. Sanctions. Federal law also requires Medicaid providers to provide employees with detailed information about the Federal False Claims Act, 31 U.S.C. §§ 3729-3733, and the administrative remedies for false claims and statements established by 31 U.S.C. §§ 3801-3812. These laws are important to employees and PAI because they not only provide severe civil and criminal sanctions for submitting false claims to the federal Medicaid program, they also provide individuals who alert Federal and State officials to offenses with whistleblower protections.

In addition to the criminal and civil sanctions levied by Federal law, Minnesota law contains criminal and civil penalties for Medical Assistance fraud. Under Minn. Stat. § 609.466, any person who, with the intent to defraud, presents a claim for reimbursement which is false in whole or in part, is guilty of an attempt to commit theft of public funds and may be sentenced accordingly. Under Minn. Stat. § 256B.121 any vendor of medical care who willfully submits a claim for reimbursement that is known to be a false claim is also subject to a civil action by the State of Minnesota for treble damages, costs and attorneys' fees. Subjecting a vulnerable adult to unnecessary and over utilized services for the profit or advantage of another may also constitute financial exploitation under the Minnesota Vulnerable Adults Act under Minn. Stat. § 626.5572, subd. 9 and § 609.2335.

2. Rights of employees under whistle blowing protections and qui tam actions. The False Claims procedures at 31 U.S.C. § 3730(h) provide anti-retaliation protections for whistle blowing employees. If an employee participates in the investigation for, initiation of, testimony for, or assistance in an action filed under the False Claims Act, the employer may not discharge, demote, suspend, threaten, harass, or in any other manner discriminate against the employee in the terms and conditions of employment, in retaliation for the employee's protected action. The law allows employees to refuse an employer's order to perform an act that violates Federal or State law.

CODE OF CONDUCT

PAI has developed this Code of Conduct to support a productive and respectful workplace. It was not intended to limit your individual initiative or freedom, but to ensure quality service and safety. Conduct in the following areas may result in disciplinary action up to and including immediate discharge. PAI reserves the right to discipline through verbal warnings, written warnings, suspensions, and terminations at any time and in any order with or without notice at our sole discretion. This list is not intended to be exhaustive, and other actions may warrant disciplinary action up to and including termination:

1. Tampering with or destroying the property of the company, clients, interdisciplinary team members, guests or employees.
2. Disclosure of confidential information about a client unless work requires such an exchange of information. Employees must treat all information concerning clients as privileged information in compliance with the Data Privacy Act and other appropriate laws.
3. Discourteous or unprofessional conduct towards anyone connected to the work place. This includes, but is not limited to, raising your voice, rolling your eyes, ridiculing, belittling, using the "silent treatment," ignoring or embarrassing someone or using profane language.
4. Physical attacks, threatening, intimidating, or harassing supervisors, subordinates, co-workers, clients, guests or interdisciplinary team members.
5. Making intimidating comments that threaten the safety, health or property of another person in the workplace or threaten their friends or family members.
6. Failure to fully cooperate in any investigation, not providing information honestly in good faith during an investigation, not maintaining investigation confidentiality, gossiping about an investigation, or retaliating against someone who participates in an investigation.
7. Alteration of or failure to maintain any client record, employee record, or any other record.
8. Neglect or abuse of a client as defined in the rules governing the enforcement of the Vulnerable Adult Act (including failure to promptly report neglect or abuse to the proper authority) or as determined by PAI.
9. Failure to promptly follow your supervisor's directions or responding unprofessionally.
10. Failure to provide documentation by the deadline for FMLA requests, ADA accommodation requests or for any other supervisory request.
11. Failure to follow or agree to follow company policies and protocols including the policy prohibiting harassment or the Drug and Alcohol Policy.
12. Disregard or inattention to working instructions, refusal or failure to comply with rules regarding safety.
13. Manufacturing, using, possessing, buying or selling alcohol, illegal drugs or narcotics while on duty, on P AI premises, or in the community on P AI business, or reporting for work under the influence of a chemical that impairs your ability to provide care or

results in an observable condition unsatisfactory for work. This includes being under the influence of a controlled substance (i.e., prescription medication) as defined in MN Statute 152 or from abusing prescription medication.

14. Excessive unplanned absences, patterns of unplanned absences, tardiness, unplanned absences or tardiness when denied time off, leaving work early without prior approval, or failure to follow the call-in procedure.
15. Not returning to work promptly after a leave of absence.
16. No-call, no-show absences or walking off the job during your scheduled shift.
17. Swiping IN/OUT on the time clock for another employee or requesting that someone else record time for you.
18. Not documenting and/or not accurately recording work time.
19. Non-exempt employees working off the clock.
20. Taking unauthorized rest periods or exceeding break parameters.
21. Sleeping while on duty.
22. Smoking on the premises (except designated areas), around clients or in company vehicles.
23. Chewing tobacco, snuff, and similar type tobacco products on company property.
24. Failure to insure the proper care of the keys assigned to you. This could include but is not limited to: allowing unauthorized persons to enter buildings, access vehicles, allow unauthorized use of company property, or enter buildings without permission.
25. Making personal long distance phone calls on any company phone or excessive use of company phones for non-related business.
26. Personal use of equipment without prior approval including the personal use of company cell phones, vehicles, computers, copiers, scanners and fax machines.
27. Using personal devices during work hours without permission such as: cell phones, smart phones, pagers, electronic games, texting or accessing the internet.
28. Taking unauthorized photographs.
29. Possession of firearms or other weapons while within buildings, on property or while acting within the course and scope of employment.
30. Acceptance of loans or gifts of money or property from a client, unless disclosed to and authorized by the President.
31. Failure to ensure the safety of client or company funds.
32. Using the company tax exempt certificate for client or personal use.
33. Tampering or altering work contract orders. This includes failing to maintain confidentiality of work material.
34. Failure to uphold company values: respect, diversity, skills, responsibility, honesty/integrity, consistency, professionalism, safety, wellness, and commitment.
35. Failure to perform job functions up to standards including inability to perform all or any essential job functions.
36. Failure to assure proper handling or dispersing of client medications.
37. Tampering or altering the security equipment and systems.
38. Failure to maintain the confidentiality of company related information. (Not intended to prevent employees from exercising their rights under the National Labor Relations Act.)

BENEFITS

The Board of Directors review all benefit plans annually. PAI reserves the right to amend or terminate any or all of the employee benefit programs at any time for any reason with or without notice. Employees should refer to the summary plan document for insurance information.

PAI sets salary/hourly ranges for each job classification; employees are paid according to those ranges. PAI does not have a seniority or merit system. All raises are discretionary. The president will determine the parameters for any pay increase given after the employee's initial Introductory Period.

Anniversary Hours

Celebrate your anniversary! Non-exempt employees who are designated to work 56 hours or more a pay period receive one hour off at their anniversary date for each continuous year they have worked up to a total of eight hours. Exempt employees who have worked four years or more receive one day off at their anniversary date. Time off requires approval. Anniversary hours are to be used within 30 days of the coupon receipt unless approved by the Department Director or designee.

Birthday Hour

Celebrate the day of your birth! Non-exempt employees who are designated to work 56 hours or more per pay period and have completed 60 days of employment (since last hire date) are eligible to receive one hour of paid time off to celebrate the day of their birth. Inform Human Resources if you do not wish to participate. Time off requires prior approval. The birthday hour is requested to be used within the week of issue, unless approved by the Department Director or designee.

Family Medical Leave Act (FMLA)

The Family & Medical Leave Act requires employers with 50 or more employees or work within 75 miles of 50 or more employees to provide eligible employees with unpaid leave. There are two types of leave available "Basic FMLA Leave" and "Military Family Leave." In the event of any conflict between this policy and the law, you will be afforded the rights required by law.

FMLA Eligibility

To qualify for leave under this policy, you must meet all of the following conditions:

- You must have worked at PAI for 12 months; not always do these months need to be consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations.

- You must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. PAI does not count unpaid time off or paid time such as PTO, Holidays, anniversary hours, birthday hours as hours worked.
- You work at a location where PAI has at least 50 employees within 75 miles.

Type of Leave Covered

Number 1: To care for your son or daughter during the first twelve months following birth;

Number 2: To care for a child during the first twelve months following placement with you for adoption or foster care;

Number 3: To care for a spouse, child or parent with a serious health condition; A serious health condition generally occurs when a person:

- Receives inpatient care in a hospital, hospice or nursing home;
- Suffers a period of incapacity of more than three consecutive full calendar days accompanied by continuing outpatient treatment/care by a health-care provider;
- Is pregnant, including severe morning sickness;
- Has a history of a chronic condition which may cause episodes of incapacity; or
- Has a permanent or long-term condition which requires continuing treatment by a health care provider.

Number 4: For a serious health condition that makes you unable to perform the essential functions of your job. (Definition above.)

Number 5: Exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty for any qualifying exigency under federal law. If your spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. Qualifying exigency leave may be taken by family members of regular armed service members, as well as family members of Reserve and National Guard members, provided the service member is deployed to a foreign country. The qualifying exigency must be for one of the following:

- Short-notice deployment.
- Military events and activities,
- Child care and school activities,
- Financial and legal arrangements,
- Counseling,
- Rest and recuperation
- Post-deployment activities and additional activities that arise out of active duty provided that PAI and you agree, including timing and duration of the leave.

Number 6: Military caregiver leave to care for an injured or ill service member or veteran. If your son, daughter, parent or next of kin is a covered service member, you may take up to 26 weeks in a single 12-month period to care for that service member. A Covered service member is a member of the Armed Forces including a member of the National Guard or Reserves who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness. A covered service member can also be a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy. A serious injury or illness can be:

- Member of the Armed Forces including members of the National Guard or Reserves
An injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
- Veteran of the Armed Forces including members of the National Guard or Reserves
At any time during a period when the person was a covered service member, a qualifying injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.
- Outpatient status
The status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

Available FMLA Leave

For reasons numbered 1 through 5 above, you can take up to 12 weeks of leave using a rolling 12-month period measured backward from the date you use leave. Each time you take leave, PAI computes the amount of leave you have taken in the last 12 months and subtracts it from your available leave. The balance remaining is the amount you have available.

You can take up to 26 weeks for military caregiver leave (reason number 6) during a single 12-month period. The single 12-month period for military caregiver leave begins on the first day you take leave for this reason and ends 12 months later. FMLA leave already taken for other FMLA circumstances will be deducted from the available total of 26 weeks.

Employee Benefits during FMLA Leave

PAI will continue your health benefits at the same level and under the same conditions as you had continued to work. PAI will continue to make payroll deductions to collect your share of the premium. If you are unable to make the payment through payroll deduction, you must make

this payment either in person or by mail. The payment must be received by Payroll by the last day of each month unless other arrangements are approved in advance by Payroll. If the payment is more than 30 days late, your health care coverage may be dropped for the duration of your leave. PAI will provide 15 days' notification prior to your loss of coverage.

Return to Work after FMLA

You may be asked to provide a fitness for duty form from your health care provider. If requested in advance, you may not return to your position without it.

The law provides that you have no greater rights upon a return from leave than had you continued to work. Therefore, you may be affected by a layoff or other job change if the action would have occurred had you remained actively at work. Generally, you will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. PAI may exempt key employees from this requirement and not return them to the same or similar position.

FMLA Leave is Unpaid

Family Medical Leave is not paid. Benefit eligible employees will utilize their available PTO concurrent with their leave including: PTO, Floating Holidays, Anniversary or Birthday hour(s). If you exhaust this time or you do not have PTO available, your leave will be unpaid.

According to policy, you may elect to hold back or "bank" two PTO days (if available) during FMLA leave. You need to request FMLA to receive the option form. Your election to bank two PTO days will take effect upon Human Resources receipt of your written form. PAI does not restore PTO which has already been processed by Payroll. Should you not return the selection form; your PTO will be used until exhausted.

FMLA Leave Usage

You may take up to 12 consecutive weeks and under certain circumstances, you may use the leave intermittently. In all cases, your leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

You must make reasonable efforts to schedule your leave for planned medical treatment so as not to unduly disrupt business operations. PAI may request you to attempt to reschedule when the date or time is difficult to accommodate.

The company may temporarily transfer you to an alternative position with equivalent pay and benefits if the position would better accommodate your intermittent or reduced schedule, in instances of when the leave for you or your family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

Leave may not be taken on an intermittent basis when used to care for your child during the first year following birth, unless both P AI (HR or designate) and you agree.

Certification for Your Serious Health Condition

PAI will require certification for your serious health condition. You must respond to this request within 15 days or provide a reasonable explanation to Human Resources for the delay. Failure to promptly provide certification may result in a denial of continuation of leave. Human Resources may directly contact your health care provider for verification or clarification purposes. Before P AI makes direct contact with the health care provider, you will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIP AA Medical Privacy Rules, PAI will obtain your permission for clarification of individually identifiable health information.

PAI may ask for a second opinion if it has reason to doubt the certification. PAI will pay for you to get a certification from a second doctor, which the company will select. The company may deny you FMLA leave if you refuse to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company may require the opinion of a third doctor. PAI and you will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. You will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification for Your Family Member's Serious Health Condition

PAI will require certification for your family member's serious health condition. You must respond to such a request within 15 days or provide a reasonable explanation for the delay. Failure to promptly provide certification may result in a denial of continuation of leave. Human Resources may directly contact your family member's health care provider for verification or clarification purposes. Before PAI makes direct contact with the health care provider, you will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIP AA Medical Privacy Rules, the company will obtain your family member's permission for clarification of individually identifiable health information.

The company may ask for a second opinion if it has reason to doubt the certification. The company will pay for your family member to get a certification from a second doctor, which PAI will select. The company may deny FMLA leave to you if your family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, PAI will require the opinion of a third doctor. PAI and you will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. You will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

Certification of Qualifying Exigency for Military Family Leave

PAI will require certification of the qualifying exigency for military family leave. You must respond to such a request within 15 days or provide a reasonable explanation for the delay. Failure to provide prompt certification may result in a denial of continuation of leave.

Certification for Serious Injury/ Illness of Covered Service member for Military Family Leave
PAI will require certification for the serious injury or illness of the covered service member. You must respond to such a request within 15 days or provide a reasonable explanation for the delay. Failure to promptly provide certification may result in a denial of continuation of leave.

Worker's Compensation Absences and FMLA

When you are absent due to a work-related illness or injury which meets the definition of a serious health condition, your absence will be counted against your FMLA leave. In other words, you are using FMLA leave concurrently with your worker's compensation absence. You are not required to complete a FMLA Certification form.

FMLA Recertification

PAI may request recertification for the serious health condition for you or your family member no more frequently than every 30 days and only when the circumstances have changed significantly, or if PAI receives information casting doubt on the reason given for the absence, or if you seek an extension of your leave. Otherwise, PAI may request recertification for the serious health condition of you or your family member every six months. The company may provide your health care provider with your attendance records and ask whether need for leave is consistent with your serious health condition.

Procedure to Request FMLA Leave

If you wish to request FMLA leave, you must provide an initial verbal notice and in some cases a written notice to Human Resources. Within five business days, Human Resources will provide you with a response.

When the need for the leave is foreseeable, you must provide PAI with at least 30 days' notice. Failure to provide adequate notice may, in the case of foreseeable leave, may result in a delay of the leave.

When the need for FMLA leave is not foreseeable, you must provide notice as soon as possible. If you are unable to provide advance notice, you must follow call-in procedures and requirements for requesting leave. Calling in "sick" does not qualify as FMLA leave. You must request "FMLA" or provide sufficient information regarding the reason for an absence for the company to know that protection may exist.

Designation of FMLA Leave

Within five business days after you have submitted the appropriate certification form, Human Resources will complete and provide you with a written response to your request for FMLA leave. Note: PAI does not require a certification form for the birth or adoption of a child.

To designate your time off as FMLA leave, you will need to submit a FMLA Request form for each time you wish to have FMLA protection. Should your absence be unplanned, you will need to follow the call in procedure and tell your Coordinator or Director that your absence is "for FMLA." If you do not designate your leave through either of these methods, your absence(s) will not have FMLA protection.

Intent to Return to Work from FMLA Leave

PAI may require you to report periodically on your status and intent to return to work.

Funeral Leave

PAI offers Funeral Leave to employees who have a loss of an immediate family member; such as: parents, in-laws, grandparents, brothers and sisters, domestic partners or other persons approved by the Director. You may be granted leave with pay for up to three days per calendar year to attend funerals.

This benefit is offered at the discretion of the Department Coordinator, Director or President; your supervisor may request written verification at their sole discretion. Additional leave may be approved at the Department Coordinator or Director's discretion. Additional days are unpaid or use PTO.

Eligibility:

1. At least 61 days of employment (since last hire date),
2. Designated to work 56 hours or more per pay period and not be a temporary employee.

Insurance

Health and Dental Insurance

1. PAI offers an insurance program which encompasses the following areas:
 - a. Major Medical
 - b. Dental
2. This program is available to employees who are designated to work 56 hours or more per pay period and have worked over 60 days of employment since their last hire date. This program is not available to temporary employees. PAI contributes toward the cost of the coverage(s) selected.
3. Benefit eligible employees have the option to enroll in either of these programs at the first of the month following 60 days of employment
4. Employees also have the option to enroll in either of these programs (after initial 60 days of employment) for:
 - a. Qualified life events;
 - b. Open enrollment;
 - c. When moving from a non-benefit eligible position to a position that is benefit eligible and designated for 56 hours or greater per pay period.

- i. Employees who meet this criterion are eligible for insurance on the first day of the month following their hour increase.
5. Employees who have hour increases and have not completed 60 days of employment (since last hire date) must wait until the first of the month following 60 days of employment.
4. The premium is payable through payroll deduction only. For medical insurance, your portion is deducted from your check twice a month. For dental insurance, your portion is deducted from the second check each month.
5. If your marital status, family status or address changes, contact the Benefits Payroll and Billing Specialist and complete the appropriate paperwork.
6. Nothing in this summary is intended to, nor should be construed as, altering, amending or modifying any requirement, term, condition or limitation in any plan document or summary plan description. Refer to this document for the exact requirements, terms, conditions and limitations.

COBRA Coverage

The Consolidated Omnibus Budget Reconciliation Act (COBRA) requires employers to offer covered employees and their covered dependents the opportunity for a temporary extension of health and/or dental coverage at group rates upon specific qualifying events.

The covered employee or dependents are responsible to notify the Cobra Administrator in writing upon divorce, legal separation, a child losing their dependent status, death, Medicare entitlement, and a determination from the Social Security Administration that a qualified beneficiary is disabled or ceases to be disabled. Upon a qualifying event, each qualified beneficiary is entitled to separate elections for COBRA coverage.

Should an employee have their employment ended due to gross misconduct, the covered employee, their spouse, or dependents will not be entitled to COBRA coverage. Gross misconduct may include any work conduct which constitutes a felony in the State of Minnesota, a violation of the Vulnerable Adult Act as defined by PAI or any other regulatory agency, a violation of policy in regard to firearms, a violation of the harassment policy, or a violation of the drug and alcohol policy. PAI reserves the right to determine gross misconduct on a case-by-case basis. Should you have questions regarding COBRA coverage consult with the Benefits Payroll and Billing Specialist.

Life Insurance

PAI offers Group Life Insurance. This plan covers benefit eligible employees (employee only coverage). The benefit amount is one times the employee's yearly earnings up to \$50,000 for both Life & Accidental Death and Dismemberment. PAI covers the full cost of the plan. See plan documents for more information; contact the Administrative Assistant for copies. To be enrolled, you must meet all criteria:

1. Designated to work 56 or more hours per pay period and not be a temporary employee.
2. Work over 60 days of employment since last hire date.

Nothing in this summary is intended to, nor should be construed as, altering, amending or modifying any requirement, term, condition or limitation in any plan document or summary plan description. Refer to this document for the exact requirements, terms, conditions and limitations.

Jury Duty Leave

PAI supports employees who are called to perform jury duty; following all applicable laws.

Eligibility for Paid Jury Duty Leave:

Employees must meet all criteria to be eligible.

1. Complete over 60 days of employment since last hire unless an exempt employee.
2. Designated to work 56 hours a pay period or more.
3. Does not have a temporary status unless an exempt employee.
4. Must submit all paperwork within the set time frame or the benefit is forfeited.

Notice and Procedures for Paid Leave

1. Provide a copy of your jury duty summons to the Department Coordinator / Human Resources as soon as you receive your notice and at least one week in advance.
2. Promptly submit a "Time off Request" form for the time you will be on-call.
3. Keep your supervisor informed of your absence(s) from work. Follow the call-in procedure if you cannot inform your supervisor in advance.
4. Submit your benefit selection form and your jury duty payment information to Human Resources by deadline.
5. Provide written verification of your attendance for jury duty before 9 a.m. on the Monday following the end of the affected pay period.

Paid Time Available for Jury Leave

1. Non-exempt employees.
 - a. Eligible for paid Jury Duty Leave for up to 10 days per calendar year; includes persons in job descriptions such as: Program Associates, Autism Associates, Program Associate Level II's, Instructors, Custodians, Nurses, Office Assistants, etc.
 - b. The amount you are paid by the court for jury duty will be deducted from your Jury Duty Leave payment unless you forfeit this benefit or select to use your PTO.
 - i. Court payments for service on days outside of your regular work week will not be deducted from your pay.
 - c. Should your paid Jury Duty Leave time become exhausted, you may opt to use PTO or be unpaid.
 - i. Your jury duty court payment will cease to be deducted from your pay
 - ii. When your PTO becomes exhausted, you are unpaid.

- d. You must report to work if you are not required for jury duty. If you are unsure if you should report to work, promptly discuss your return with your Department Coordinator or designate.
2. Exempt Employees not listed in the Senior Level Employees (#3) below.
 - a. Eligible for paid Jury Duty Leave for up to 15 days per calendar year.
 - i. The amount you are paid by the court for jury duty will be deducted from your Jury Duty Leave payment unless you forfeit the benefit and/or select to use your PTO.
 - Court payments for service on days outside an employee's regular workweek will not be deducted from your pay.
 - ii. During the 15 days of leave, you are required to report to work when you are not at jury duty.
 - b. After 15 days your Jury Duty Leave is exhausted and your jury duty court payments will cease to be removed from your pay check.

Options:

 - i. If you are released from duty (but duty is not completed) during regular working hours you may opt to work or take time off. Promptly inform your direct supervisor of your choice.
 - ii. Any time you work during a work week (Monday-Sunday), you will use your PTO and if it becomes exhausted your balance will become negative. (Because of DOL regulations, exempt employees may not select an unpaid option when they work any part of a work week Monday-Sunday.)
 - iii. Any time you do not work for a full week (Monday-Sunday) you may select to use PTO or be unpaid. (If you are electing an unpaid option, you must not perform any work functions such as check e-mails, voicemails or other work functions. These duties will be assigned to other employees.)
3. Senior Level Exempt Employees including the President, Vice President, Directors and Assistant Directors.
 - a. Eligible for paid Jury Duty for up to 22 days per calendar year.
 - i. The amount you are paid by the court for jury duty will be deducted from your jury duty leave payment unless you forfeit the benefit and/or select to use your PTO.
 - Court payments for jury duty service on days outside an employee's regular workweek will not be deducted from your pay.
 - ii. During the 22 days of leave, you are required to report to work when you are not on Jury Duty.
 - b. After 22 days your Jury Duty Leave will be exhausted and your jury duty court payments will cease to be removed from your pay check.

Options:

 - i. If you are released from duty (but duty is not completed) during regular working hours you may opt to work or to take time off. Promptly inform your direct supervisor.

- ii. Any time you work during a work week (Monday-Sunday), you will use PTO for full day absences and if exhausted your PTO balance will become negative. (Because of DOL regulations, exempt employees may not select an unpaid option when they work any part of a work week.)
- iii. Any time you do not work for a full week (Monday-Sunday) you may choose to use PTO or be unpaid. (If you are electing an unpaid option, you must not perform any work functions such as check e-mails, voicemails or other work functions. These duties will be assigned to other employees.)

Employees Not Eligible for Paid Jury Duty Leave

1. Employees who are not eligible for paid leave are released from work for jury duty.
2. Provide a copy of your jury duty summons to the Department Coordinator / Human Resources as soon as you receive your notice and at least one week in advance.
3. Promptly submit a "Time off Request" form for the time you will be on-call.
4. Keep your supervisor informed of your absence(s) from work. Follow the call-in procedure if you cannot inform your supervisor in advance.
5. You must report to work if you are not required to be on jury duty. If you are unsure if you should report because it is a partial day, promptly discuss your return with the Department Coordinator or designate.

Court Witness

1. When you are summoned to appear at court as a witness, you are released for the time you are needed to perform this duty.
2. You must report to work when you are not required to be present for duty. If you are unsure if you should report to work because of the time, discuss your return with your Department Coordinator or designate.
3. You will submit your court summons and submit a "Time off Request" form for the time you are expected to be away from work. If you do not know when you will be absent ahead of time, you will need to follow the call-in procedures.
4. Non-exempt employees are not paid for witness duty; you may opt for time without pay or use PTO.
5. Exempt employees receive paid leave for up to five days of absence; partial day absences do not require paid leave. If paid leave is exhausted, the exempt employee will utilize PTO.

Military Leaves

FMLA (See Policy)

Leave for Family Members of Military Personnel Injured/Killed in Active Service

According to MN Statute 181.947, P Al may grant up to ten working days of leave without pay if you have an immediate family member injured or killed while engaged in active service.

Immediate family members are defined as a parent, child, grandparent, sibling, or spouse who

is an active member of the United States Armed Forces. You must give as much notice as practicable of your intent to use this leave. You may use your available PTO time during the leave. This leave is reduced by any Funeral Leave you use.

Military Ceremony Leave

According to MN Statute 181.948, you may be granted leave to attend Military Ceremonies. Unless your leave would unduly disrupt the operations of PAI, you may be granted a leave of absence without pay to see an immediate family member who is a member of the United States armed forces and has been ordered into active service in support of a war or other national emergency. Submit a time-off request specifying the reason on the form. You may choose to use PTO or unpaid time; identify your choice on the request form. Time off not covered by PTO is unpaid. PAI will limit the amount of leave to the actual time necessary for you to attend a send-off or homecoming ceremony for the mobilized service member, not to exceed one day's duration in any calendar year. An "immediate family member" is defined as a grandparent, parent, legal guardian, sibling, child, grandchild, spouse, fiancé, or fiancée'.

Military Leave for Active Duty or Training

If you are called to active duty or training, PAI will follow Federal and State law. Employees are encouraged to provide documentation indicating the dates of their military service. If a leave is determined in advance, submit a PTO request for the time that you need to be absent from work. This form will be submitted to the Department Coordinator and forwarded to Human Resources for approval. This leave is unpaid. Employees called to active duty or training may choose to use available PTO or be unpaid. If unspecified, PAI will use your PTO until you return or your PTO is exhausted. Employees returning from military leave are expected to return within the time frame determined by USERRA. If you are on leave for 31 days or more, documentation will be requested confirming that: 1) your application for re-employment is timely, 2) you have not exceeded the five year service limitation, and 3) your separation from service was other than disqualifying.

Policy Prohibiting Discrimination against Families of Service Members

According to MN Statute, we will not discharge from employment or take adverse employment action against you because of the membership of your spouse, parent, or child in the military forces of the United States. In addition, the company will provide reasonable unpaid time off not to exceed two consecutive calendar days or six days in a calendar year to attend events related to military service for your spouse, parent, or child who is invited or otherwise called on to attend by proper military authorities including

1. Departure/return ceremonies for deploying or returning military personnel or units;
2. Family training or readiness events sponsored or conducted by the military;
3. Events held as part of official military reintegration programs.

You must provide reasonable notice when requesting time off; submit a PTO request indicating a military service event. You may choose to use PTO or unpaid time; identify your choice on the PTO request form. Time off not covered by PTO is unpaid.

Nursing Mother Accommodation

PAI will offer a private area (other than a restroom) where mothers can express breast milk for their infants. If needed, employees will utilize their break periods for this purpose.

Paid Holidays

Paid Holidays are days that the company is closed and eligible employees receive Holiday pay. Paid Holidays are designated by P AI each year and may vary. Days that are scheduled as "Closed" or "Training In-service" are not eligible for Holiday pay.

Eligibility for Holiday Payment: (must meet all criteria)

1. You must have the designation to work 56 hours or more per pay period and not be a temporary employee.
2. Non-exempt employees must be eligible on the date of the holiday. Employees must work at least 61 calendar days since they were last hired.
 - a. Exempt (benefit eligible) employees are eligible for holiday pay at hire or promotion.

Floating Holiday

1. A Floating Holiday is used for planned absences and approved leaves.
2. You need to have worked at least one full year of continuous employment since you were last hired (at 56 hours a pay period or more) at the allocation date to be eligible for a Floating Holiday.
3. One Floating Holiday is allocated on January 1st of each year. If you are not eligible to receive an allocation on January 1st you will wait for the next year's allocation.
4. Unused Floating Holidays do not transfer from one year to the next.
 - a. Floating Holidays need to be requested in advance, approved, and utilized by the eligible employee between January 1 and December 31 of each year to avoid forfeiture.

Hours for a Designated or Floating Holiday

Eligible employees receive the following number of hours:

<u>Designated Hours</u>	<u>Number of Paid Hours</u>
80 hours per pay period	8.0 hours
75 hours per pay period	7.5 hours
72 hours per pay period	7.25 hours
70 hours per pay period	7.0 hours
66 hours per pay period	6.75 hours
64 hours per pay period	6.5 hours
60 hours per pay period	6.0 hours
56 hours per pay period	5.5 hours

Resignation and Use of Paid Holidays or Floating Holidays

Holiday pay and Floating Holiday may be used during your resignation period when you meet these requirements:

1. You are eligible for the benefits prior to your resignation.
2. You give and work the minimum resignation notice which includes at least 10 working days' notice not including Holiday or PTO.
3. You work for two full days (regular shifts) after the Floating Holiday or Holiday.
4. Unplanned absences or planned absences do not count as a day worked.
5. Resignation during approved FMLA leave is exempt from number 2 and 3.

Parenting Leave

If you are a natural or adoptive parent, you may take up to six weeks of leave in conjunction with the birth or adoption of your child. If you are eligible for both FMLA and Parenting Leave, the maximum combined leave is 12 weeks.

You need to have worked at least half time for 12 consecutive months. Parenting Leave shall begin at the time requested by you but may not begin more than six weeks after a birth or adoption; except that, in the case where the child must remain in the hospital longer than the mother, Parenting Leave may not begin more than six weeks after the child leaves the hospital. Parenting Leave is unpaid. If available, you will use your PTO, Floating Holiday, Birthday and Anniversary hours during the six-week leave.

When you are on leave, you are responsible for your portion of your health and/or dental insurance payment (when Applicable). Should your premium not be satisfied through payroll deduction, it needs to be paid by you on the last day of the coverage month to avoid jeopardizing insurance coverage. Make arrangements with Payroll for payment.

Personal Time Off (PTO)

PAI utilizes a flexible time off program. Eligible employees may draw upon PTO for vacation, sick leave, approved leave, medical appointments, and personal time off.

1. Eligible non-exempt employees start accruing PTO on their first day of employment.
2. Non-exempt employees before their eligible date, temporary employees, and employees who are designated to work less than 56 hours per pay period are not eligible.
3. Employees accrue PTO determined on the length of their employment since their last hire date and an hours-worked formula. PTO increases when you are working or using Paid Holidays or PTO.

PTO Accrual:				
Eligibility through 12 months of continuous employment	Hrs. worked	x	0.0552	= PTO Accrued
13 months & 1 day to 36 months of continuous employment	Hrs. worked	x	0.0615	= PTO Accrued

36 months & 1 day to 84 months of continuous employment	Hrs. worked	x	0.0808	= PTO Accrued
84 months & 1 day to 120 months of continuous employment	Hrs. worked	x	0.0923	= PTO Accrued
120 months & 1 day to 180 months of continuous employment	Hrs. worked	x	0.1000	= PTO Accrued
180 months & 1 day to 240 months of continuous employment	Hrs. worked	x	0.1077	= PTO Accrued
240 months & 1 day and above of continuous employment	Hrs. worked	x	0.1154	= PTO Accrued

4. PTO Management

- a. It is your responsibility to manage your PTO including saving time for unplanned absences. Should you take time off without enough PTO; the uncovered portion is unpaid.
 - b. You may accumulate PTO up to your maximum allowable amount (see Maximum Allowable PTO chart on next page). You do not receive any more PTO after reaching this limit. Your PTO balance is printed on your paycheck; it is your responsibility to manage your time. You are encouraged to use PTO within the year you receive it. Because PAI believes it is in your best interest to take time off, we do not grant pay in lieu of time off. (We do not cash out PTO)
5. Starting in January of 2019 the PTO rollover limit for all employees will be 120 hours at year end. Employees with a large balance of time should begin planning how to use excess PTO, including moving it to the new medical pool (see below) prior to December 31, 2018.
 6. Effective January 1, 2019 the most PTO you can cash out at the end of your employment is 120 hours.

New "Extended Illness/Medical Pool" Option

In 2018 we are creating an "Extended Illness/Medical Pool" into which benefit-eligible employees can move/maintain up to 80 hours.

1. Medical pool time may be used starting the 4th consecutive day of a qualifying need, illness or injury. An injury being covered under our workers compensation does not qualify.
2. The pool time can be used if the employee has a qualifying health issue or to care for the health of the following immediate family members: minor child, adult child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent or step-parent.
3. A qualifying doctor's note will be required.
4. Extended Illness/Medical Pool time is not paid out at the end of employment or retirement. Hours in the Extended Illness/Medical Pool may not be moved to PTO or used for any purpose than as described here.

5. Effective January 1, 2018 an employee can move up to 80 hours of PTO to their Extended Illness/Medical Pool. The maximum hours you can have in the Extended Illness/Medical Pool is 80 hours. Hour in the medical pool do not count against PTO accrual, caps or rollover maximum.
6. Starting January 1, 2019 and each January 1st thereafter, if your PTO exceeds 120 hours, we will automatically convert the excess hours to Extended Illness/Medical Pool hours, up to a maximum of 80 hours.
7. Extended Illness/Medical Pool hours carry over from year to year, to a maximum of 80 hours.

Employees working one year of continuous benefit-eligible work (minimum of 56 hours pay period) will receive a one-time allocation of 2 days of medical pool time effective January 1, 2019. After the January 2019 rollout of the Extended Illness/Medical Pool, employees who did not get the two days on January 1, 2019 will get two days of Extended Illness/Medical Pool time on their one-year anniversary.

MAXIMUM ALLOWABLE PTO

FROM 1 YR. (12 months and one day) UP TO 3 YRS. (36 months) OF SERVICE

80 hours per pay period = $127 + 40 = 167$ hours
 75 hours per pay period = $120 + 37 = 157$ hours
 70 hours per pay period = $112 + 35 = 147$ hours
 66 hours per pay period = $105 + 33 = 138$ hours
 64 hours per pay period = $102 + 32 = 134$ hours
 60 hours per pay period = $96 + 30 = 126$ hours
 56 hours per pay period = $89 + 28 = 117$ hours

FROM 3 YRS. (36 months and one day) UP TO 7 YRS. (84 months) OF SERVICE

80 hours per pay period = $168 + 40 = 208$ hours
 75 hours per pay period = $158 + 37 = 195$ hours
 70 hours per pay period = $147 + 35 = 182$ hours
 66 hours per pay period = $139 + 33 = 172$ hours
 64 hours per pay period = $134 + 32 = 166$ hours
 60 hours per pay period = $126 + 30 = 156$ hours
 56 hours per pay period = $118 + 28 = 146$ hours

FROM 7 YRS. (84 months and one day) UP TO 10 YRS. (120 months) OF SERVICE

80 hours per pay period = $192 + 40 = 232$ hours
 75 hours per pay period = $180 + 37 = 217$ hours
 70 hours per pay period = $168 + 35 = 203$ hours
 66 hours per pay period = $158 + 33 = 191$ hours
 64 hours per pay period = $154 + 32 = 186$ hours
 60 hours per pay period = $144 + 30 = 174$ hours

56 hours per pay period = $134 + 28 = 162$ hours

FROM 10 YRS. (120 months and one day) UP TO 15 YRS. (180 months) OF SERVICE

80 hours per pay period = $208 + 40 = 248$ hours

75 hours per pay period = $195 + 37 = 232$ hours

70 hours per pay period = $182 + 35 = 217$ hours 66 hours per pay period = $172 + 33 = 205$ hours

64 hours per pay period = $166 + 32 = 198$ hours 60 hours per pay period = $156 + 30 =$

186 hours 56 hours per pay period = $146 + 28 = 174$ hours

FROM 15 YRS. (180 months and one day) UP TO 20 YRS. (240 months) OF SERVICE

80 hours per pay period = $224 + 40 = 264$ hours

75 hours per pay period = $210 + 37 = 247$ hours

70 hours per pay period = $196 + 35 = 231$ hours

66 hours per pay period = $185 + 33 = 218$ hours

64 hours per pay period = $179 + 32 = 211$ hours

60 hours per pay period = $168 + 30 = 198$ hours

56 hours per pay period = $157 + 28 = 185$ hours

OVER 20 YEARS (240 months and one day) OF SERVICE

80 hours per pay period = $240 + 40 = 280$ hours

75 hours per pay period = $225 + 37 = 262$ hours

70 hours per pay period = $210 + 35 = 245$ hours

66 hours per pay period = $198 + 33 = 231$ hours

64 hours per pay period = $192 + 32 = 224$ hours

60 hours per pay period = $180 + 30 = 210$ hours

56 hours per pay period = $168 + 28 = 196$ hours

Time off Requests

1. If you upon your hire or first day indicate to the Human Resources Director that you have pre-arranged time off, the request will be taken under consideration.
 - a. If approved, it is unpaid unless it is covered by PTO.
2. To improve your likelihood of approval, requests should be submitted at least two weeks in advance, or as requested by the Department Director or President.
 - a. Management employees should submit their requests (including requests adjoining holidays) as soon as they are aware of the need. Due to management responsibilities, it is important for advance planning to ensure adequate coverage.
3. You must have the requested number of PTO hours available before or on the date of the time off.
 - a. PTO approval can be rescinded if you do not/will not have sufficient time available.
4. You may take up to 20 consecutive days off with the approval of your supervisor; more than 20 consecutive days additionally requires the President's approval.

5. For days immediately preceding or following (the day before or the day after) a holiday, submit your request no more than 30 days in advance.
 - a. If you submit a request around a holiday, approval may be granted on these criteria:
 - Will you have PTO available?
 - Did you have time off around this holiday last year?
 - If there are more requests than can be accommodated, eligible requests may be put into a drawing.
6. Approval of a "Time off Request" is dependent upon business needs and is at the sole discretion of the Department Director, Department Coordinator or President (as applicable).
7. Until you are informed by the Department Coordinator, Department Director or President (as applicable) verbally or in writing that your request is approved, you may not take time off and you must report to work as scheduled.
 - a. Should you have a question about the status of a "Time off Request," ask the appropriate supervisor.

Unpaid Time Off Requests

1. You may request a limited amount of unpaid time off.
2. To increase your chances of approval, submit your request at least two or more weeks in advance.
3. This benefit is to be pre-approved by your supervisor and Director/designate or President at their sole discretion.
 - a. Requests are approved for times that do not impact the ability of the department to maintain appropriate staffing and/or complete business needs.
4. Response to requests may be delayed to give employees using PTO first priority.
5. Exempt employees:
 - a. Full day absences (no partial days) can be requested for situations approved by the FLSA.
 - i. For personal reasons determined by you for one or more full days. Cannot unpaid use for sickness, disability, accident, or for business closure less than one week (exception: FMLA.)
 - ii. Your decision to take unpaid time must be voluntary and not occasioned by P AI or the operating requirements of the business.

Time Off Requests for Persons Who Are Not Benefit Eligible

If you are scheduled to work less than 56 hours per pay period and have completed 60 days of employment, you may request up to two planned prorated weeks off per year. Approved time off is unpaid. Substitute employees who are not scheduled to work on a regular basis are exempt from this policy.

Unplanned Absence

An unplanned absence is defined as any time you do not submit, and/or a designated supervisor does not approve a "Time off Request" in advance.

1. The appropriate supervisor must be notified as described in the "Call-In" section of this handbook.
2. Non-exempt employees who do not have pre-approved time off or submit an approved adjustment slip (approved by the Department Director or designate) will not receive paid PTO when they arrive late or leave early.
3. You may use PTO for an illness or injury to your child or family member on the same terms that you use PTO for your own illness or injury.
4. It is your responsibility to manage your PTO; this includes maintaining a reserve for unexpected absences. If you have unplanned absences without enough PTO, you may risk disciplinary action unless approved by another policy.
5. PAI has high attendance standards. Regular and punctual attendance is extremely important to provide quality service to the vulnerable adults in our programs. Because unplanned absences are difficult on the clients and your co-workers, PAI strongly encourages you to plan your time off needs in advance.
 - a. Excessive use of unplanned absences, absence patterns, tardiness, not following the call in procedure, "no-call, no-show" absences, unplanned absences on days where time off requests were denied, and leaving work early without approval may be subject to disciplinary action up to and including termination.
6. Documentation of an illness, injury or non-illness situation may be requested for unplanned absences.
 - a. When documentation may be requested: after an illness, the day(s) immediately preceding or following a holiday, vacation or weekend, last day(s) of employment, patterns of unplanned absences, excessive absences, when time off was denied or at PAI's sole discretion.
 - b. Employees who do not promptly submit adequate documentation may be subject to discipline up to and including termination.
 - c. For non-exempt employees, should documentation be requested and not promptly supplied, you may not receive your PTO or Holiday pay. If a documentation request is made and you do not have enough time to submit your documentation before payroll is processed; your holiday pay or PTO may be delayed until the next pay period. Payment will only be made after successful submission of your documentation.
 - d. A "Fitness for Duty" may be requested when you have an illness or injury. Should it be requested in advance, you may not return to work until it is received.

PTO Donation

PAI believes in fostering a supportive work environment. You may choose to anonymously donate PTO to an employee when specific criteria are met.

1. Donations are permitted to employees who have an approved absence for:
 - a. a serious health condition for the employee or their spouse, child, domestic partner, or parent (see serious health condition definition on donation form);

- b. birth or adoption of a child;
 - c. a significant personal event (such as a fire or tornado);
 - d. the death of an employee's spouse, child, domestic partner, parent or grandparent.
2. The receiving employee is benefit eligible and can accrue PTO.
 3. Your donation is given anonymously and is not given for money, goods or services.
 4. Your total donation does not exceed 16 hours per pay period.
 5. Your donation does not reduce your PTO balance below 32 hours during the affected pay period.
 6. You or the receiving employee has not given notice.
 7. Donated PTO is given to the receiving employee at the lesser rate of pay and becomes the property of the employee receiving it.
 8. The total amount of PTO given does not exceed the amount of PTO required for the affected pay period.
 - a. Should the receiving employee get more PTO than needed, the Department Director will adjust the number of hours to a lesser amount.
 9. The donation requires the Department Director's approval.
 10. After approval and the donations) are processed, Payroll will notify you and the receiving employee of the donation.

We appreciate your efforts to support your co-workers. If you wish to make a donation, submit a "PTO Donation Agreement" form to your Department Director. At the end of the pay period, the Director will review all donations and forward the approved donations to Payroll. Donations forms that are not in to Payroll by 9 a.m. on the Monday following the end of the pay period will be void. Should a submission become void, the Department Director will inform the donating employee of this status.

The donating employee will not be taxed for the donated PTO; it will become taxable income to the receiving employee when it is used. For the safety of employees, all donations are to be transacted anonymously. PAI has the option to deny any PTO donation at the company's sole discretion.

School Conference Leave (MN. Statute 181.9412)

If you are a parent or foster parent, you may take up to 16 hours of unpaid leave in a year attend school conferences or special school related activities.

If your child receives childcare services or attends pre-kindergarten, or a special education program, you may use leave to attend a conference or an activity related to the child or to observe and monitor the program provided the conference, activity, or observation that cannot be scheduled during non-work hours.

When the leave cannot be scheduled during non-work hours and the need for the leave is foreseeable, you must provide reasonable prior notice of the leave and make a reasonable

effort to schedule the leave so as not to disrupt unduly PAI programming or operations. If available you will use your PTO for this leave. Complete a "Time off Request" and specify "school Conference Leave".

Short-Term and Long-Term Disability

Short –Term Disability

Short-Term disability benefits are available to benefit eligible employees after one year of continuous employment and the employee's application and acceptance. These benefits are subject to the terms, conditions, and limitations of the Short-Term Disability Plan. Contact the Benefits Payroll and Billing Specialist for a copy of the Summary Plan Description, which describes eligibility conditions and coverage limitations. Nothing in this summary is intended to, nor should be construed as, altering, amending or modifying any requirement, term, condition or limitation in any plan document or summary plan description. Refer to this document for the exact requirements, terms, conditions and limitations.

Long-Term Disability

Long-Term disability benefits are available to benefit eligible employees after one year of continuous employment and the employee's application and acceptance. These benefits are subject to the terms, conditions, and limitations of the Long -Term Disability Plan. Should you be re-employed, you will need to re-qualify for enrollment starting on your re-hire date. Enrolled employees must meet the insurance qualification requirements for Long-Term Disability to receive benefits. Plan documents and requirements are available through Benefits Payroll and Billing Specialist. Nothing in this summary is intended to, nor should be construed as, altering, amending or modifying any requirement, term, condition or limitation in any plan document or summary plan description. Refer to this document for the exact requirements, terms, conditions and limitations.

Section 125

PAI offers a Premium Only Plan (POP). The POP enables you to make medical and dental insurance contributions on a pre-tax basis. Premium payments are deducted from your gross pay before income tax is calculated. If you do not wish to participate in the POP, you must complete a Waiver of Premium Payment form; otherwise employees receiving medical and dental benefits are automatically enrolled.

Sunshine Fund

To support our fellow co-workers, PAI implemented a Sunshine Fund. The fund evenly distributes the cost of an employee gift across a large base of employees and decrease the amount of money each individual contributes.

The Sunshine Fund is sustained by voluntary employee payroll contributions. Due to the large number of participants, we have been able to maintain the fund at a very small cost. At this time, the cost is \$1.00 per quarter or \$4.00 per year. Everyone is automatically enrolled in this

fund. If you wish to opt out, just forward a written statement to Human Resources stating that you chose not to participate.

This fund has been a sign of support to our co-workers. Because the fund is limited in the amount of revenue it receives, it covers these events:

1. Employee Marriage or Commitment Ceremonies, the fund offers a gift card.
2. Employee Birth or Adoption of a child, the fund offers a gift card.
3. Employee hospitalization (overnight stay), the fund offers get-well flowers, plant or balloons to hospital when possible.
4. Employee death or the death of an employee nuclear family member the fund offers flowers, plant or a contribution in their name to an organization.
 - a. Nuclear family member definition: parents, spouse, brother, sister, child, and stepchild. It does not include in-laws or grandparents.

The fund covers gifts only for active Sunshine Fund participants. If you know of an eligible event, inform your Department Coordinator so the fund can be activated. PAI reserves the right to make changes to the fund or discontinue it at our sole discretion.

Tax Sheltered Annuity

PAI offers Tax Sheltered Annuity (TSA) opportunities for you to save for retirement. Any employee may enroll in a TSA program immediately after hire. The entry date will be effective on the first day of the next pay period, beginning after you complete the necessary application, and the Salary Reduction Agreement. You can select a whole dollar amount (minimum \$5.00 per pay period) that you would like withheld from each paycheck. There is an annual maximum contribution allowed by the IRS for 403(b) TSA plans, these amounts change. Check the irs.gov website for the contribution limits. The TSA amounts are tax deductible. PAI withholds the money from your check and remits the money to your selected financial institution. Once the money is remitted, you direct how you want to invest the money. Many financial institutions offer a money market, stock and bond division. You have the option to move money from one division to another. Similar to an IRA, penalties and taxes may be assessed if your money is withdrawn prior to reaching retirement age. This is a voluntary employee only program. PAI is not responsible for investment results.

Voluntary Leave of Absence

1. You must have worked for at least one continuous year since your last hire date.
2. You may request this leave for personal reasons unrelated to FMLA or Parental Leave.
3. This leave may not be used to extend leave after FMLA leave ends.
4. This leave is granted infrequently and at the company's sole discretion.

Length of Leave

Not to exceed 6 weeks in duration.

How to Make a Request

Put your request in writing, detailing your specific dates and times. Submit your request as soon as possible and at least two weeks in advance.

Leave is Unpaid

If granted, you will use your PTO, Floating Holiday(s), Birthday Hour, and Anniversary hour(s). When these are exhausted or you are not benefit eligible, your time is unpaid.

Insurance

When you are on leave, you are responsible for your portion of your health and/or dental insurance payment (when applicable). Should your premium not be satisfied through payroll deduction, it should be paid by you on or before the last day of the coverage month to avoid jeopardizing insurance coverage. Make payment arrangements with Payroll.

Return to work

1. PAI will review openings and determine the best location for you; it may not be your original position. You will retain the same job description and pay rate.
2. Should a person on leave be subject to a work force reduction or layoff, PAI will not return the person to their position and their employment would terminate as of date of the layoff or workforce reduction.

Voting

PAI follows Minnesota state law regarding voting. Should you wish to vote in an election during work hours, submit a "Time off Request" form in advance; specify the reason as "voting." The Department Coordinator or Director must approve your request before you leave or miss work.

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This Employee Handbook describes important information about the company and I understand that I should consult my supervisor regarding any questions not answered in the Handbook.

By signing this receipt, I acknowledge that I have received a copy of the PAI Employee Handbook Revised April 2018 and the HR Policy Changes effective 2019. Included in this handbook is information regarding my rights to access my personnel file.

I agree to accept all of the responsibilities that my employment with entails. I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook and any revisions, as well as other policies and procedures of the company.

This handbook replaces all previous personnel policies. I understand that my employment is at-will, which means that I have the right to terminate it, at any time, and for any reason and that the company has the same right. I further understand that no representative of the company has the authority to enter into an agreement contrary to this, except in a written contract of employment signed by the President of the company and myself.

Print Name

Employee Signature

Date

PLACE IN EMPLOYEE'S PERSONNEL FILE