

EMPLOYEE HANDBOOK

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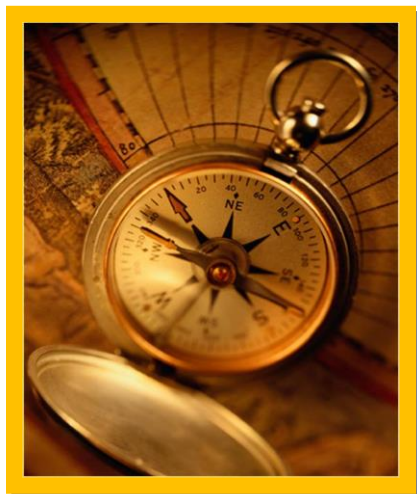


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WELCOME!

Dear Employee:

You and California Self-Directed Services have made an important decision: The Company has decided you can contribute to our success, and you've decided that California Self-Directed Services is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a profitable relationship. The minute you start working here, you become an integral part of California Self-Directed Services and its future. Every job in our company is important, and you will play a key role in the continued growth of our participants.

As you will quickly discover, our success is based on delivering high quality services and providing unsurpassed customer service. How do we do it? By providing our clients with respect, dignity, freedom, creativity, listening, thinking about our clients' needs, and doing whatever it takes. We do it by treating each other and persons served with the greatest respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with your supervisor or manager.

Again, welcome to CSDS!



INTRODUCTORY STATEMENT

This Employee Handbook is designed to acquaint you with California Self-Directed Services and to provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Employee Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by California Self-Directed Services to benefit you as an employee. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

While every attempt has been made to create these personalized policies consistent with federal and state law, if an inconsistency arises the policy(s) will be enforced consistent with the applicable law.

No Employee Handbook can anticipate every circumstance or question about policy. As California Self-Directed Services continue to grow, the need may arise to revise the Employee Handbook. California Self-Directed Services reserve the right to revise, supplement, or rescind any policies or portion of the Employee Handbook from time to time as it deems appropriate in its sole and absolute discretion, except for the rights of the parties to terminate employment at will, which may only be modified by an express written agreement signed by the employee and the Employer. Employees will, of course, be notified of such changes to the Employee Handbook as they occur.

Your Employee Handbook will supersede any previous employee handbook that may have been provided to you by CSDS. These policies are not an employment contract.



101 Nature of Employment

Effective Date: 10/24/2011

Your relationship with California Self-Directed Services is that of an employee-at-will. Your job status does not guarantee employment for any specific length of time. Your employment with California Self-Directed Services is entered into voluntarily and both you and California Self-Directed Services are free to end the employment relationship at any time, for any or no reason, with or without cause or advance notice. Your employment at-will status with California Self-Directed Services may be altered only with written authorization by the Executive Director or designee of California Self-Directed Services.

If your position requires additional pre-employment criteria, such as a driver's examination, a background investigation and/or a pre-employment drug test and if you have been offered employment before any such investigation or test is completed, your employment is contingent upon a satisfactory result on all required tests.

102 Employee Relations

Effective Date: 10/24/2011

California Self-Directed Services believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that California Self-Directed Services amply demonstrate their commitment to employees by responding effectively to employee concerns.

103 Equal Employment Opportunity

Effective Date: 10/24/2011

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at California Self-Directed Services will be based on merit, qualifications, and abilities. Both California Self-Directed Services are equal employment opportunity employers and do not discriminate against any person because of race, color, creed, religion, sex, national origin, disability, age, sexual orientation, gender identity, genetic characteristics/information, marital status, pregnancy, childbirth or related individual conditions, medical condition (as defined by state law), military status, political affiliation, or any other characteristic protected by federal, state or local law (referred to as "protected status"). This nondiscrimination policy extends to all terms, conditions and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions such as promotions, compensation, benefits and termination of employment.

California Self-Directed Services will make reasonable accommodations for qualified



individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor at California Self-Directed Services. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104 Business Ethics and Conduct

Effective Date: 10/24/2011

The successful business operation and reputation of California Self-Directed Services is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of California Self-Directed Services is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to California Self-Directed Services, customers, and stakeholders to act in a way that will merit the continued trust and confidence of the public.

California Self-Directed Services will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor at California Self-Directed Services.

Compliance with this policy of business ethics and conduct is the responsibility of every California Self-Directed Services employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

105 Hiring of Relatives

Effective Date: 10/24/2011

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work



environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. California Self-Directed Services also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

107 Immigration Law Compliance

Effective Date: 10/24/2011

California Self-Directed Services are committed to employing only United States citizens and aliens who are authorized to work in the United States and do not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired may also be required to complete the form.

Employees may raise questions or complaints about immigration law compliance without fear of reprisal.



108 Conflicts of Interest

Effective Date: 10/24/2011

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which California Self-Directed Services wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Human Resources Department of California Self-Directed Services for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of California Self-Directed Services' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of California Self-Directed Services as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which California Self-Directed Services does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving California Self-Directed Services.

110 Outside Employment

Effective Date: 10/24/2011

An employee may hold a job with another organization as long as he or she satisfactorily performs his or her job responsibilities with California Self-Directed Services. All employees will be judged by the same performance standards and will be subject to California Self-Directed Services' scheduling demands, regardless of any existing outside work requirements.

If California Self-Directed Services determines that an employee's outside work interferes with performance or the ability to meet the requirements of California Self-Directed Services as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with California Self-Directed Services.

Outside employment will present a conflict of interest if it has an adverse impact on California Self-Directed Services.



112 Non-Disclosure

Effective Date: 10/24/2011

The protection of confidential business information and trade secrets is vital to the interests and the success of California Self-Directed Services. Such confidential information includes, but is not limited to, the following examples:

- client lists
- financial information
- pending projects and proposals

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

114 Disability Accommodations

Effective Date: 10/24/2011

California Self-Directed Services is committed to complying fully with the Americans with Disabilities Act (ADA) and applicable state law, and to ensure equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures are designed to provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodations for qualified individuals with known disabilities will be made unless to do so would be an undue hardship. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

California Self-Directed Services is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. California Self-Directed Services will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. California Self-Directed Services is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.



115 In-Home Support Services

Effective Date: 04/26/2012

In-Home Support Services (IHSS) is a social service program administered by the County's human services agency. The program provides help to eligible disabled individuals in their own homes through "providers." Some regional center funded individuals served by the CSDS supported living program are eligible for IHSS. CSDS is required by contract with the regional center to ensure that IHSS is utilized before or while SLS is provided. As a condition of regular full-time, part-time, or temporary employment with CSDS, a direct support staff, whether a new hire or tenured employee may be requested to become a IHSS Provider. To be a provider, the CSDS employee must be fingerprinted, undergo a criminal background check and complete mandated orientation and training by the County. This is separate from the CSDS hiring process. Because providers are classified as private contractors, there is no County reimbursement for the background check or pay for time spent in orientation and training. Reimbursement for the background check and pay for training and orientation with the County will be considered upon request and may be granted depending on the employee's financial need the circumstances of the employee's assignment to support an IHSS eligible individual. When a CSDS employee is also employed by the County as an independent provider/contractor, that employee is self-directed and independent of control from CSDS, although CSDS reserves the right to collaborate and create a mutually beneficial schedule of services for the person served.

201 Employment Categories

Effective Date: 1/5/2015

It is the intent of California Self-Directed Services is to clarify the definitions of employment classifications so employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time.

Each employee is designated as either **NON-EXEMPT** or **EXEMPT** from federal and state wage and hour laws. **NON-EXEMPT** employees are entitled to overtime pay under the specific provisions of federal and state laws. **EXEMPT** employees are excluded from specific provisions of federal and state wage and hour laws. An employee's **EXEMPT** or **NON-EXEMPT** classification may be changed only upon written notification by management.

REGULAR FULL-TIME employees are those who are regularly scheduled to work California Self-Directed Services' full-time schedule. Generally, they are eligible for CSDS' benefits package, subject to the terms, conditions, and limitations of each benefit program, typically, those employees who have completed their introductory period and work thirty (30) or more hours per week.

PART-TIME employees are those who work continuously for a specified number of hours per week which is less than a regular schedule of thirty (30) or more hours per week. Part-time employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance).



OVERTIME FOR PERSONAL ATTENDANTS (Coaches and Instructors):

~~All employees of CSDS classified as Personal Attendants and who work in the Supported Living or Independent Living Programs are ineligible for overtime, or regular meal and rest breaks. A signed verification showing the employee understands that these provisions of the wage order are voluntarily waived is required for all employees in this employment category.~~

CSDS Instructors/Coaches/Attendants, who may also be termed Direct Support Professionals (DSPs), Direct Care Staff or Supported Life Coaches, working in Supported Living or Independent Living programs meet the definition of “Personal Attendants” under the Industrial Welfare Commission Order 15 (Wage Order 15). Therefore all staffs working in the Supported Living or Independent Living Programs are exempted from Section 3 of the Industrial Welfare Commission Order No. 15 (Wage Order 15) Regulating Wages, Hours and Working Conditions in Household Occupations. Staff will be compensated for hours worked at their regular rate of pay. This is clearly stated under Wage Order 15, Exemption 3B: “Except as provided in Sections 1, 2, 4, 10, and 15, the provisions of this order shall not apply to personal attendants”.

Effective January 1, 2015, CSDS will pay overtime for more than 40 hours worked in a workweek for direct support staff. In 2014 the Federal government enacted what was called the “Final Rule.” According to the U.S. Department of Labor, “If you are a home care agency or other third party employer, effective January 1, 2015, you are required to pay at least the federal minimum wage and overtime pay to any direct care worker you jointly or solely employ, regardless of the worker’s duties. Direct care workers are workers who provide home care services, such as certified nursing assistants, home health aides, personal care aides, caregivers, and companions.”

CSDS finds that all of its direct support staff (coaches and instructors) are “workers” who are covered under federal overtime pay protections and must be paid at a rate not less than one and one-half times their regular rate of pay after 40 hours of work in a workweek. On 1/1/15 CSDS will no longer claim the overtime pay exemption for service workers.

202 Access to Personnel Files

Effective Date: 10/24/2011

California Self-Directed Services maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of California Self-Directed Services, and access to the information they contain is restricted. Generally, only supervisors and management personnel of California Self-Directed Services who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resource Department at California Self-Directed Services. With reasonable advance notice, employees may review their own personnel files in California Self-Directed Services’ offices and in the presence of an individual appointed by California Self-Directed Services to maintain the files. In addition, you



may receive a copy of your payroll records within 21 days after making a request, preferably in writing, for them. You are responsible for paying the reasonable expenses incurred in copying such records for you.

203 Employment Reference Checks

Effective Date: 10/24/2011

To ensure that individuals who join California Self-Directed Services are well qualified and have a strong potential to be productive and successful, it is the policy of California Self-Directed Services to check the employment references of all applicants.

California Self-Directed Services will respond verbally only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

204 Personnel Data Changes

Effective Date: 10/24/2011

It is the responsibility of each employee to promptly notify California Self-Directed Services of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

205 Introductory Period

Effective Date: 10/24/2011

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. California Self-Directed Services uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or California Self-Directed Services may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Employees who are promoted or transferred within California Self-Directed Services must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If California Self-Directed Services determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within California Self-Directed Services, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee



may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and California Self-Directed Services' needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other California Self-Directed Services - provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within California Self-Directed Services.

209 Performance Evaluations

Effective Date: 10/24/2011

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of 90 days of employment. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire.

301 Employee Benefits

Effective Date: 04/10/17

Eligible employees at California Self-Directed Services are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs are provided elsewhere upon request to Human Resources, or may be found in the employee handbook.

The following benefit programs are available to eligible employees:

- Medical Insurance



- Dental Insurance
- Vision Care Insurance
- 401(k) Retirement Savings Plan

California Self-Directed Services will mail or otherwise provide newly eligible employees a benefits enrollment notices and information, or upon transfer date to a benefits-eligible position. If enrollment information is not received in a timely manner, please call the HR Representative to request an enrollment package. Each enrollment package will have a return deadline for eligibility. If employees miss the return deadline they must wait until the next Open Enrollment period to enroll in these benefits.

303 Vacation Benefits

Effective Date: 10/24/2011

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

- Regular full-time employees (Administrators, Supervisors, Managers, Directors)

Vacation days are granted the first day of the next pay period in a lump sum (days/hours) after the anniversary date following service credit (see below). The amount of paid vacation time employees receive each year increases with the length of their active employment as shown in the following schedule:

- After 1 year of eligible service the employee is entitled to 5 vacation days each year.
- After 2 years of eligible service the employee is entitled to 10 vacation days each year.
- After 5 years of eligible service the employee is entitled to 15 vacation days each year.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins when the employee starts to earn vacation time. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees enter an eligible employment classification, they begin to earn paid vacation time according to the schedule.

Paid vacation time can be used in minimum increments of days or hours. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time off is paid at the employee's base pay rate at the time of vacation for the amount of hours absent. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.



As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the benefit year, employees may carry all unused time forward to the next benefit year.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work. Under California law, when determining vacation pay for a terminating employee, the vacation accruals must be determined on a daily basis and must be paid at the final rate of pay in effect as of the date of separation.



305 Holidays

Effective Date: 10/24/2011

California Self-Directed Services will grant holiday time off to all active eligible employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Good Friday (Friday before Easter)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Veterans' Day (November 11)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas Eve (December 24)
- Christmas (December 25)
- *Other: César Chavez*

California Self-Directed Services will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees (Administrators, Supervisors, Managers, and Directors only)

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

Since some clients require care and supervision 24 hours per day, 365 days per year, when nonexempt employees work on a recognized holiday, they will receive wages at their regular rate for the hours worked on the holiday.

305A Floating Personal Days

In addition to the recognized holidays previously listed, eligible employees will receive 2 floating personal days in each calendar year. To be eligible, employees must complete 180 calendar days or six months of service in an eligible employment classification. Hours are given as a lump sum at the beginning of the calendar year or at the time of employment, whichever comes first. Use may begin immediately after the wait-time period. These holidays must be



scheduled with the prior approval of the employee's supervisor. If available floating personal days are not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused floating personal days is 4 days, further floating personal day allowances will stop. Upon termination of employment, employees will not be paid for unused floating personal days that have been earned through the last day of work.

305B Birthday Pay

All full time staff may claim a personal day for their birthday. The number of hours paid will correspond to their regularly scheduled shift or time worked. For example, if an employee typically works 6 hours per day, they may claim six hours of “other” holiday pay on their timesheet. The personal holiday should be used in lieu of a regular work day. It’s your birthday so take the day off! When the personal day is used is subject to supervisor approval in accordance with business necessity. Upon termination of employment, employees will not be paid for unused personal days that have been earned through the last day of work.

Paid time off for personal days will not be counted as hours worked for the purposes of determining overtime.

306 Workers' Compensation Insurance

Effective Date: 10/24/2011

CSDS provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to the applicable legal requirements, workers compensation insurance provides benefits after a waiting period.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

In general, neither CSDS nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by California Self-Directed Services.

307 Sick Leave Benefits

Effective Date: 07/28/2017

California Self-Directed Services provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Paid sick leave will be paid at an employee’s regular rate of pay, either for the workweek in which the paid sick leave was taken, or as determined by averaging over a 90-day period. Eligible employee classification(s):

- Regular full-time and part-time employees (Administrators, Supervisors, Managers, Directors: *Section 200* in payroll)



- Direct Support Staff, regular full-time, part-time, and on-call (*Section 100* in payroll)

Section 100 eligible employees, including part-time, on-call, and temporary employees, will be credited 40 hours in a lump sum at the beginning of the calendar year. Lump sum is given on the first day of employment or January 1, 2020, whichever is later. The amount of paid sick leave an employee can use in one year is 40 hours or five days. Employees may claim sick hours for qualified health events after their 90-day probationary period has ended, in accordance with the agency's sick time policy.

Section 200 eligible employees will be awarded sick leave benefits in a lump sum of 40 hours per year at the beginning of each calendar year. Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 80 hours of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit. Extended sick leave will be treated the same as personal leave with respect to premium costs for benefit plans that the employee is eligible for and enrolled in.

Usage: An employee may use accrued paid sick days beginning on the 90th day of employment. An employee should request paid sick days in writing or verbally to the Supervisor or Human Resources with as much advance notice reasonable for the circumstance. An employee is not required to find a replacement as a condition for using paid sick time. Paid sick leave can be used in minimum increments of one quarter hour. An employee can take paid leave for employee's own or that of a child, parent, or spouse or registered domestic partner of the employee for the diagnosis, care or treatment of an existing health condition or preventive care or for specified purposes for an employee who is a victim of domestic violence, sexual assault or stalking.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence.

If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement must be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as needed.

Before returning to work from a sick leave absence of **3** calendar days or more, an employee must provide a physician's verification that he or she may safely return to work.

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Sick leave benefits are intended solely to provide income protection in the event of prevention, illness or injury, and may not be used for any other absence. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

308 Time Off to Vote



Effective Date: 10/24/2011

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, the employee may take off sufficient working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work. An employee will be allowed a maximum of two (2) hours of voting leave on Election Day without loss of pay. Where possible, the supervisor should be notified of the need for leave at least three (3) working days prior to the Election Day.

309 Bereavement Leave

Effective Date: 10/24/2011

All employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Unpaid time off will be granted to allow the employee to attend the funeral and make any necessary arrangements associated with the death.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

California Self-Directed Services defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren.

311 Jury Duty

Effective Date: 10/24/2011

California Self-Directed Services encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may be compensated for jury duty consistent with state law. Employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off (for example, vacation benefits). Exempt employees will receive their full weekly salary for any workweek interrupted by jury service provided that they work at least a portion of the workweek. If an exempt employee does not work at all during the workweek due to jury service, he or she will not be paid for that workweek.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.



Either California Self-Directed Services or the employee may request an excuse from jury duty if, in California Self-Directed Services' judgment, the employee's absence would create serious operational difficulties.

CSDS will continue to provide health insurance benefits until the end of the month in which the unpaid jury duty leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from jury duty, benefits will again be provided by CSDS according to the applicable plans.

312 Witness Duty

Effective Date: 10/24/2011

California Self-Directed Services encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by California Self-Directed Services, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than California Self-Directed Services. Employees are free to use any available paid leave benefit (such as vacation leave) to receive compensation for the period of this absence. Exempt employees will receive their full weekly salary for any workweek interrupted by witness duty.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

313 Benefits Continuation (COBRA)

Effective Date: 10/24/2011

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under any CSDS offered health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at CSDS's group rate plus an administration fee. CSDS and/or its broker provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under CSDS's health insurance plan. The notice contains important information about the employee's rights and obligations.



324 Tacit Section

401 Timekeeping

Effective Date: 03/08/2013

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require California Self-Directed Services to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period using California Self-Directed Services approved tracking system. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

If for any reason an employee's own time records show any sort of disparity from California Self-Directed Services time records or the workers' pay stubs, then the employee must report that disparity immediately and submit those records to California Self-Directed Services in order to ensure accurate wage payments.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should not report to work prior to their scheduled starting time nor stay after their scheduled stop time without expressed, prior authorization from their supervisor.

Exempt employees classified as Personal Attendants must record actual time worked inclusive of meal and break periods and overtime, if any, for accurate service provision records relative to funding and fees owed to CSDS.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

403 Paydays

Effective Date: 10/24/2011

All employees are paid semimonthly on the 7th and 24th days of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will be paid on the first day of work following the regularly scheduled payday.



If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to California Self-Directed Services. Employees will receive an itemized statement of wages when direct deposits are made.



405 Employment Termination

Effective Date: 10/24/2011

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

California Self-Directed Services will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to California Self-Directed Services, or return of California Self-Directed Services -owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with California Self-Directed Services is based on mutual consent, both the employee and California Self-Directed Services have the right to terminate employment at will, with or without reason or cause, at any time. Employees will receive their final pay on the last day of employment, unless the employee is not available to pick up their check. In that case, the employee must specify in writing, where and when to provide the final check.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

408 Pay Advances

Effective Date: 10/24/2011

California Self-Directed Services does not provide pay advances on unearned wages to employees.

409 Administrative Pay Corrections

Effective Date: 10/24/2011

California Self-Directed Services takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.



In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of your Supervisor at California Self-Directed Services who should then take action so that corrections can be made as quickly as possible.

410 Pay Deductions and Setoffs

Effective Date: 10/24/2011

The law requires that CSDS make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. CSDS also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." California Self-Directed Services matches the amount of Social Security taxes paid by each employee.

CSDS may offer programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by CSDS, usually to help pay off a debt or obligation to CSDS or others such as the IRS and will be made where applicable in compliance with federal and state law.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor or HR Representative can assist in having your questions answered.

480 Compensation

Effective Date: 10/24/2011

It is the practice and policy of California Self-Directed Services to accurately compensate employees and to do so in compliance with all applicable state and federal laws.

Review Your Pay Check

We make every effort to ensure our employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we will promptly make any corrections necessary. Please review your pay check when you receive it to make sure it is correct. If you believe a mistake has occurred, or you have any questions please use the reporting procedure outlined below.



Non-exempt Employees

If you are classified as a non-exempt employee, you must maintain a record of the total hours you work each day. You must accurately record your hours in accordance with California Self-Directed Services' time keeping procedures. Your time record must accurately reflect all regular and overtime hours worked, any absences, late arrivals, early departures, and meal breaks. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

It is a violation of company policy for any employee to falsify or alter his or her or another employee's time. It is also a serious violation of company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours. If any manager or employee instructs you to: 1) incorrectly or falsely under- or over-report your hours worked; or 2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, you should report it immediately to your supervisor.

Exempt Employees

If you are classified as an exempt, salaried employee, you will receive a set salary which is intended to compensate you for any hours you may work. This salary will be established at the time of hire or when you become classified as an exempt employee. The salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, absent contrary state law requirements, your **salary** may be reduced for the following reasons:

- Full day absences for personal reasons.
- Full day absences for sickness or disability, if California Self-Directed Services has a sickness or disability policy that provides for wage replacement benefits and you have exhausted or have not yet accrued enough leave time.
- Full week disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment in the event you work less than a full week.

Your salary may also be reduced for certain types of deduction such as your portion of health, dental, or life insurance premiums; state, federal, or local taxes, social security or voluntary contributions to a 401(k) or pension plan.

Your **salary will not** be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absences for jury duty, attendance as a witness or military leave in any week in which you have performed any work.



- Any other deductions prohibited by state or federal law.
- Please note that it is not an improper deduction to reduce an employee's accrued vacation, personal or other forms of paid time off from an employee's leave bank for full or partial day absences for sickness or disability if the employer has a sickness or disability policy that provides for wage replacement benefits.

Should you have any questions with respect to California Self-Directed Services' policy, please contact your immediate supervisor.

To Report Concerns or Obtain More Information

If you have questions about deductions from your pay, please contact your supervisor or the HR Representative. If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor or any other supervisor in the company with whom you feel comfortable.

Every report will be fully investigated, and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violate this policy. In addition, we will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

Please note that where state law is more generous to employees, the state law will be followed.

501 Safety

Effective Date: 10/24/2011

To assist in providing a safe and healthful work environment for employees, customers, and visitors, CSDS has established a workplace safety program. This program is a top priority for California Self-Directed Services. The CSDS Safety Committee has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

California Self-Directed Services provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.



Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Safety Officer. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act and state and local regulations. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including suspension and/or termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Safety Officer or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Work Schedules

Effective Date: 10/24/2011

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Alternative work schedules may be arranged jointly by the employee and CSDS depending on the specific work assignment.

504 Use of Phones and Mail systems

Effective Date: 10/24/2011

Telephones, Personal Cell Phones and Communication Devices

While at work employees must exercise the same judgment and discretion in using personal cell phones as for the use of company phones. Personal calls, text messaging, gaming, e-mail checking, and Internet browsing, etc., during work hours, regardless of the type of device used, can interfere with employee productivity and safety, and be distracting to others. All employees are asked to use personal communication devices during breaks and meal periods and to ensure that friends and family members are aware of this policy.

Personal Use of Company-Provided Cell Phones and Communication Devices

Where job or business needs demand, a business cell phone or communication device may be issued. For business and tax reasons the personal use of such equipment is not permitted. Company data and phone records may be audited for compliance. If an employee experiences a personal emergency that requires use of the business cell phone, they are required to report this to their supervisor. Employees in possession of Company equipment such as cell phones, and



communication devices are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee must return the equipment.

Cell Phones, Communication Devices and Driving

Safety must come before all other concerns. In situations where employees drive and accept phone calls, state law, as well as this policy, requires the use of “hands-free” equipment. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or otherwise using communication devices.

Safe use of the cell phones and communication devices may include:

1. Use hands-free devices;
2. Use the voice-activated or “speed dial” feature;
3. Keep the call short;
4. Do not take notes, text message or e-mail while driving;
5. Refrain from discussion of complicated or emotional issues; and,
6. Keep eyes and attention on the road and both hands free to operate the vehicle.

Special care should be taken in situations such as:

1. When there is moderate to heavy traffic;
2. Inclement weather; or,
3. Driving in an unfamiliar area.

Employees who are charged with traffic violations resulting from the use of their phone or communication device while driving will be solely responsible for all liabilities that result from such actions. Violations of this policy may be subject to discipline, up to and including termination.

Special Responsibilities for Managerial Staff

As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

505 Smoking

Effective Date: 10/24/2011

In keeping with California Self-Directed Services’ intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. Violations of this policy may result in civil fines by state or local enforcement agencies and will lead to discipline up to and including termination of employment.



This policy applies equally to all employees, customers, and visitors.

506 Rest and Meal Periods

Effective Date: 10/24/2011

All non-exempt employees are entitled to periodic break periods during their work day. If you are a non-exempt employee, you will be paid for all such break periods and you will not clock out. Your supervisor will advise you of the time and duration of your breaks and you are expected to return to work promptly at the end of any break period unless a meal waiver agreement is completed.

If the meal waiver agreement is not desired by the employee or necessitated by the person served, you will be entitled to one (1) 10-minute rest break for every four (4) hours you work. If you work more than six (6) hours in a workday, you will receive one (1) rest break during the first half of your shift and one (1) rest break during the second half of your shift.

If you work more than five (5) hours in a workday, you are also entitled to a meal period of at least 30 minutes unless otherwise provided for by state law. In addition, if you work more than (10) hours in a workday you are entitled to a second meal period of at least 30 minutes unless otherwise provided by state law. You must not perform any work during your meal period, and you must take at least 30 minutes completely off work. You must clock out for your meal period unless your supervisor provides otherwise.

508 Uses of Equipment and Vehicles

Effective Date: 10/24/2011

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or need repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

510 Emergency Closings

Effective Date: 10/24/2011

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt



company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

514 Visitors in the Workplace

Effective Date: 10/24/2011

To provide for the safety and security of employees and the facilities at California Self-Directed Services, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter California Self-Directed Services at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on California Self-Directed Services' premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

516 Computer and Email Usage

Effective Date: 10/24/2011

Computers, computer files, the email system, and software furnished to employees are California Self-Directed Services property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

California Self-Directed Services strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, California Self-Directed Services prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is



not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

California Self-Directed Services purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, California Self-Directed Services does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. California Self-Directed Services prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the director, the Human Resources Department or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

517 Internet Usage

Effective Date: 10/24/2011

Internet access to global electronic information resources on the World Wide Web is provided by California Self-Directed Services to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of California Self-Directed Services and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of California Self-Directed Services. As such, California Self-Directed Services reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or



any other characteristic protected by law.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization.

Abuse of the Internet access provided by California Self-Directed Services in violation of law or California Self-Directed Services policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

518 Workplace Monitoring

Effective Date: 10/24/2011

Workplace monitoring may be conducted by California Self-Directed Services to ensure quality control, employee safety, security, and customer satisfaction.

While on California Self-Directed Services' premises, employees have no expectation of privacy



in their belongings or in the non-private workplace areas which include, but are not limited to, offices, cubicles, work locations, Company provided or designated parking areas, desks, computers, lockers, rest or eating areas, or vehicles engaged in Company operations, and any personal belongings on or in any of the above.

Employees who regularly communicate via the telephone may have their conversations monitored or recorded with notice to both parties. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of California Self-Directed Services as well as their satisfaction with our service.

Computers furnished to employees are the property of California Self-Directed Services. As such, computer usage and files, including e-mail usage and related files, may be monitored or accessed.

California Self-Directed Services may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because California Self-Directed Services is sensitive to the legitimate privacy rights of employees, every effort will be made to conduct workplace monitoring in an ethical and respectful manner.

519 Social Security Number Privacy

Effective Date: 10/24/2011

Officers and employees are permitted to access and use certain personal information, such as Social Security Numbers, only as necessary and appropriate for such persons to carry out their assigned tasks for California Self-Directed Services and in accordance with California Self-Directed Services' policy.

The unauthorized access, viewing, use, disclosure, or the intentional public display of such information and the unauthorized removal of documents from California Self-Directed Services' premises that contain social security number information is prohibited and can result in discipline up to and including termination of employment.

If you come into contact with Social Security Numbers or other sensitive personal information without authorization from California Self-Directed Services or under circumstances outside of your assigned tasks, you may not use or disclose the information further, but must contact your supervisor and turn over to him or her all copies of the information in whatever form.

When necessary, documents containing social security information will be properly destroyed through shredding or other means prior to disposal to ensure confidential social security information is not disclosed.

For more information about whether and under what circumstances you may have access to this



information, review your job description or contact your supervisor.

521 Social Networking and Blogging

Effective Date: 10/24/2011

To protect California Self-Directed Services' interests, employees must adhere to the following rules:

Employees may not post on a blog or social networking site during their working time or at any time using Company equipment or property. California Self-Directed Services' electronic communication systems are for business use only.

If an employee identifies himself or herself as an employee of California Self-Directed Services on any social networking site, the communication must include a disclaimer that the views expressed do not necessarily reflect the views of California Self-Directed Services management.

All rules regarding confidential business information apply in full to blogs and social networking sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed on a blog or social networking site. The transmission of confidential or proprietary information without the permission of California Self-Directed Services is prohibited.

If you mention California Self-Directed Services in a blog or elsewhere in online social media, or it is reasonably clear you are referring to Company or a position taken by Company, and also express a political opinion or an opinion regarding California Self-Directed Services' positions, actions, or products, the post must specifically disclose your relationship with California Self-Directed Services and note that the opinion expressed is your personal opinion and not California Self-Directed Services' position.

Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a social networking site. For example, posted material that is discriminatory, defamatory, libelous or malicious is forbidden. California Self-Directed Services' policies, including but not limited to the Equal Employment Opportunity, Sexual Harassment, Harassment and Workplace Violence policies, apply equally to employee comments on social networking sites even if done on nonworking time. Employees are encouraged to review those sections of the Handbook for further guidance.

522 Workplace Violence Prevention

Effective Date: 10/24/2011

California Self-Directed Services are committed to preventing workplace violence and to maintaining a safe work environment in compliance with California Labor Code Section 6401.9



and Cal/OSHA standards to ensure a safe and secure workplace for all employees, contractors, and visitors. The plan aims to prevent and respond to workplace violence through proactive measures, and incident response protocols. The Workplace Violence Prevention Plan is contained in the agency's Illness and Injury Prevention Plan (IIPP) and is reviewed annually.

Given the increasing violence in society in general, California Self-Directed Services have adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on Company premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the company unless contrary to state law.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's protected status.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

California Self-Directed Services will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, California Self-Directed Services may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

526 Cell Phone and Electronic Device Usage

Effective Date: 10/24/2011

This policy outlines the use of telephones, personal cell phones, all electronic handheld devices, multimedia and data devices, and personal laptop computers (including net books, iPads, etc.) while at work (referred to as *communication devices* herein), and the safe use of communication devices by employees while driving.



Telephones, Personal Cell Phones and Communication Devices

While at work employees must exercise the same judgment and discretion in using personal cell phones as for the use of company phones. Personal calls, text messaging, gaming, e-mail checking, and Internet browsing, etc., during work hours, regardless of the type of device used, can interfere with employee productivity and safety, and be distracting to others. All employees are asked to use personal communication devices during breaks and meal periods and to ensure that friends and family members are aware of this policy.

Personal Use of Company-Provided Cell Phones and Communication Devices

Where job or business needs demand, a business cell phone or communication device may be issued. For business and tax reasons the personal use of such equipment is not permitted. Company data and phone records may be audited for compliance. If an employee experiences a personal emergency that requires use of the business cell phone, they are required to report this to their supervisor. Employees in possession of Company equipment such as cell phones, and communication devices are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee must return the equipment.

Cell Phones, Communication Devices and Driving

Safety must come before all other concerns. In situations where employees drive and accept phone calls, state law, as well as this policy, requires the use of “hands-free” equipment. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or otherwise using communication devices.

Safe use of the cell phones and communication devices may include:

7. Use hands-free devices;
8. Use the voice-activated or “speed dial” feature;
9. Keep the call short;
10. Do not take notes, text message or e-mail while driving;
11. Refrain from discussion of complicated or emotional issues; and,
12. Keep eyes and attention on the road and both hands free to operate the vehicle.

Special care should be taken in situations such as:

4. When there is moderate to heavy traffic;
5. Inclement weather; or,
6. Driving in an unfamiliar area.

Employees who are charged with traffic violations resulting from the use of their phone or communication device while driving will be solely responsible for all liabilities that result from



such actions. Violations of this policy may be subject to discipline, up to and including termination.

Special Responsibilities for Managerial Staff

As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

601 Family and Medical Leave of Absence (FMLA)

Effective Date: 01/01/21

California Self-Directed Services has fewer than 50 employees and therefore is not required to provide benefits under the FMLA, but the CFRA applies to employers with more than 5 employees.

The Leave Policy

This policy provides employees information concerning the Federal Family and Medical Leave Act (FMLA) where applicable, and California Family Rights Act (CFRA) entitlements and obligations employees may have during such leaves.

Employees Eligible for FMLA / CFRA Leave

Leave is available to “eligible employees”. Employees must meet the following eligibility requirements to be deemed an “eligible employee” for FMLA and/or CFRA purposes:

FMLA

An employee must: (1) have been employed by a covered Worksite Employer for at least 12 months (which need not be consecutive); (2) have worked for a covered Worksite Employer at least 1250 hours during the 12 month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees of a covered Worksite Employer are located within 75 miles of the worksite.

CFRA

An employee must: 1) have worked for CSDS for at least 12 months (which need not be consecutive), (2) have worked for at least 1,250 hours in the last 12 months for CSDS and (3) be employed at a worksite that has 50 or more employees.

Employee Entitlements for FMLA / CFRA Leave

Basic FMLA / CFRA Leave Entitlement

The Federal FMLA / CFRA provide eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12 month period. The 12 month period is determined based on a rolling 12-month period measured backwards from the date the employee’s leave will be taken. If an employee works in a state, county, or city which provides more generous benefits, the employee will be given those benefits.



In some instances, leave may be counted under the FMLA but not CFRA or CFRA but not the FMLA. Leave may be taken for any one, or for a combination, of the following reasons:

- Disability due to pregnancy, childbirth or related medical condition (counts only toward FMLA leave and California Pregnancy Disability Leave (“PDL”) leave entitlements (see Pregnancy Disability Leave of Absence Policy for more information);
- Bonding and/or caring for a newborn child (counts toward FMLA and CFRA leave entitlements);
- For placement with the employee of a child for adoption or foster care and to care for the newly placed child (counts toward FMLA and CFRA leave entitlements);
- To care for the employee’s spouse, registered domestic partner, child, or parent (but not in-law) with a **serious health condition**; (counts toward FMLA and CFRA leave entitlements except for time to care for an employee’s registered domestic partner, which does not count towards FMLA leave, only CFRA leave);
- For the employee’s own **serious health condition** that makes the employee unable to perform one or more of the essential functions of the employee’s job (counts toward FMLA and CFRA leave entitlements); and/or
- Because of any **qualifying exigency** arising out of the fact that an employee’s spouse, son, daughter or parent is a covered military member on covered active duty or has been notified of an impending call or order to covered active duty status in the armed forces (counts toward FMLA leave entitlement only).

A **serious health condition** is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, hospice or residential health care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

Additional Military Family Leave Entitlement (Injured Service member Leave)

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered service member** or **covered veteran** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the service member with a serious injury or illness.

Leave to care for a covered service member or veteran shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible



employee takes leave to care for the injured service member.

A **“covered service member”** means 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 on the temporary retired list, for a serious injury or illness. A covered service member would have a serious injury or illness if he/she has incurred 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.

A **“covered veteran”** means 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 covered veteran would have a serious injury or illness if he/she has incurred a qualifying injury or illness 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 manifested itself before or after the member became a veteran.

Spouses Employed by the Same Worksite Employer

Spouses employed by the same Worksite Employer are limited to a combined total of 26 workweeks in a single 12-month period if the leave is to care for a covered service member or veteran with a serious injury or illness, and to a combined total of 12 workweeks in a 12-month period if the leave is taken for the birth and care of a newborn child, for placement of a child for adoption or foster care, or to care for a parent who has a serious health condition.

Intermittent Leave and Reduced Leave Schedules

FMLA / CFRA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA / CFRA leave intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours the employee works each workday) when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered service member. Intermittent leave can also be taken for any qualifying exigency.

Employees are also eligible for intermittent leave for bonding with a child following birth or placement. Intermittent leave for bonding purposes generally must be taken in two-week increments. However, employees are permitted two occasions where the leave may be for less than two weeks.

Employees will receive their current rate of pay for hours worked and time spent working will not count against the employee's available FMLA / CFRA leave.

Protection of Group Health Insurance and Other Benefits

During an approved FMLA / CFRA leave, the employee's health and other benefits will be maintained as if the employee continued to be actively employed for up to 12 weeks. However,



the employee must continue to pay the employee's portion, if any, of the group health plan premiums or the employee's benefits may be cancelled. Accrual of benefits such as vacation and paid time off will be suspended, unless otherwise indicated by the employee's Worksite Employer, during the duration of the leave. Accrual of seniority will also be suspended during the leave unless otherwise indicated by the employee's Worksite Employer.

Once FMLA or FMLA/CFRA leave exceeds 12 weeks (for example, in cases of FMLA/PDL leave followed by CFRA birth bonding leave), an employee will be notified of his or her right to continue group health insurance benefits at the employee's cost under COBRA.

Restoration of Employment and Benefits

At the end of FMLA / CFRA leave, subject to some exceptions including situations where job restoration of "key employees" will cause the Worksite Employer substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. Employees will be notified if they qualify as "key employees", if there is an intention to deny reinstatement, and of their rights in such instances. Use of FMLA/CFRA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA / CFRA leave.

Notice of Eligibility for, and Designation of, FMLA/CFRA Leave

Employees requesting FMLA / CFRA leave are entitled to receive written notice whether they are eligible for FMLA / CFRA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA/CFRA leave, employees are entitled to receive written notice of: 1) their rights and responsibilities in connection with such leave; 2) designation of leave as FMLA / CFRA -qualifying or non-qualifying, if not FMLA / CFRA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

Leave may be retroactively designated as FMLA/CFRA leave for a period of up to 10 days with appropriate written notice to employees, provided the failure to designate leave as FMLA/CFRA-qualifying at an earlier date did not cause harm or injury to the employee.

Where a leave qualifies only for FMLA protection, the leave may be retroactively designated as FMLA leave without regard to the 10-day limitation above with appropriate written notice to employees, provided the failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee.

Employee FMLA/CFRA Leave Obligations

Provide Notice of the Need for Leave

Employees who take FMLA / CFRA leave must provide timely notification of their need for FMLA/CFRA leave. The following describes the **timing** and **content** of such employee notices.

Timing of Employee Notice

Employees must provide 30 days advance notice of the need to take FMLA / CFRA leave when the need is foreseeable. When 30 days notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the CSDS notice of the need for leave



as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA / CFRA notice obligations, may have FMLA / CFRA leave delayed or denied. Employees must also follow the Worksite Employer's usual and customary notice and procedural requirements for requesting time-off or reporting absences when requesting FMLA/CFRA leave, absent unusual circumstances.



Content of Employee Notice

To trigger FMLA / CFRA leave protections, employees must inform their immediate supervisor of the need for FMLA / CFRA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA / CFRA leave specifically, or explaining the reasons for leave so as to allow a determination that the leave is FMLA / CFRA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency cause by a covered military member being on active duty or called to active duty status; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered service member with a serious injury or illness.

Calling in “sick,” without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA / CFRA leave under this policy. Employees must respond to questions posed to determine if absences are potentially FMLA / CFRA-qualifying.

If employees fail to explain the reasons for FMLA / CFRA leave, the leave may be denied. When employees seek leave due to FMLA / CFRA-qualifying reasons for which FMLA / CFRA-protected leave has been previously provided, they must specifically reference the qualifying reason for the leave or the need for FMLA / CFRA leave.

Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules

When planning medical treatment, employees must consult with the Worksite Employer and make a reasonable effort to schedule treatment so as not to unduly disrupt the Worksite Employer’s operations, subject to the approval of an employee’s health care provider. Employees must consult with the Worksite Employer prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both the Worksite Employer and the employee, subject to the approval of an employee’s health care provider. If employees providing notice of the need to take FMLA/CFRA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Worksite Employer may require employees to attempt to make such arrangements, subject to the approval of the employee’s health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a serious health condition or to care for a covered service member, the Worksite Employer may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.



When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, the Worksite Employer and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting the Worksite Employer's operations, subject to the approval of the employee's health care provider.

Submit Medical Certifications Supporting Need for FMLA/CFRA Leave (Unrelated to Requests for Military Family Leave)

Depending on the nature of FMLA / CFRA leave sought, employees may be required to submit medical certifications supporting their need for FMLA / CFRA-qualifying leave. As described below, there generally are three types of FMLA / CFRA medical certifications: an **initial certification**, a **recertification**, and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide timely, complete and sufficient medical certifications. Whenever employees are requested to provide FMLA / CFRA medical certifications, employees must provide the requested certifications within 15 calendar days after the request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. Employees shall be informed if submitted medical certifications are incomplete or insufficient and employees will be provided at least seven calendar days to cure deficiencies.

Failure to provide requested certification within 15 days, if such is practicable, may result in delay of further leave until it is provided, and/or may subject the employee to discipline up to and including termination for taking unauthorized leave or for excessive absenteeism. Similarly, employees who fail to timely cure deficiencies will have FMLA / CFRA leave denied.

With the employee's permission, the employee's health care provider may be contacted (through individuals other than an employee's direct supervisor) to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide authorization allowing clarification or authentication with health care providers, FMLA leave may be denied if certifications are unclear.

Whenever it is deemed appropriate to do so, the right to receive timely, complete and/or sufficient FMLA/CFRA medical certifications may be waived.

Initial Medical Certifications

Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered service member, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year or when an initial medical certification has expired.

If there is reason to doubt the initial medical certifications, regarding an employee's own serious health condition, employees may be required to obtain a second opinion at the Worksite Employer's expense. If the opinions of the initial and second health care providers differ, the Worksite Employer may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Worksite Employer and the employee.



The Worksite Employer will reimburse employees for any reasonable “out of pocket” travel expenses incurred to obtain second or third medical opinions. Except in very rare circumstances, the employee will not be required to travel outside normal commuting distance for purposes of obtaining second or third medical opinions.

Medical Recertifications

Depending on the circumstances and duration of FMLA / CFRA leave, employees may be required to provide recertification of medical conditions giving rise to the need for leave. Employees will be notified if recertification is required and will be given at least 15 calendar days to provide medical recertification. In cases of leave that qualifies under CFRA, recertification will generally only be requested when the original certification has expired.

Return to Work/Fitness for Duty Medical Certifications

Unless employees are notified that providing such certifications is not necessary, employees returning to work from FMLA / CFRA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide a Return to Work Medical Certification form. The form must confirm that the employee is able to return to work and (if indicated on the Return to Work Certification Form) the employee’s ability to perform the essential functions of the employees’ position, with or without reasonable accommodation.

Employees should attempt to give at least one week's notice by mailing or faxing to their supervisor the Return to Work Medical Certification form stating that the employee is able to resume work. However, employees must make sure that this notice is received no later than 2 business days before the employee’s return to work at the conclusion the leave. This is important so that the employee’s return to work is properly scheduled.

If the employee’s FMLA/CFRA leave resulted from a workers' compensation injury, the employee’s health care provider may send an updated medical work status form to the employee’s Case Manager as soon as the employee’s return to work date is known, even if less than two business days before the employee’s return to work. Employees may obtain Return to Work Medical Certification Forms from their supervisor. Job restoration may be delayed and/or denied until employees provide return to work/fitness for duty certifications.

Submit Certifications Supporting Need for Military Family Leave

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the active duty or call to active duty status of covered military members, employees may be required to provide: 1) a copy of the covered military member’s active duty orders or other documentation issued by the military indicating the covered military member is on active duty or call to active duty status and the dates of the covered military member’s active duty service; and 2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall also provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies due to a different active duty or call to active duty status of the same or a different covered military member.



When leave is taken to care for a covered service member with a serious injury or illness, employees may be required to obtain certifications completed by an authorized health care provider of the covered service member. In addition, and in accordance with the FMLA regulations, it may be requested that the certification submitted by employees set forth additional information provided by the employee and/or the covered service member confirming entitlement to such leave.

Substitute Paid Leave for Unpaid FMLA/CFRA Leave

If employees request FMLA/PDL leave because of disability due to pregnancy, childbirth or related medical conditions, they must first substitute / use any accrued paid sick leave for unpaid family/medical leave (unless the Worksite Employer specifically informs an employee that this will not be required). Employees may make a written request to substitute accrued, unused vacation or paid time off (“PTO”) benefits for unpaid FMLA/PDL leave once the employees’ sick time is exhausted.

If employees request FMLA/CFRA leave because of their own serious health conditions (excluding absences for which employees are receiving workers’ compensation or short term disability benefits), they must first substitute any accrued paid vacation, PTO or sick leave for unpaid family/medical leave (unless the Worksite Employer specifically informs an employee that this will not be required).

If employees request FMLA/CFRA leave to care for a covered family member with a serious health condition or bond with a newborn child, they must first substitute any accrued paid vacation or PTO for unpaid family/medical leave (unless the Worksite Employer specifically informs an employee that this will not be required). Once vacation or PTO is exhausted, upon written request an employee can substitute paid sick leave for unpaid FMLA/CFRA leave for such purposes except an employee cannot use sick leave to bond with a child where the employee’s child is not ill or sick since sick leave is contingent on the illness of the employee, child, parent, spouse or registered domestic partner.

FMLA / CFRA leave does not affect the employee’s eligibility, if any, for short or long term disability payments and/or workers’ compensation benefits under those insurance plans. Employees receiving short term disability or State of California Paid Family Leave benefits are not required to use accrued paid time off while taking FMLA/CFRA. However, subject to the rules above, upon written request, employees will be permitted to use accrued paid time off to supplement any paid workers’ compensation, short term disability or Paid Family Leave benefits. A leave of absence in connection with a workers’ compensation injury/illness or for which an employee receives short term disability or State of California Paid Family Leave benefits shall run concurrently with FMLA/CFRA leave.

The substitution of paid time off for unpaid family/medical leave time does not extend the length of FMLA leaves and the paid time off runs concurrently with the FMLA/CFRA entitlement.

For more information regarding use of accrued paid time off, or eligibility for disability and/or workers compensation insurance payments, employees should contact their Supervisor or the CSDS Human Resources representative.



Employee's Share of Health Insurance Premiums

As noted above, during FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the employee is notified of other arrangements, whenever an employee is receiving pay during FMLA / CFRA leave, the employee's portion of the group health plan premium will be deducted from the employee's paycheck in the same manner as if the employee was actively working. If FMLA/CFRA leave is unpaid, employees must pay their portion of the group health premium. Employees should contact their immediate supervisor to make these arrangements.

If employees return to work owing any employer-made contributions to their insurance premiums to maintain coverage during the employee's leave, reimbursement will be required through payroll deduction immediately upon return as permitted by law. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control) reimbursement will be required for the cost of the premiums paid for maintaining coverage during their unpaid FMLA/CFRA.

Reporting Changes to Anticipated Return Date

If an employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide the employee's immediate supervisor with reasonable notice (i.e., within 2 business days) of the employee's changed circumstances and new return to work date. If employees give the CSDS unequivocal notice of their intent not to return to work, they will be considered to have voluntarily resigned and the Worksite Employer's obligation to maintain health benefits (subject to COBRA requirements) and to restore their positions cease.

Coordination of FMLA Leave with Other Leave Policies

The FMLA / CFRA does not affect any federal, state or local law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights. Leave taken because of an employee's own serious health condition may be extended under certain circumstances. Please understand that reinstatement from an extended leave of absence beyond that required by the FMLA / CFRA or PDL may not be guaranteed and may depend upon the availability of a vacancy for which the employee is qualified.

For additional information concerning leave entitlements and obligations that might arise when FMLA / CFRA or PDL leave is either not available or exhausted, employees should consult CSDS's other leave policies in the employee handbook as applicable or contact their immediate supervisor.

Questions and/or Complaints about FMLA / CFRA Leave

If employees have questions regarding this FMLA / CFRA policy, they should contact their immediate supervisor. CSDS is committed to complying with the FMLA / CFRA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA / CFRA.



The FMLA/CFRA makes it unlawful for employers to: 1) interfere with, restrain, or deny the exercise of any right provided under FMLA/CFRA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA/CFRA or involvement in any proceeding under or relating to FMLA/CFRA. If employees believe their FMLA/CFRA rights have been violated, they should contact the CSDS Human Resources representative. Any FMLA/CFRA complaints will be investigated and prompt and appropriate remedial action will be taken to address and/or remedy any FMLA/CFRA violation. Employees also may file FMLA/CFRA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA/CFRA violations.

603 Personal Leave

Effective Date: 04/26/2011

California Self-Directed Services provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees
- Regular part-time employees

Eligible employees may request personal leave only after having completed 90 calendar days of service. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Personal leave may be granted for a period of up to 14 calendar days every 2 years. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. With the supervisor's approval, an employee may take any available sick leave or vacation leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

604 Benefits Continuation During Leaves Of Absence

Effective Date: 08/15/2014

Subject to the terms, conditions, and limitations of the applicable plans, health insurance and all other benefits will be provided until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. If an employee anticipates going on an unpaid leave, it is the employee's responsibility to contact Human Resources for information regarding premium and benefits continuation. Human Resources will provide information to assist employees with continuing benefits to avoid a break in coverage. Any and all costs associated with the plan(s) such as benefit premiums will be paid directly to CSDS one month in advance at the beginning of each calendar month either in person or by mail. For example, if the premium total for all benefit plans that the employee is enrolled in is \$250 per month, then on February 1 that amount



must be paid to CSDS for the month of February. If the payment is more than 30 days late, the employee's health and insurance benefits may be dropped for the duration of the leave. The company will provide at least fifteen (15) days' notification prior to the employee's loss of coverage in accordance with plan termination rules (i.e. COBRA). When the employee returns from personal leave, benefits will again be provided according to the applicable plan's provisions unless the plan was terminated because of the employee's failure to pay the premiums.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, California Self-Directed Services cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, California Self-Directed Services will assume the employee has resigned.

605 Military Leave

Effective Date: 10/24/2011

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence. Exempt employees will be paid their full weekly salary for any work week during which they have performed any work while on military leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

607 Pregnancy Disability Leave

Effective Date: 10/24/2011



If you are disabled by pregnancy, childbirth or related medical conditions, you are eligible to take a pregnancy disability leave (PDL). If you are affected by pregnancy or a related medical condition, you are also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. In addition, if it is medically advisable for you to take intermittent leave or work a reduced schedule, California Self-Directed Services may require you to transfer temporarily to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

The PDL is for any period(s) of actual disability caused by your pregnancy, childbirth or related medical condition up to four months (or 88 work days for a full-time employee) per pregnancy.

The PDL does not need to be taken in one continuous period of time, but can be taken on an as-needed basis.

Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth is covered by your PDL.

Generally, we treat your pregnancy disability the same as we treat other disabilities of similarly-situated employees. This affects whether your leave will be paid or unpaid.

You are required to obtain a certification from your health care provider of your pregnancy disability or the medical advisability for a transfer. The certification should include: 1) the date on which you became disabled due to pregnancy or the date of the medical advisability for a transfer; 2) the probable duration of the period(s) of disability or the period(s) for the advisability of a transfer; and 3) a statement that, due to the disability, you are either unable to work at all or to perform any one or more of the essential functions of your position without undue risk to yourself or to other persons; or a statement that, due to your pregnancy, a transfer to a less strenuous or hazardous position or duties is medically advisable.

At your option, you can use any accrued vacation time or other accrued paid time off as part of your PDL before taking the remainder of your leave on an unpaid basis. We require, however, that you use any available sick leave during your PDL. The substitution of any paid leave will not extend the duration of your PDL.

We encourage you to contact the Employment Development Department regarding your eligibility for state disability insurance for the unpaid portion of your leave. If you do not return to work on the originally scheduled return date nor request in advance an extension of the agreed upon leave with appropriate medical documentation, you will be deemed to have voluntarily terminated your employment with California Self-Directed Services. Failure to notify California Self-Directed Services of your ability to return to work when it occurs, or your continued absence from work because your leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of your employment with California Self-Directed Services, unless you are entitled to Family Leave.



Upon your return from a covered PDL, you will be reinstated to your same position in most instances.

Taking a PDL may impact certain of your benefits and your seniority date. If you want more information regarding your eligibility for a leave and the impact of the leave on your seniority and benefits, please contact the CSDS Human Resources representative.

Any request for leave after your disability has ended will be treated as a request for family care leave under the California Family Rights Act and the federal Family Medical Leave Act, if you are eligible for that type of leave. Please refer to the Family and Medical Leave Policy.

681 Rehabilitation Leave

Effective Date: 10/24/2011

We are committed to providing assistance to our employees to overcome substance abuse problems. California Self-Directed Services will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program. This accommodation may include an adjusted work schedule or time off without pay, provided the accommodation does not impose an undue hardship on California Self-Directed Services. You may use any accrued sick or vacation benefits while on leave under this policy. However, additional benefits will not be earned during the unpaid portion of the leave of absence. A leave of absence under this policy will be subject to the same provisions and rules as apply to medical leaves of absence.

California Self-Directed Services will attempt to safeguard the privacy of an employee's participation in a rehabilitation program.

You should notify your direct supervisor or department manager if you need to request an accommodation under this policy.

682 Time Off for Crime Victims

Effective Date: 10/24/2011

Employees who have been victims of serious or violent felonies, as specified under California law, or felonies relating to theft or embezzlement, may take time off work to attend judicial proceedings related to the crime. Employees also may take time off if an immediate family member has been a victim of such crimes and the employee needs to attend judicial proceedings related to the crime. "Immediate family member" is defined as spouse, registered domestic partner, child, child of registered domestic partner, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather.

Employees must give their immediate supervisor a copy of the court notice given to the victim of each scheduled proceeding before taking time off, unless advance notice to California Self-Directed Services of the need for time off is not feasible. When advance notice is not feasible, the employee must provide California Self-Directed Services with documentation evidencing the



judicial proceeding, within a reasonable time after the absence. The documentation may be from the court or government agency setting the hearing, the district attorney or prosecuting attorney's office, or the victim/witness office that is advocating on behalf of the victim.

Employees may elect to use accrued paid vacation time, paid sick leave time, or other paid time off for the absence. If the employee does not elect to use paid time off, the absence will be unpaid. However, exempt employees will be paid their full salary for any workweek interrupted by the need for time off under this policy.

683 Time Off for Victims of Domestic Violence or Sexual Assault

Effective Date: 10/24/2011

Victims of domestic violence or sexual assault may take time off work to obtain help from a court, seek medical attention, obtain services from an appropriate shelter, program, or crisis center, obtain psychological counseling, or participate in safety planning, such as permanent or temporary relocation. California Self-Directed Services may require proof of an employee's participation in these activities. Whenever possible, you must provide your supervisor reasonable notice before taking any time off under this policy. You may use any accrued vacation, sick, or other time off for the leave under this policy. Leave under this policy does not extend the time allowable under the "Family and Medical Leave Act" Policy in this Handbook.

684 Time Off for Volunteer Firefighters

Effective Date: 10/24/2011

An employee who is a volunteer firefighter is permitted unpaid time off, not to exceed 14 days per calendar year, for the purpose of engaging in fire or law enforcement training. If you request time off under the policy you must notify your direct supervisor immediately after the need for the leave becomes known.

685 Time Off for School-Related Activities

Effective Date: 10/24/2011

Parents, guardians, or grandparents with school children from kindergarten through Grade 12, or who attend licensed child daycare facilities, are provided unpaid time off (up to a maximum of eight (8) hours in one (1) calendar month and 40 hours in one (1) calendar year) to participate in school or day care activities. We may require proof of an employee's participation in these activities. You must provide reasonable advance notice to your supervisor before taking any time off under this policy. Parents, guardians, or grandparents with custody of schoolchildren who have been suspended also are allowed to take unpaid time off to appear at the school pursuant to the school's request.

686 Literacy Assistance

Effective Date: 10/24/2011



California Self-Directed Services is committed to providing assistance to employees who require time off to participate in an adult education program for literacy assistance. If you need time off to attend such a program, you should inform your direct supervisor. California Self-Directed Services will attempt to make reasonable accommodations for you by providing unpaid time off or an adjusted work schedule, provided the accommodation does not impose an undue hardship on California Self-Directed Services. California Self-Directed Services will attempt to safeguard the privacy of your enrollment in an adult education program.

687 Time Off for Civil Air Patrol Personnel

Effective Date: 10/24/2011

An employee who has been employed 90 days or more is permitted to request up to 10 calendar days of unpaid leave per calendar year to respond to an emergency operational mission of the California Wing of the Civil Air Patrol. Such leave is limited to three days for each emergency operational mission, unless the government entity that authorized the mission extends it and the Company approves the additional time off. Upon expiration of the leave, an employee will generally be reinstated to his or her position with equivalent seniority, benefits, pay and other terms and conditions of employment.

Employees requesting time off must notify their direct supervisor as soon as possible after learning the intended dates upon which such leave will begin and end. Approval of any leave request is conditioned upon certification from the proper Civil Air Patrol Authority of the employee's eligibility to take such leave. Failure to provide the required certification will result in denial of leave.

Employees may, but are not required to, elect to substitute any accrued unused vacation days, paid time off, or paid personal days for otherwise unpaid Civil Air Patrol Leave.

688 Organ and Bone Marrow Donor Leave

Effective Date: 10/24/2011

An employee who is an organ donor is permitted a leave of absence of up to 30 days in a one year period for the purpose of donating his or her organ to another person.

An employee who is a bone marrow donor is permitted a leave of absence of up to 5 days in a one year period for the purpose of donating his or her bone marrow to another person.

Organ or bone marrow donor leave may be taken in one or more periods.

In order to receive a leave of absence pursuant to this policy, an employee must provide written verification that he or she is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

Employees must take up to five days of earned but unused sick or vacation leave for bone



marrow donation and up to two weeks of earned but unused sick or vacation leave for organ donation as a condition of an employee's initial receipt of bone marrow or organ donation leave.



690 Paid Family Leave Benefits

Effective Date: 10/24/2011

An employee who is off work to care for a child, spouse, parent, or registered domestic partner with a serious health condition, or to bond with a new child, may be eligible to receive benefits through the California "Paid Family Leave" ("PFL") program, which is administered by the Employment Development Department ("EDD").

These benefits solely are financed through employee contributions to the PFL program. That program is solely responsible for determining if an employee is eligible for such benefits. There generally is a waiting period during which time no PFL benefits are available. The EDD can provide additional information about any applicable waiting period.

If you need to take time off work to care for a child, spouse, parent, or registered domestic partner with a serious health condition or to bond with a new child please advise your immediate supervisor, and you will be given information about the EDD's PFL program and how to apply for benefits. Employees also may contact their local Employment Development Department Office for further information. You should maintain regular contact with your supervisor during the time you are off work so we may monitor your return-to-work status. In addition, you should contact the Human Resources department when you are ready to return to work so we may determine what positions, if any, are open to you.

When an employee applies for PFL benefits, the Human Resources Department will determine if the employee has any accrued but unused vacation time available. If the employee has accrued but unused vacation time available, then the employee will be required to use up to two (2) weeks of such time before becoming eligible for PFL benefits.

Please note, employees taking time off work to care for a child, spouse, parent, or registered domestic partner with a serious health condition or to bond with a new child are not guaranteed job reinstatement unless they qualify for such reinstatement under federal or state family and medical leave laws. Any time off for Paid Family Leave purposes will run concurrently with other leaves of absence (such as Family and Medical Leave), if applicable. Please see the "Family and Medical Leave" policy in this Handbook for eligibility requirements.

701 Employee Conduct and Work Rules

Effective Date: 10/24/2011

To ensure orderly operations and provide the best possible work environment, California Self-Directed Services expect employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:



- Supplying false or misleading information when applying for employment or during employment
- Personal use of company gas or credit cards
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs or abuse of prescription drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Failure or refusal to submit or consent to a required alcohol or drug test
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Engaging in unethical or illegal conduct
- Having a conflict of interest
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or tardiness or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential proprietary information
- Conduct that reflects adversely upon you, California Self-Directed Services, or its stakeholders
- Making or publishing false or malicious statements concerning an employee, supplier, client, or California Self-Directed Services
- Violation of personnel policies
- Unsatisfactory performance or conduct that does not meet the requirements of the position
- Other circumstances which warrant discipline

Employment with California Self-Directed Services is at the mutual consent of California Self-Directed Services and the employee, and either party may terminate that relationship at any time, with or without reason, cause, and with or without reason, cause, and with or without advance notice.

702 Drug and Alcohol Use

Effective Date: 10/24/2011

It is California Self-Directed Services' desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental



and physical condition to perform their jobs in a safe and satisfactory manner.

While on California Self-Directed Services premises and while conducting business-related activities off California Self-Directed Services premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

If California Self-Directed Services has a Drug Free Workplace Program, or if you are in a position requiring drug testing under state or federal law, you will be subject to drug testing under certain circumstances, in accordance with applicable laws. In this event, you will either have the opportunity to review or will receive a copy of the Drug Free Workplace policy.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of their health plan if applicable or discuss the matter with Human Resources at California Self-Directed Services to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all California Self-Directed Services policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause California Self-Directed Services any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify California Self-Directed Services and of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with Human Resources at California Self-Directed Services.

703 Sexual and Other Unlawful Harassment

Effective Date: 10/24/2011

California Self-Directed Services is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, gender identity,



pregnancy, military status, or any other legally protected characteristic will not be tolerated. CSDS may provide extended sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment depending on supervisory resources at any given time.

Harassment is unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Examples of harassment include verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct constitutes harassment when: 1) it has the purpose or effect of creating an intimidating, hostile, or offensive working environment; or 2) it has the purpose or effect of unreasonably interfering with an individual's work performance; or 3) it otherwise adversely affects an individual's employment opportunities.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.



All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. Communications will be made to others only on a limited "need to know" basis. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources representative or any member of management so it can be investigated in a timely and confidential manner. Upon completion of the investigation, if necessary, corrective measures will be taken. These measures may include, but are not limited to: training, counseling, warning, suspension, or immediate dismissal. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to discipline up to and including discharge. If the investigation is inconclusive, California Self-Directed Services may still provide counseling or take other appropriate steps.

California Self-Directed Services prohibit any form of discipline or retaliation for reporting in good faith the incidents of harassment in violation of this policy, pursuing any such claim or cooperating in the investigation of such reports.

704 Attendance and Punctuality

Effective Date: 10/24/2011

To maintain a safe and productive work environment, California Self-Directed Services expects employees to be reliable and to be punctual in reporting for scheduled work. You are also expected to take your lunch/mealtimes within the time limits set by your supervisor. Absenteeism and tardiness place a burden on other employees and on California Self-Directed Services. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. If you are going to miss work because you are going to be late or you or a family member is sick, you must notify your supervisor before the time you are to report for work. Your supervisor will advise you of an alternative person to contact if he or she is unavailable.

If you do not inform your supervisor or the alternative person, your tardiness or absence will be considered an unapproved, unscheduled absence. If you fail to notify your supervisor after three (3) business days of consecutive absences, you will be considered to have abandoned your job. These rules will be enforced uniformly on a non-discriminatory basis.

Time off requests: Submit the request form as soon as possible even if you have not found a substitute staff. When you have found coverage, ask that employee to sign and date the form. Except for emergencies, requests should be submitted ten (10) days prior to the requested date(s). It is the staff's responsibility to find coverage prior to approval of days off. If further assistance is needed, please contact your CSDS Manager or Supervisor.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.



705 Personal Appearance

Effective Date: 10/24/2011

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image California Self-Directed Services presents to customers and visitors.

During business hours or when representing California Self-Directed Services, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Reasonable accommodation may be made to a person with a disability where necessary.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards.
- Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

706 Return of Property

Effective Date: 10/24/2011

Employees are responsible for all California Self-Directed Services property, materials, or written information issued to them or in their possession or control.

Employees must return all California Self-Directed Services property immediately upon request or upon termination of employment. Where permitted by applicable laws, California Self-



Directed Services may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. California Self-Directed Services may also take all action deemed appropriate to recover or protect its property.

708 Resignation

Effective Date: 10/24/2011

Resignation is a voluntary act initiated by the employee to terminate employment with California Self-Directed Services. Although advance notice is not required, California Self-Directed Services requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

710 Security Inspections

Effective Date: 10/24/2011

California Self-Directed Services wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, California Self-Directed Services prohibits the possession, transfer, sale, or use of such materials on its premises. California Self-Directed Services requires the cooperation of all employees in administering this policy.

While on California Self-Directed Services' premises, employees have no expectation of privacy in their belongings or in workplace areas which include, but are not limited to, offices, cubicles, work locations, company provided or designated parking areas, desks, computers, lockers, rest or eating areas, or vehicles engaged in company operations, and any personal belongings on or in any of the above

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of California Self-Directed Services. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of California Self-Directed Services at any time, either with or without prior notice.

712 Solicitation

Effective Date: 10/24/2011

In an effort to ensure a productive and harmonious work environment, persons not employed by California Self-Directed Services may not solicit or distribute literature in the workplace at any time for any purpose.

California Self-Directed Services recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature



concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

Examples of impermissible forms of solicitation include:

- The sale of goods, services, or subscriptions outside the scope of official organization business
- The distribution of literature not approved by the employer

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- Postings Required by Law
- Employee announcements
- Internal memoranda
- Organization announcements
- Payday notice
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

If employees have a message of interest to the workplace, they may submit it to the Personnel Director of California Self-Directed Services for approval. All approved messages will be posted by the Personnel Director.

716 Employee Discipline

Effective Date: 10/24/2011

This section is to help you understand what is expected of you with regard to proper behavior, performance, and personal conduct. The purpose of this policy is to state California Self-Directed Services' position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. By complying with these standards you will help to maintain a positive, safe work environment for you and your colleagues.

To address those times when you have not lived up to positive standards, we may provide you with counseling, institute progressive discipline, or terminate your employment if your conduct warrants it. We have the discretion to decide whether counseling, progressive discipline or immediate termination is appropriate. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

California Self-Directed Services' own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.



Although employment with California Self-Directed Services is based on mutual consent and both the employee and California Self-Directed Services have the right to terminate employment at will, with or without cause or advance notice, California Self-Directed Services may use progressive discipline at its discretion. Nothing in this policy or handbook should be construed as a promise of particular treatment in any given situation.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline may be used when your supervisor at California Self-Directed Services and feels it is appropriate. The system of progressive discipline gives you notice of deficiencies in performance and an opportunity to improve. When misconduct occurs, progressive disciplinary action may include but is not limited to the following: counseling and/or verbal warning, written warning, suspension with or without pay, and/or termination.

Depending on the nature and severity of the misconduct as well as whether it has previously occurred, your supervisor may investigate your actions. An investigation is designed to obtain all pertinent facts and may include interviewing you and other witnesses, reviewing documents, etc. Your friends, relatives, attorneys or other third parties are not allowed to participate in internal investigations. Failure to cooperate with an internal investigation is grounds for disciplinary action up to and including discharge.

When the investigation is complete, your supervisor and/or a CSDS Human Resources representative will review the facts and the policies. At that point, your supervisor or the HR Rep. will determine whether you should be disciplined up to and including termination.

California Self-Directed Services recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

By using employee discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and California Self-Directed Services.

718 Problem Resolution

Effective Date: 10/24/2011

California Self-Directed Services are committed to all employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the company's supervisors and management.

California Self-Directed Services strive to ensure fair treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.



If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with the company in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to bring those issues to management's attention using the same procedure described in the Harassment policy.

1. Employee presents problem to immediate supervisor at California Self-Directed Services after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to any other member of management at California Self-Directed Services.
2. Supervisor at California Self-Directed Services responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee contacts the CSDS Human Resources representative.
4. The CSDS Human Resources representative counsels and advises employee, then informs employee of decision and forwards copy of written response to employee's file.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

800 Life-Threatening Illnesses in the Workplace

Effective Date: 10/24/2011

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. California Self-Directed Services support these endeavors as long as employees are able to meet acceptable performance standards.

Medical information on individual employees is treated confidentially. California Self-Directed Services will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

802 Recycling

Effective Date: 10/24/2011

California Self-Directed Services supports environmental awareness by encouraging recycling and waste management in its business practices and operating procedures. This support includes



a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set up to promote the separation and collection of the following recyclable materials at California Self-Directed Services:

- computer paper
- white high grade or bond paper
- ledger paper
- mixed or colored paper
- newspaper
- corrugated cardboard
- brown paper bags
- aluminum
- tin
- plastics
- printer cartridges

The simple act of placing a piece of paper, can, or bottle in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. Employees are encouraged to make a commitment to recycle and be a part of this solution.

California Self-Directed Services encourages reducing and, when possible, eliminating the use of disposable products. Source reduction decreases the consumption of valuable resources through such workplace practices as:

- communication through computer networks with email
- two-sided photocopying
- computerized business forms
- eliminating fax cover sheets
- reusing paper clips, folders, and binders
- turning off lights when not in use

Whenever possible, employees of California Self-Directed Services are encouraged to purchase products for the workplace that contain recycled or easily recyclable materials. Buying recycled products supports recycling and increases the markets for recyclable materials.

By recycling, California Self-Directed Services is helping to solve trash disposal and control problems facing all of us today. If you have any questions or new ideas and suggestions for the recycling program contact the Support Coordinator.

806 Suggestion Program

Effective Date: 10/24/2011

As employees of California Self-Directed Services, you have the opportunity to contribute to our



future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit California Self-Directed Services by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making California Self-Directed Services a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the Human Resources Department and, after review, they will be forwarded to the Leadership Team. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

880 Lactation Accommodations

Effective Date: 10/24/2011

California Self-Directed Services will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid.

California Self-Directed Services will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall for the employee to express milk in private. This location may be the employee's private office, if applicable. California Self-Directed Services may not be able to provide additional break time if doing so would seriously disrupt California Self-Directed Services' operations. Please speak to the CSDS Human Resources representative if you have questions regarding this policy.



**CALIFORNIA SELF-DIRECTED SERVICES
EMPLOYEE HANDBOOK
ACKNOWLEDGEMENT OF RECEIPT**

The employee handbook describes important information about my employment with California Self-Directed Services and I understand that I should consult with my supervisor regarding any questions not answered in these policies. I have entered into my employment relationship with California Self-Directed Services voluntarily and acknowledge that there is no specified length of employment. Accordingly, either California Self-Directed Services or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here, or on the Intranet, are subject to change, I acknowledge that revisions to the handbook may occur, except to the policy of employment at will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Only California Self-Directed Services has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook or, in an effort to reduce paper resources, I acknowledge that I have access to the handbook at the CSDS offices during regular business hours. I understand that I can request a copy of the handbook anytime and can expect to receive the copy at the CSDS offices during regular business hours. I further understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee name (please print): _____

Check Position as Exempt or Nonexempt:

- ☐ Exempt Position: Manager, Administrator, or Supervisor.
- ☐ Nonexempt Position

Employee Signature: _____

Date: _____

