



# **EMPLOYEE HANDBOOK**

## **with provisions of Code of Conduct and HIPAA Privacy Rule**

## **FOREWORD**

PRAISING HANDS, LLC's mission is to provide creative opportunities and supports to people with mental health, developmental disabilities and substance abuse issues. Our services accentuate growth and the development of adaptive and recovery skills to help an individual live life to his or her fullest potential. Our passion to our consumers is evidenced by our focus on excellence in an environment of integrity, dedication, and teamwork. The focus of this mission is to provide the support and services to help individuals lead normal lives within their community. This objective is achieved by providing comprehensive, quality services that are individualized to the specific needs of each person that is served by Praising Hands, LLC.

Whether you have just joined our staff or have been at Praising Hands, LLC for a while, we are confident that you will find our company a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of Praising Hands LLC to be one of its most valuable resources. This handbook has been written to serve as the guide for the employer/employee relationship.

There are several things to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice to you, you should address your specific questions to the Human Resource department. Neither this handbook nor any other company document confers any contractual right; either expresses or implied, to remain in the company's employ. Nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by the company, or you may resign for any reason at any time. No supervisor or other representative of the company (except the president) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.

The procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except Praising Hands, LLC employees and others affiliated with Praising Hands, LLC whose knowledge of the information is required in the normal course of business.

Some subjects described in this handbook are covered in detail in official policy documents. Refer to these documents for specific information because the handbook only briefly summarizes those guidelines and benefits. Please note that the terms of the written insurance policies are controlling and override any statements made in this or other documents.

# DIVERSITY

## Equal Employment Opportunity Statement

**Praising Hands, LLC** provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. **Praising Hands, LLC** complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

**Praising Hands, LLC** expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of **Praising Hands, LLC** employees to perform their expected job duties is absolutely not tolerated.

### **Praising Hands, LLC's Anti-harassment Policy and Complaint Procedure**

**Praising Hands, LLC** is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, **Praising Hands, LLC** expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of **Praising Hands, LLC** to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. **Praising Hands, LLC** prohibits any such discrimination or harassment.

**Praising Hands, LLC** encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of **Praising Hands, LLC** to promptly and thoroughly investigate such reports. **Praising Hands, LLC** prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

### **Definitions of Harassment**

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

### **Individuals and Conduct Covered**

These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to **Praising Hands, LLC** (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

### **Complaint Process**

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources or any member of management.

When possible, **Praising Hands, LLC** encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. **Praising Hands, LLC** recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

**Praising Hands, LLC** encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

If a party to a complaint does not agree with its resolution, that party may appeal to **Praising Hands, LLC**'s Human Relations Manager or **Praising Hands, LLC's Administrator**.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action.

## **Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Praising Hands, LLC to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity

Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Praising Hands, LLC. Contact the Human Resource department with any questions or requests for accommodation.

## EMPLOYMENT

### Employee Classification Categories

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help employees understand employment classifications and employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and Praising Hands, LLC.

**Nonexempt employees** are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime.

**Exempt employees** are generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

### Background and Reference Checks

To ensure that individuals who join Praising Hands, LLC are well qualified and to ensure that Praising Hands, LLC maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to Praising Hands, LLC. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead Praising Hands, LLC to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related.

Praising Hands, LLC also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

## **Progressive Discipline**

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

Praising Hands, LLC supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. Praising Hands, LLC reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines Praising Hands, LLC's progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently,

the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

Praising Hands, LLC reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

## Separation of Employment

Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks' notice, preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to provide an employee with two weeks' pay in lieu of notice in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.
- **Termination:** Employees of Praising Hands, LLC are employed on an at-will basis, and the company retains the right to terminate an employee at any time.

### Return of Company Property

The separating employee must return all company property at the time of separation, including uniforms, cell phones, keys, PCs and identification cards. Failure to return some items may result in deductions from the final paycheck. An employee will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

The separating employee shall contact the Human Resource department as soon as notice is given to schedule an exit interview. The interview will be on the employee's last day of work or another day, as mutually agreed on.

### Rehire

Former employees who left Praising Hands, LLC in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Human Resource department, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

Supervisors must obtain approval from the Human Resource director or designee prior to rehiring a former employee. Rehired employees begin benefits just as any other new employee. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits.

An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

# **WORKPLACE EXPECTATIONS**

## **Confidentiality**

Our clients and other parties with whom we do business entrust the company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a “need to know.” If an employee questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.

## **Conflicts of Interest**

Employees must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an employee may be faced with situations in which business actions taken on behalf of Praising Hands, LLC may conflict with the employee’s own personal interests. Company property, information or business opportunities may not be used for personal gain.

### **Conflicts of interest could arise in the following circumstances:**

- Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while employed with Praising Hands, LLC.
- Hiring or supervising family members or closely related persons.
- Serving as a board member for an outside commercial company or organization.
- Owning or having a substantial interest in a competitor, supplier or contractor.
- Accepting gifts, discounts, favors or services from a customer/potential customer, competitor or supplier, unless equally available to all company employees.

Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their manager or the Human Resource department.

## **Outside Employment**

Employees are permitted to engage in outside work or to hold other jobs, subject to certain restrictions as outlined below.

Activities and conduct away from the job must not compete with, conflict with or compromise the company interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by Praising Hands, LLC. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If Praising Hands, LLC determines that an employee's outside work interferes with performance, the employee may be asked to terminate the outside employment.

Employees who have accepted outside employment may not use paid sick leave to work on the outside job. Fraudulent use of sick leave will result in disciplinary action up to and including termination.

## **Social Media—Acceptable Use**

Below are guidelines for social media use.

Employees may not post financial, confidential, sensitive or proprietary information about the company, clients, employees or applicants.

Employees may not post obscenities, slurs or personal attacks that can damage the reputation of the company, clients, employees or applicants.

When posting on social media sites, employees must use the following disclaimer when discussing job-related matters, "*The opinions expressed on this site are my own and do not necessarily represent the views of Praising Hands, LLC.*"

Praising Hands, LLC may monitor content out on the Internet. Policy violations may result in discipline up to and including termination of employment.

## **Employee Personnel Files**

Employee files are maintained by the Human Resource department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis.

A manager or supervisor considering the hire of a former employee or transfer of a current employee may be granted access to the file, or limited parts of it, in accordance with antidiscrimination laws.

Personnel file access by current employees and former employees upon request will generally be permitted within three days of the request unless otherwise required under

state law. Personnel files are to be reviewed in the Human Resource department. Personnel files may not be taken outside the department.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

## **COMPENSATION**

### **Payment of Wages**

Salary payment is made monthly. Paydays are usually monthly by the 16<sup>th</sup> of the month..

It is the company's policy that employee paychecks will only be given personally to that employee or mailed to his/her home address. Employees may be paid by check or through direct deposit of funds to either a savings or checking account at the financial institution of their choice.

If the normal payday falls on a company-recognized holiday, paychecks will be distributed one workday before the aforementioned schedule.

In the event of a lost paycheck, the Human Resource department must be notified in writing as soon as possible and before a replacement check can be issued. In the event the lost paycheck is recovered and the company identifies the endorsement as that of the employee, the employee must remit the amount of the replacement check to the company within 24 hours of the time it is demanded.

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted to the Human Resource department.

Except for extreme emergencies, no salary advances will be made.

### **Time Reporting**

A work hour is any hour of the day that is worked and should be recorded to the nearest tenth of an hour. The workday is defined as the 24-hour period starting at 12:00 a.m. and ending at 11:59 p.m. The workweek covers seven consecutive days beginning on Sunday and ending on Saturday. The usual workweek period is 40 hours.

Employees will submit their time record monthly as directed by their manager. Each employee is to maintain an accurate daily record of his or her hours worked.

## **Meal/Rest Periods**

The scheduling of meal periods at Praising Hands, LLC is set by the employee's immediate manager with the goal of providing the least possible disruption to company operations.

### **Mandatory Meal Period**

Employee meal periods are important to company productivity and employee health. Employees who work at least eight (8) consecutive hours will be provided a meal break not to exceed 60 minutes **State Meal/Rest Period Requirements**. The meal period will not be included in the total hours of work per day and is not compensable. Nonexempt employees are to be completely relieved of all job duties while on meal breaks and must clock out for meal periods.

### **Rest Breaks**

Salaried employees, as they are paid a weekly salary regardless of the hours they work, may choose to take breaks as needed. Nonexempt employees are permitted a 15-minute rest break for each four hours of work. Nonexempt employees on rest breaks are not required to clock in and clock out because this time is considered "time worked" and is compensable.

### **Impermissible Use of Meal Period and/or Rest Breaks**

Neither the lunch period nor the rest break(s) may be used to account for an employee's late arrival or early departure or to cover time off for other purposes—for example, rest breaks may not be accumulated to extend a meal period, and rest breaks may not be combined to allow one half-hour long break.

The workweek begins at 12:00 a.m. on Sunday morning and ends at 11:59 p.m. on Saturday night.

## **CODE OF CONDUCT**

### **Putting Our Employees Code of Conduct to Work**

*Every employee or staff is personally responsible for ensuring we conduct our business in accordance with this Code of Conduct.*

Praising Hands, LLC Employees Code of Conduct reaffirms the importance of high standards of its business ethics. Adherence to these standards by all employees and staff is the best way to ensure compliance and secure public confidence and support. All employees are responsible for their actions, and for conducting themselves with integrity. Any failure on the part of any employee to meet any of the standards embodied in this Code of Conduct will be subject to disciplinary action, including but not limited to dismissal.

Administrative employees with supervisory duties are responsible for ensuring that all their subordinates know and understand all company policies and procedures, including this Code of Employees Conduct.

If you have any questions about the proper course of action in any given situation, consult your supervisor. No one will be allowed to justify a violation of this Code of Conduct by

claiming lack of understanding, confusion, or ignorance concerning any provision or application of this Code of Conduct.

No one is ever authorized to direct an employee to commit an illegal or unethical act, or violate this Code of Conduct. Nor may anyone justify an illegal or unethical act by claiming it was ordered by someone in the higher corporate authority.

Every employee or staff is also responsible for reporting violations or suspected violations of any of the policies and principles contained in this Code. No disciplinary action will be taken against an employee who in good faith reports a suspected violation. Such violations or suspected violations should be reported to your Supervisor.

- **Conflict of Interest**

*Avoid activities that create a conflict of interest -- or the appearance of one.*

Employees and staff must make intelligent decisions that benefit the company. Employees must not use their jobs for improper personal gain or benefit, or create the impression that they are subject to such influence when making any business decisions.

Do not accept any cash, gifts, loans, or hospitality from any supplier or other person which could influence -- or appear to influence -- your actions.

If you suspect that an employee or a staff has made an improper business decision, accepted or given a bribe, kickback or improper gratuity, report your suspicion to the management.

- **Accepting Gratuities**

*Praising Hands, LLC administration strictly prohibits accepting any gifts or gratuities. Any gratuity, regardless of its value, that influences or appears to influence your judgment is not allowed.*

Monetary gifts should never be accepted under any circumstances. Accepting any gratuity in lieu of services provided is also prohibited.

Meals, refreshments or other forms of hospitality provided in the normal course of business are acceptable if they do not influence actions or create the appearance of doing so. Even under these circumstances, however, instances of hospitality should be reported to the management.

- **Relationships with Vendors, Suppliers and Others**

*Praising Hands, LLC awards business solely on merit.*

Praising Hands, LLC awards business competitively, on merit and without favoritism. When selecting vendors, we consider the needs of the business and the value, cost and quality of the products and services they provide. We avoid situations that impair or compromise our judgment.

- **Outside Employment and Business Activities**

*Praising Hands, LLC employees and staff should have no relationship, financial or otherwise, with any supplier, competitor, company, or person that might create or appear to create a conflict of interest.*

Your primary obligation is to Praising Hands, LLC solely. You have a duty of loyalty to Praising Hands, LLC. Any form of outside activity, including other employment or self-employment, must be separate from and not interfere while performing with your job here. Any type of employment with a competitor is a conflict of interest.

Praising Hands, LLC assets and resources should not be used to support any unauthorized outside activity.

Circumstances which indicate a conflict of interest or a potential conflict include, but are not limited to, the following:

- An opportunity to make personal gains or provide gains to your immediate family by influencing a Praising Hands supplier or competitor.
- You or your immediate family owning or benefiting from a business that either calls into question your ability to make impartial business decisions regarding Praising Hands LLC, or compromises your primary obligation to Praising Hands LLC.
- Employment or any outside activity which uses, or could use company assets, property, equipment, proprietary or confidential information.

- **Suspected Fraudulent or Illegal Conduct**

*Any suspected fraudulent conduct must be identified and investigated promptly.*

Fraudulent or illegal conduct committed on or off the job may be grounds for disciplinary action, up to and including dismissal.

Fraudulent or illegal conduct includes, but is not limited to, any oral or written misrepresentation of facts, misappropriation of funds, theft, improper reporting of time or expenses, wrongfully claiming employee or dependent benefits, or any other dishonest acts, done on or off the job, and whether done while working for Praising Hands LLC or elsewhere, or prior to employment with Praising Hands LLC.

Report to the management any improper conduct or dishonest acts on or off the

- **Company Funds**

*Use company resources properly and only for the benefit of Praising Hands LLC.*

All employees and staff must be familiar with policies and guidelines applicable to handling company funds. Employees and staff who handle company funds, or maintain accounting records, are also responsible for their safekeeping. Company funds refer to, and include, all negotiable assets, including cash, checks, money orders, and phone records. Company funds can only be used for company business.

Administrative personnel must personally review expense reports submitted by subordinates or staff to determine if they are proper. Anyone approving or certifying vouchers, reimbursement requests or bills should exercise reasonable and prudent judgment in making sure the expense and amounts are proper. Employees must spend company funds prudently.

Misuse of any company funds can result in disciplinary action up to and including termination of employment.

- **Use of Praising Hands LLC Property**

*Use company property properly and only for the benefit of Praising Hands LLC.*

Protection of company property and services is vital.

Furnishing unauthorized services not prescribed by Praising Hands LLC is prohibited. Employees and staff should promptly report any unauthorized connection or any other service impropriety to the management.

Unauthorized use of company property or systems by employees or non-employees is prohibited. Unless authorized, company property should not be sold, loaned, given away or otherwise disposed of, regardless of condition or value.

Company-owned communication devices should be used in accordance with the Praising Hands LLC policies. Unauthorized use of communications devices should not be made from company equipment, or charged to Praising Hands LLC.

Misuse of any company property can result in disciplinary action up to and including termination of employment...

- **Company Records**

*All company records -- including e-mail -- must be accurately prepared and maintained.*

Company records must be accurate and reliable, no matter what form those records take.

All reports, e-mails, vouchers, bills, and records must be prepared carefully and honestly. Documentation includes any manually or electronically created records, including those created in any computer program, or any data storage systems.

Misrepresentation of any personnel or consumers' record can result in disciplinary action up to and including termination of employment.

Records containing employee and consumers data are confidential and must be kept current and accurate. They should be accessed only for valid business reasons and disclosed only to authorized administration personnel or to any authorized government agencies with legitimate and proper court orders.

All employees must comply with the record retention guidelines applicable to their departmental units. This includes normal retention under standard company schedules, and extended retention to preserve documents for lawsuits or legitimate proceedings, government investigations, audits, and other legal matters.

Employees directed to produce documents in response to a civil or criminal action, subpoena, discovery proceedings in a civil lawsuit, or requests from government agencies must conduct a diligent search for such documents -- including e-mail messages and other electronic documents -- and produce them as directed by the Praising Hands LLC management. A diligent search require employees to search for relevant documents regardless of form, and regardless of where such documents may be located.

- **Computer Systems**

*Computer systems are Praising Hands LLC property, and are essential to the company operations. Employees and staff must protect hardware, software and data, and use them only for authorized purposes.*

The Praising Hands LLC systems protect its computer and data operations. Each employee is responsible for the safety and integrity of those systems, and no program or code should be used to circumvent them. Employees are also responsible for knowing and understanding

policies and guidelines governing the use of the company computer networks, systems and electronic information.

Access to the Internet and the company's electronic mail system is primarily for company use. While limited, occasional personal use is not prohibited, but should only be used outside the business hours, abuse or misuse of these resources is inappropriate, and could result in disciplinary action up to and including dismissal.

Praising Hands LLC "zero tolerance" policy prohibits any access via company equipment, networks or resources to pornographic or sexually explicit material, hate sites or web-sites that could be considered strongly offensive and/or inappropriate in the workplace. Viewing, storing, accessing, sending or receiving such material is strictly prohibited, and may result in severe disciplinary action up to and including termination.

Sending large e-mail messages, files, or attachments, such as greeting cards, games, video clips, scanned images or sending numerous copies of similar files for non-business related purposes may disrupt critical systems and is not permitted.

Any employee who uses the company computer systems expressly consents to having any e-mail communications, electronic files, or other uses or applications of the computer system monitored. No employee should expect privacy for any use of any company computer system or network. Violations or suspected violations of computer security measures, controls or software licensing agreements should be reported immediately to the appropriate school authority.

### **Praising Hands LLC Proprietary Information**

*Employees and staff, contractual or non-contractual must protect company information and ensure that it is not divulged to unauthorized people.*

In the course of doing business, the employees or staff develop and gather information that is proprietary or intended solely for internal use. Unauthorized disclosure of this information could give individuals and other competitors an unfair competitive advantage, and compromise our privacy policies. Such information should never be discussed with other employees or contractors who need to use it for business reasons.

Employees and staff are never allowed to use or disclose the company's proprietary information without written authorization from the Praising Hands LLC management and without a valid business reason.

### **Substance Abuse**

*Employees and staff must be fit to perform their jobs -- and that means not working under the influence of alcohol or illegal substances.*

Praising Hands LLC is committed to maintaining a healthy and safe work environment.

Drug and alcohol abuse threatens Praising Hands LLC safety goals and the existence of a productive and efficient workplace. Employees may not drink alcoholic beverages while on any consumers' premises or while performing tasks, and while engaged in any company related activities except when permitted at a company-sanctioned event.

Praising Hands LLC strictly prohibits the illegal use, possession, sale, attempted sale, conveyance, distribution, or manufacture of illegal drugs or controlled substances while engaged in any company activity regardless of the location, on company premises, or in company owned or rented vehicles.

Employees or staff is forbidden from reporting to work while under the influence of alcohol or any illegal drug.

For the safety of consumers and themselves, employees or staff should not operate any machinery, motor vehicles, or engage in any physically demanding activity while under the influence of any type of medication that could impair a person's physical motor skills or judgment.

- **Environmental Compliance**

*Praising Hands LLC complies with all environmental laws and regulations.*

Praising Hands LLC is committed to preserving and protecting the environment. Employees must comply with all applicable local, state, national and company policies concerning environmental safeguards.

- **Workplace Safety**

*Employees and staff must comply with all safety laws and regulations, and immediately report all accidents or unsafe conditions.*

Praising Hands LLC is dedicated to providing safe workplaces for its employees, contractual or non-contractual, and provides training, tools and resources to facilitate compliance with workplace safety laws. Employees must take appropriate safety measures and follow all safety rules and procedures when performing their jobs. Employees who believe unsafe conditions exist should report the condition to the management.

- **Threats and Violence in the clients facilities**

*Violence, weapons, and threats of physical harm in the clients facilities are strictly forbidden.*

The administration is committed to the safety of its employees and consumers. Physical violence, intimidation, or any threat of violence by any employee against any co-worker or clients and families will not be tolerated. Any incidents will be investigated and employees or staff engaging in this conduct will be disciplined, up to and including termination.

Possession of any weapons or firearms is strictly prohibited on any client's facility while engaged in the company business outside of the facility. Employees are never permitted to bring any weapons or firearms in their personal vehicles onto its premises or to any consumers' facilities.