



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities



ASSOCIATE
HANDBOOK

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KRISTI DAUGHERTY, CEO

WELCOME

Whether this is your first day with Emergence Health Network or you have been with us for several years, we hope you read this handbook carefully. It will give you a better understating of our operations and our mission, and most importantly, information concerning your employment and some of the benefits made available to you by EHN.

You are part of the EHN Team. “Team” may seem like an overworked concept, but it is of particular relevance to our work here at Emergence. Here you will find an ideal mix of individual performance and team cooperation. EHN has plenty of room for both. I hope that you find yourself involved in something that is not just a job but a personal and professional commitment to provide service excellence to those we serve.

Emergence Health Network is dedicated outstanding customer service for clinical care, and in order to fulfill that commitment, we need people like you. To flourish, we must steadily improve our work as individuals and as an organization. And we consistently look to our team members to move us forward and upward. In your work, I hope you will have ideas and solutions about improving services and efficiency, and ways to decrease costs. We want to hear from you.

We know that people who enjoy their work and their surroundings do a better job—for themselves and for our community. We are committed to making employment at Emergence Health Network a fulfilling and productive experience.

Regards,
Kristi Daugherty, EHN CEO

INTRODUCTION

Emergence Health Network (EHN) and its dedicated staff are committed to assisting El Paso's most vulnerable citizens, residents with a mental illness, intellectual/developmental disabilities (IDD), or substance use disorder. At EHN we work to help these individuals and their families find resources and treatments to help them become as independent as possible and reach their full potential.

EHN is proud to have created impactful change in the delivery of mental health, IDD, and addiction services in the El Paso region. As the Local Mental Health and IDD Authority in El Paso County, it is our responsibility to meet the needs of our community, and we believe that both the level and quality of services we provide is unmatched in our area. Dedicated associates and staff leaders are a valuable contribution to the tremendous growth experienced company-wide, allowing for expansion and introduction of new services.

In 2016 EHN celebrated its 50th anniversary. Although we have undergone some name changes throughout the years, our commitment to our residents has remained the same. In 1963, President John F. Kennedy signed the Community Mental Health Act, which established mental health centers in communities. It helped people with mental illness and/or IDD who were "institutionalized" move back into their communities by creating community-centered care options. In 1966, the Local Mental Health Authority (LMHA) was opened in El Paso and EHN was born. EHN is now one of 39 LMHAs in Texas.

As the largest mental health provider in El Paso County, EHN currently has 19 service locations that assist a wide array of our population including adults, children, veterans, the homeless, and justice-involved individuals.

Purpose of Handbook

The EHN Associate Handbook summarizes policies that will be followed by all associates as a condition of their employment with EHN. In addition to the policies herein, EHN may have more specific procedures that apply to various topics such as grievances, layoffs, etc. EHN has more detailed policies in PolicyTech. This Handbook does not supersede the policies in PolicyTech. For more information about those procedures, please contact a representative in the Human Resources (HR) department or check current policies in PolicyTech.

*EHN strives to provide
an associate-friendly environment.*

EHN strives to provide an associate-friendly environment in which goal-oriented individuals thrive. Our commitment to serving consumers and providing quality products and services is unwavering. These policies provide a work environment in which both consumer and associate interests are served.

We value our associates' talents, skills, and abilities, and seek to foster an open, cooperative, and dynamic environment in which we can all excel. EHN provides an environment where associates are encouraged to bring ideas and challenges to any level of management.

Overview

EHN is an agency committed to innovative behavioral health services in trauma-informed care that promotes healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

Mission

EHN ensures superior recovery-based services for mental health, developmental disability, and related conditions for the people of El Paso County.

Vision

EHN will lead behavioral and developmental services in the El Paso region ensuring access to quality services, advocating for a better quality of life, and providing strength, hope and recovery for persons with mental illness and developmental disabilities.

Philosophy and Values

- Engage our customers by communicating the benefits of services and recovery.
- Celebrate our customers' strengths when participating in services.
- Foster hope in every service delivered.
- Demonstrate evidence of our customers' successes toward recovery.
- Recognize our customers and staff for all achievements.

Goals

- Ensuring Quality
- Improving Access
- Increasing Communications
- Enhancing Resource Development
- Strengthening the Organization

GENERAL PROVISIONS

Americans with Disabilities Act

EHN complies with the Americans with Disabilities Act and all applicable laws concerning the employment of individuals with disabilities. EHN acts in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). EHN does not discriminate against qualified individuals with disabilities with regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

When a job applicant with a disability requests accommodation that can be reasonably provided without creating an undue hardship or causing a workplace safety risk, he or she will be given the same consideration for employment as any other applicant.

EHN will reasonably accommodate qualified individuals (candidates and associates) with disabilities so that they can perform the essential functions of a job, unless the requested accommodations result in the following:

- A direct threat to the safety or well-being of individuals, including consumers or families of consumers, or others in the workplace, and the threat cannot be eliminated by reasonable accommodation; or
- An undue hardship to EHN.

Individuals who are currently using illegal drugs are excluded from coverage under our ADA policy.

Diversity and Equal Employment Opportunity

Diversity. EHN encourages and welcomes diversity, recognizing it as a key competitive advantage. The value of different backgrounds and perspectives should not be overlooked. Having a diverse workforce assists EHN in looking at all situations from a variety of angles and encourages the development of innovative ideas and solutions. Embracing and understanding what each associate's background and perspective can contribute gives us a competitive edge.

Some types of diversity are: life experience, work experience, perspective, culture, ethnicity, gender, and age. Respecting each individual and recognizing the value that we each bring to our team is essential. By creating a supportive environment that allows everyone to perform to his or her potential, we achieve success.

Equal Employment Opportunity. EHN provides equal employment opportunities to all associates and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, or genetics. In addition to federal law requirements, EHN complies with applicable state and local laws governing nondiscrimination in employment in every location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

EHN supports diversity.

EHN supports diversity. EHN values all associates' talents and supports an environment that is inclusive and respectful. We are strongly committed to this policy and believe in the concept and spirit of the law.

EHN is committed to ensuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment-related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training, and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law;
- Associates and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law; and
- Reasonable accommodations will be made for disabilities and religious beliefs.

We believe in and practice equal opportunity. The Director of HR serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All associates are responsible for supporting the

concept of equal opportunity and diversity and assisting EHN in meeting its objectives. Please contact HR with questions or concerns.

Employment-at-Will

Employment with EHN is on an “at-will” basis, which means that either an associate or EHN may terminate the employment relationship at any time, for any legal reason, with or without cause. This handbook is not a contract of employment nor is it intended to create contractual obligations for EHN of any kind or alter the at-will employment relationships between EHN and our associates. Only a written agreement signed by the Chief Executive Officer can change the at-will nature of the employment of any individual.

This handbook 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 HR.

Neither this handbook nor any other EHN document confers any contractual right, either expressed or implied, to remain in EHN's employ. Nor does this handbook guarantee any fixed terms and conditions of your employment. Your employment is not set for any specific time and may be terminated at will, with or without cause and without prior notice by EHN, or you may resign for any reason, at any time. While there may be a disciplinary process in place, in certain situations, EHN may make the decision to terminate you without first taking these disciplinary steps.

No supervisor or other representative of EHN (except the Chief Executive Officer, in writing) has the authority to enter into any agreement of employment for any specified period, or to make any agreement contrary to the above.

Harassment Prohibited

EHN is committed to providing a workplace free from discrimination, harassment, and retaliation. Therefore, EHN will not tolerate any harassment. Such conduct in any form is prohibited in the workplace, at work-related functions, or outside of work if it affects associates in the workplace. This policy applies to all associates, consumers, guests, vendors and persons doing business with EHN.

All associates must ensure they understand this policy and their obligations. Whether an associate's conduct violates this policy will be based on how an associate's conduct is received and whether a reasonable person would find the conduct to be in violation of the policy.

EHN will not tolerate harassment.

Harassment is defined as unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability, genetic information, or any other category that is protected by federal, state or local laws. Harassment occurs when:

- Enduring the offensive conduct becomes a condition of continued employment; or
- The conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile or abusive.

Sexual Harassment. Sexual Harassment is one type of prohibited harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, offensive remarks about a person's sex, and other verbal or physical conduct of a sexual nature. Such activities are illegal when:

- Submission is made a term or condition, either explicitly or implicitly, of an individual's employment;
- Submission to or rejection by an individual is used as a factor in decisions affecting that individual's employment;
- Their purpose or effect is to interfere with an individual's work performance, or to create an intimidating, hostile, or offensive work environment.

Sexual harassment includes many forms of offensive behavior, including the harassment of a person of the same gender as the harasser. The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-associate. The victim does not have to be the person harassed but could be anyone affected by the offensive conduct. Examples of sexual harassment include, but are not limited to, the following:

- Unwelcome sexual flirtation, advances or propositions
- Verbal comments related to an individual's gender or sexual orientation
- Explicit or degrading verbal comments about another individual or his or her appearance
- The display of sexually suggestive pictures or objects in any workplace location, including transmission or display via computer
- Any sexually offensive or abusive physical conduct
- The taking of or the refusal to take any personnel action based on an associate's submission to or rejection of sexual overtures
- Displaying cartoons or telling jokes which relate to an individual's gender or sexual orientation

It is important to EHN that all associates are protected from harassment. Any incidents that are perceived as harassment will be investigated and appropriate action will be taken up to and including termination of employment.

Retaliation Prohibited. Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing discrimination charges; testifying or participating in investigations, proceedings or lawsuits under these laws; or for opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws. Retaliating or discriminating against an associate who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. Associates who violate this policy or retaliate against an associate in any way will be subject to disciplinary action, up to and including termination.

Petty slights, annoyances and isolated incidents (unless extremely serious) will generally not rise to the level of illegality. To be harassment, the conduct must create a work environment that would be intimidating, hostile or offensive to reasonable people.

Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name-calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Harassment can occur in a variety of circumstances, including, but not limited to, the following:

- The harasser can be the victim's supervisor, a supervisor in another area, an agent of the employer, a co-worker, or a non-associate.
- The victim does not have to be the person harassed and can be anyone who is affected by the offensive conduct.
- Harassment may occur without economic injury to, or discharge of, the victim.

Appropriate performance reviews, counseling, or discipline by your manager do not constitute harassment.

Reporting Harassment. If you feel that you or someone else has been harassed or is being harassed, you should take the following steps:

- Tell the harasser that his or her actions are not welcome and that they must stop, if you feel comfortable enough to do so.
- Report the incident immediately to your manager or HR representative.
- Report any additional incidents or retaliation that may occur to your manager or HR representative.

All reports will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible. Appropriate actions will be taken to stop and remedy such conduct, including interim measures during a period of investigation.

Legal Compliance

It is the policy of EHN that all associates comply with the provisions of all applicable federal, state, and local laws and regulations. For example, EHN complies with the provisions of the Immigration Reform and Control Act of 1986 that requires employers to hire and retain only individuals who are authorized to work in the United States. EHN also requires associates to comply with the provision of the Sherman Anti-Trust Act that prohibits price fixing and other conduct. However, these are just examples of applicable laws, and there are many others. This Handbook provides examples of specific laws and explains how EHN associates will comply with the requirements of those laws. However, associates must also comply with all other applicable laws even if they are not described herein. Associates may contact HR with any questions they may have about these requirements.

Modification and Integration of Handbook

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

The effective date of this Handbook is July 25, 2019 which was approved by the EHN Board on July 25, 2019. All prior written or verbal agreements or prior versions of EHN's Associate Handbook are superseded by this version of the handbook, except as explicitly required by law or judicial order.

Some of the subjects described here are covered in detail in official benefit policy documents (e.g., insurance or retirement). You should refer to those documents for specific information since this handbook only briefly summarizes those benefits. Please note that the terms of the written insurance policies control.

Orientation Period

For all associates hired by EHN, the first 90 days of employment are considered an orientation period. During this time, the associate will undergo training and orientation as directed by the associate's supervisor. The associate's supervisor will also monitor the associate's performance during this time.

During the first 90 days of employment, the associate is encouraged and expected to ask questions concerning his or her job responsibilities, and to determine if he or she is satisfied with the position. If the associate's job performance is found to be unsatisfactory by his or her supervisor at any time during the first 90 days of employment, employment may be terminated.

Safety Policy

EHN wants to ensure that our associates remain safe and injury-free at all times. EHN intends to comply with all applicable safety laws and regulations and to provide associates with a workplace that is free of generally recognized safety hazards. Therefore, it is the policy of EHN to provide associates with a workplace free of recognized hazards that could cause or are likely to cause death or serious physical harm.

...It is the policy of EHN to provide associates with a workplace free of recognized hazards...

With the goal that accidents are avoided whenever possible, we expect our associates to refrain from horseplay, careless behavior, and negligent actions. It is EHN's policy to maintain a safe and secure working environment for all associates and consumers.

While working, associates must observe safety precautions for their safety and for the safety of others. All work areas must be kept clean, and free of clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a supervisor.

If you are involved in an accident, including slip and fall, tripping, motor vehicle, or another incident, you must:

- Report the accident to your supervisor and the Safety Manager as promptly as possible
- Obtain any necessary medical treatment (see Worker's Compensation Policy)
- Always fill out an Accident Report, regardless of the severity of the injury
- Obtain your supervisor's consent before leaving the premises if you must seek additional non-emergent medical treatment

Associates who fail to comply with this procedure may be subject to disciplinary action.

Please refer to EHN's safety procedures for additional information and requirements about EHN's safety procedures. You may obtain more information about those procedures from HR.

Tobacco Free Workplace Policy

EHN is a tobacco free workplace. Smoking, chewing tobacco products, use of e-cigarettes/pipes and other tobacco and nicotine products is not permitted at any time in work areas or vehicles, or in consumer work areas or vehicles.

Tobacco is defined as any product containing tobacco including, but not limited to: cigarettes, e-cigarettes, cigars, chewing tobacco, snuff and pipe tobacco. This policy does not apply to the use of smoking cessation products such as nicotine patches or chewing gum.

This policy applies equally to all associates, consumers and visitors. Associates who fail to comply with this policy may be subject to disciplinary action. Visitors and/or consumers who fail to comply with this policy may be asked to leave EHN premises.

Termination of Employment

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 associate
- Termination— involuntary employment termination initiated by EHN
- Layoff— involuntary employment termination initiated by EHN for non-disciplinary reasons

If you wish to resign, we ask that you notify your manager of your anticipated departure date at least two weeks in advance. Of course, as much notice as possible is appreciated by EHN and your co-workers. This notice should be in the form of a written statement.

If you fail to report to work for three consecutive days without informing management of the planned absence, we will assume that you have voluntarily resigned.

In the case of termination due to resignation, retirement, or a permanent reduction in the work force, your accrued vacation pay will be paid on a pro-rata basis. Unused personal time is not paid upon termination. In the case of termination, any vacation or personal/sick time used in excess of accrued time will be deducted from your final paycheck.

Furthermore, any outstanding financial obligations owed to EHN will also be deducted from your final check, given your prior written permission. If your final check does not sufficiently cover the money owed to EHN, you will remain liable for that amount.

A meeting between you and your immediate manager will take place prior to your last day of work. If applicable, your rights concerning continuation of group health benefits will be discussed during this meeting. Parking passes, office keys, equipment, and building passes must be returned at this time, along with all other EHN property and confidential information. If you leave EHN in good standing, you may be considered for re-employment.

Arbitration

EHN has a Policy that requires employment claims against EHN to be subject to mandatory arbitration. By accepting employment with EHN, all employees agree to the terms of the Arbitration Policy. The Arbitration Policy may be found on PolicyTech, or employees may contact HR for more information.

COMPENSATION

Pay Periods

Associates will be paid on a bi-weekly basis. Regular paydays occur every other Friday. If a payday falls on bank holiday, associates will be paid on the last workday prior to the regularly scheduled payday.

Direct Deposit

It is the policy of EHN to issue associate wages solely through electronic direct deposit. Direct deposit provides many benefits for associates, including greater security and faster access to funds. Checks will not be issued.

Associate payments will be electronically deposited directly into one or more checking or savings accounts designated by each associate. Accounts must be established with financial institutions, such as banks or credit unions that support direct deposit.

Temporary exceptions to this policy may be made for new hires, to provide adequate time to set up a direct deposit account. Exceptions may also be made for associates who provide evidence that they cannot obtain an account at a financial institution offering direct deposit. In some other cases, an associate might receive a manual check. Live (manual) checks will only be released to the individual whose name appears on the check, or to an individual whom the associate has designated and approved through written consent.

The Payroll Services or HR will assist associates with completing the necessary documentation and will answer any questions or concerns about direct deposit.

It is each associate's responsibility to review his or her payroll stub for accuracy of personal information and payment information. Associates must immediately notify Payroll Services or HR if there has been an overpayment of wages. Associates are not entitled to keep wage overpayments and EHN may recoup overpaid amounts from future payments.

Associates must notify Payroll Services when there is any change to bank accounts that affect direct deposit. Changes must be received two weeks prior to the payday for which the change is to occur.

Garnishments

It is the policy of EHN to comply with all valid claims against the wages of associates such as garnishments, support orders, and/or wage assignments. It is EHN's position not to involve itself in the financial affairs of associates. Supervisors should refrain from giving associates personal advice regarding such matters. Supervisors may, however, advise the associate to consider seeking financial counseling through the EHN Associate Assistance Program also known as "Employee Assistance Program." EHN will withhold monies from the associate's salary for the entire period specified in the federal, family court, or other assignment until it receives order discontinuance.

Overtime Pay

EHN must compensate all hourly, non-exempt associates one-and-a-half times their regular wage rate for all hours worked over 40 hours each week.

EHN's workweek begins at 12:00 A.M. on Sunday and ends at 11:59 P.M. on Saturday.

At times, associates will be asked to work overtime to complete necessary work tasks. The associate's supervisor will notify the associate as early as possible regarding scheduling needs.

Associates who want/need to work more than 40 hours during a workweek must receive written authorization from their supervisor before working overtime.

Performance Evaluation and Merit Increases

EHN is committed to providing you with feedback, both formal and informal, about your performance on the job. Managers and supervisors are responsible for providing ongoing performance feedback to each associate. In addition, your manager or supervisor may formally discuss and document your performance on a regular basis (generally annually). In some business units, career development plans are reviewed monthly. An initial performance review may be conducted within six months after an associate is hired or transfers to a new position.

Your performance appraisal discussion will review your strengths and identify any areas needing improvement, and goals and objectives that need to be achieved. Specific performance problems may be addressed outside the performance appraisal cycle through either informal discussions or formal disciplinary action. Formal performance feedback becomes a permanent part of your personnel file.

Merit increases may or may not be awarded following a performance appraisal depending on overall outcome and the availability of funding within EHN.

Time Recording

EHN requires that each associate maintain an accurate record of their work hours. Associates must accurately report their actual hours worked according to EHN procedures. For more information about this contact HR.

Worker's Compensation

EHN will provide worker's compensation, insurance that compensates an associate for lost wages, medical expenses, and permanent impairment that results from an injury arising out of or in the course and scope of employment. Associates must report any work-related injury or disease immediately (or as soon as practicable) to their supervisor and the Safety Manager so that the necessary paperwork can be completed in a timely manner. Please note that under state laws, associates who fail to report work-related injuries in a timely manner may see a reduction or denial of worker's compensation benefits.

If an associate can return to work after an injury or illness for which he or she was receiving worker's compensation, the associate must provide documentation from his or her medical provider that either outlines any work-related restrictions or verifies that the associate is able to complete all job-related tasks. If an associate can return to work under restrictions, EHN will make every reasonable effort to accommodate the associate's work ability and job responsibilities. If the medical provider removes all work restrictions, the associate is expected to perform his or her regular duties. FMLA leave and worker's compensation leave may be taken concurrently.

CLASSIFICATIONS AND JOBS

Classifications

Associates are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

The definitions of the worker classification categories can be summarized as follows:

Exempt. Associates who meet any of the FLSA's exemption standards, including managerial, supervisory, professional, sales, or administrative associates.

Non-exempt. Associates whose positions do not meet the FLSA exemption standards. Overtime work is prohibited without specific supervisor authorization for these associates.

In addition, each individual's employment status is defined as one of the following:

Full-time. Associates who work at least 30 hours per week are considered full-time. Such full-time associates are eligible for benefits after applicable requirements for length of service have been met.

EHN may supplement its regular work force with temporary or part-time associates to help compensate for workload, associate absences or other situations. Management will determine which positions are permanent and which are considered temporary or seasonal.

Part-time. Associates who work fewer than 30 hours per week are considered part-time. Associates who work fewer than 30 hours per week, or who work on a temporary project basis, will receive all legally mandated benefits (such as workers' compensation and Social Security benefits), but are ineligible for other benefit programs.

Independent contractors. Consultants, freelancers, and independent contractors are not associates of EHN. The distinction between associates and independent contractors is crucial because associates may be entitled to participate in EHN's benefits programs, while independent contractors are not. In addition, EHN is not required to satisfy income, Social Security, Medicare or unemployment tax withholdings or payment requirements for independent contractors.

Job and Position Creation

Recommendations for creating new positions within EHN will take place annually at the designated timeframe set forth by the Chief Executive Officer. Request will be made by directors of their respective programs/department to the Chief Executive Officer through established approval protocol. HR will review all recommendations for new positions and appropriateness of classifications and parity prior to any action being taken.

At no time will a Job Description contain education, training, and experience requirements that are less than those required in the State position descriptions for the position as classified, unless approved by the Chief Executive Officer.

The Chief Executive Officer must give final approval for authorizing the creation of the new position.

Internal Transfer and Promotions

EHN strives to retain associates through an environment that creates opportunity and encourages advancement. It is our goal to allow associates to fully use and develop their skills.

When a position becomes available, it may be advertised both internally and externally. Current associates are welcome to apply, as are external candidates. All staffing decisions will be made with the position goals in mind, with the desire to hire the most-qualified individual being paramount.

At times, positions may be filled internally without being posted. This could relate to a business need or a planned career progression that includes an associate being assigned new responsibilities.

*EHN strives to provide opportunities
for advancement.*

Transfers can be either management- or associate-initiated. They are determined by business needs and associate qualifications. Associates being considered for transfer will be given the opportunity to provide input; however, an associate should not be approached by management without the knowledge of his or her manager and HR. Transfers will be made in a manner that disrupts ongoing operations as little as possible.

To be considered for a transfer or promotion, you must complete the Internal Transfer/Promotion Application form and submit it to HR with your manager's signature. After the interview process is complete, if you are selected for the position, you will receive documentation and the transition process will begin.

Internships and Volunteers

Internships. It is the policy of EHN to work with our community in assisting students with the opportunity to develop working knowledge and valuable experience, and to obtain required practicum hours in accordance to school requirements. EHN normally does not offer paid internships, so individuals must either receive college credit or practicum hours for the time spent working as an intern for EHN.

Volunteers. Volunteers are people who choose to work or perform services or participate in EHN functions at no cost or liability for compensation to EHN when EHN expresses a need for a work or service to be performed.

More information about internships and volunteers is available from HR.

Medical Examinations

EHN may require associates to undergo a mandatory, job-related medical examination to determine his or her fitness to perform the essential functions of the job position without endangering his or her health and safety or that of others. Associates may also be required to undergo a medical exam on other occasions such as when an associate has been exposed to unhealthful conditions, has requested an accommodation for a disability, or has a questionable ability to perform essential functions due to a medical condition. EHN may conduct voluntary medical examinations and health promotion activities as well. The records from these screenings will be kept confidential. EHN is responsible for the cost of the voluntary or mandatory medical examinations described in this policy.

BENEFITS

Associate Assistance Program

EHN recognizes that personal issues can sometimes affect associate performance. The Associate Assistance Program, commonly referred to as the "EAP" or Employee Assistance Program, is available to associates and their families to provide confidential help with a wide variety of personal problems, issues and concerns.

This EAP includes short-term counseling as well as referral services. This service is staffed by specialists qualified to assist with alcohol, drug, medical, marital, financial, legal, family, and emotional problems.

The EAP is available to all associates, but is not required except when job performance, attendance, or job responsibilities are negatively affected.

Use of EAP services, however, does not excuse associates from complying with EHN policies and procedures, or from achieving job requirements or expectations during or after receiving EAP assistance. Participation in the EAP will not prevent EHN from taking disciplinary action when warranted.

COBRA Benefits

EHN complies with the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). This federal law gives covered associates (and their dependents) who have lost health benefits the right to continue group health plans for limited periods of time under certain circumstances (called “qualifying events”). All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage. Specific information about COBRA is available from HR.

Domestic Partnership Policy

EHN offers health insurance and other benefits to associates’ domestic partners, whether those partners are of the same or opposite sex. The main difference in this coverage is that premiums for domestic partners must be paid with after-tax dollars; the IRS does not recognize partners other than legally married spouses.

To qualify as a domestic partner under this policy, an associate will be asked to sign a statement annually, testifying that he or she lives in an exclusive and mutually committed relationship, similar to a recognized marriage. In addition, the associate is required to attest that both individuals are:

- 18 years of age or older;
- Mutually responsible for each other’s welfare and financial obligations to third parties; and
- Not legally married to other people and not related in any way that would prohibit marriage according to state laws.

To register or terminate a domestic partnership, please contact HR.

Eligibility for Employer Paid and Voluntary Benefits

Regular full-time associates are eligible to apply for voluntary benefits beginning their date of hire or applicable status change to full-time. Employer-paid benefits begin automatically. Voluntary benefits follow the effective date guidelines within their respective plan documents. Please refer to individual benefit offerings for additional details. Full-time associates also accrue vacation time and sick time and will receive compensation for observed holidays.

Regular part-time associates, are not eligible for any employer paid or voluntary benefits. Vacation time and sick time accrue on a prorated basis dependent on the associate’s FTE status. Observed paid holiday hours will also be prorated.

PRN (pro re nata) associates are not eligible for any employer paid or voluntary benefits. No vacation time or sick time accruals are offered, nor are PRN associates eligible to receive paid holidays.

Interns and associates in temporary assignments, such as those employed through a staffing agency, are not eligible for employer paid or voluntary benefits. Pay for holidays will only apply according to the guidelines of the staffing agency agreement. Internships are unpaid.

Employer Sponsored Benefit Plans

EHN provides group health, dental and vision coverage options on a pre-tax basis to all active full-time associates who are normally scheduled to work 30 or more hours per week. EHN also allows associates to contribute pre-tax dollars to a Flexible Spending Account and/or Dependent Care Spending Account in accordance with IRS guidelines and limitations. Life, accidental death, and a variety of disability offerings are also available for election on an

after-tax basis. Details concerning available plans, level of coverage, and premium costs are in the official plan documents and information provided during new hire orientation and available from HR.

EHN provides health, dental, vision, retirement and continuing education tuition reimbursement.

Retirement Plans

EHN supports associates financial planning for retirement in two ways. Associates automatically become participants in the Texas County and District Retirement System (TCDRS) when they begin employment. Membership in the TCDRS is a condition of employment. Contributions are automatically deducted on a pre-tax basis from associate earnings. EHN's Board of Trustees determines the amount of mandatory employee contributions and EHN contributions to TCDRS plans. Additionally, associates may elect to contribute pre-tax dollars into a voluntary 403(b). Please contact HR for additional information or assistance.

Tuition Reimbursement and Continuing Education Program

EHN is committed to developing and maintaining a high-performance workforce, and EHN encourages its associates to continue to develop the knowledge and skills necessary to succeed in their jobs and provide optimum service to consumers. For these reasons, EHN maintains an educational assistance program for those associates who wish to further their education and competencies. Information about this program can be obtained from HR.

The Tuition Reimbursement and Continuing Education Program provides financial assistance for approved college credit courses and continuing education opportunities and successful completion of the CLEP exam, if applicable, to support associates' development of skills and knowledge that will be of mutual benefit to both the associate and EHN.

Use of EHN Automobiles

EHN provides vehicles for business use and provides reimbursement for business use of personal vehicles according to EHN guidelines. Associates must drive safely and comply with all applicable laws when driving EHN vehicles. More information about the use of EHN vehicles is available from HR.

Associates holding jobs requiring regular driving for business as an essential job function, as a condition of employment, must be able to meet the driver approval standards of this policy at all times. In addition, associates must provide proof of current automobile insurance. For all other jobs, driving is considered only an incidental function of the position, and approval to operate a Center vehicle or drive for business will be determined on an as-needed basis.

Associates who drive a vehicle on EHN business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely and maintain the security of the vehicle and its contents. Associates are also responsible for any driving infractions or fines that occur as a result of their driving.

Associates may not use a hand-held cell phone while operating a vehicle whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages and text messages.

Voluntary Deductions

You are also eligible to receive medical and/or dental benefit coverage. Should you choose to enroll in the offered benefits program, you will be required to pay a portion of the premium cost. Your total annual contribution cost for the coverage you select will be divided by 24 pay periods in the Plan Year to determine the amount that will be deducted (on a pre-tax basis) from each of your paychecks. These deductions are taken from the first two pay dates each month. For more information about waivers and other aspects of this program please contact HR.

ATTENDANCE, PUNCTUALITY, AND WORK SCHEDULES

Attendance and Working Hours

Regular attendance and punctuality is expected for all associates. Absenteeism and tardiness place a burden on both fellow associates and EHN. We expect every associate will be regular and punctual in attendance. This means being in the office, or assigned work location, ready to work, at their starting time each day. When an associate is unable to work due to illness or an accident, a supervisor must be notified promptly. In the event the immediate supervisor is unavailable, the associate must speak with a manager. Leaving a message with another staff member

Regular attendance and punctuality is expected from all associates.

or on voicemail does not constitute an accepted notification of absence.

Job Abandonment. If an associate does not report for work and EHN is not notified of absentee status, it will be assumed that the associate has voluntarily resigned, and the associate will be removed from the payroll.

If you become ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

Regular Work Hours. Standard working hours are from 8:00 am to 5:00 pm, Monday through Friday. These hours exclude 24-hour locations such as EOU, jail, housing units, and other units as applicable. Meal breaks should be a minimum of 30 minutes off the clock, which is mutually agreeable between the associate and supervisor. While these are general guidelines, each department/supervisor will communicate specific department needs and guidelines within their unit.

To efficiently operate and maintain standards and schedules, associates are expected to be present for work, on time, every day. Regular attendance and punctuality are essential duties of an associate. Unplanned/unapproved late arrivals, early departures, or other absences are disruptive and frequently cause hardship for team members and will be considered occurrences. Occurrences are cumulative in a rolling 6-month period. Excessive occurrences may result in disciplinary action, up to and including termination, following these *general* guidelines. These guidelines may be modified to fit the severity of a given case and are not intended to limit the discretion of a supervisor to enforce greater discipline where justified.

Number of Occurrences	Disciplinary Action
1-3	Verbal Counseling
4-6	Written Warning
7-10	Final Warning/Suspension
11+	Termination

Inclement Weather

EHN recognizes that bad weather conditions may affect an associate’s ability to timely report to work. EHN will make every effort to notify local media of any closures, but it is the associate’s responsibility to check in with EHN regarding closures or delays.

Lunch and Rest Periods

Associates are allowed an unpaid 30 to 60-minute lunch break, based on department needs and expectations. Lunch breaks are generally taken between the hours of 11:00 and 2:00, depending on shift. The schedule for meal periods should be established based on work requirements in each office, and non-exempt associates must remain clocked out for a minimum of 30 minutes. Staggered meal periods may be necessary to ensure the continuity of operations and services. Supervisors should make sure that each location is adequately staffed and that someone with authority to resolve minor problems is available at all times. ICF and Dayhab associates will remain on the clock for meal periods in which they continue to provide care and/or services to consumers.

Nursing Mothers

EHN accommodates mothers who wish to express breast milk during the workday when separated from their newborn children. For up to one year after the child’s birth, nursing associates will be provided with reasonable break time to express breast milk during the workday. Nursing mothers who are returning from maternity leave should speak with their managers or supervisors regarding their needs. HR can be consulted as needed.

EHN will provide a private area, other than a bathroom, for nursing associates to express breast milk. Associates working offsite or in other locations will be accommodated with a private area as necessary; please contact HR to coordinate. Breaks to express milk will not be paid. In addition to these breaks to express milk, associates may use normal break and lunch periods to accommodate additional nursing needs. If you have any further questions or concerns regarding this policy, please contact HR.

Voting Time Off

It is EHN’s policy to comply with state and/or federal law concerning paid time off for associates to vote. Currently, polls are open from 7 a.m. to 7 p.m. on election day.

EHN associates shall not be entitled to paid time off for voting if an associate has two consecutive hours to vote outside of the associates regularly scheduled working hours.

EHN shall provide up to two hours of paid time off on election day to any associate who does not have two consecutive hours outside their normal working hours between 7 a.m. and 7 p.m. on Election Day, excluding associates who participated in early voting.

This policy is subject to change in accordance with any changes made to Chapter 276 of the Texas Election Code or other controlling state or federal law.

HOLIDAYS, VACATION, LEAVES, AND PAID TIME OFF

Bereavement Leave

EHN considers the personal needs that arise from the death of an immediate family member. In the event of such a loss, an associate will be allowed up to three (3) days of leave with full pay until and including the day of the funeral. Bereavement leave will not count against accrued vacation or sick leave. Up to two (2) additional days of leave may be granted for attendance at services more than a 4-hour drive from El Paso County. Immediate family includes: a father, mother, spouse/domestic partner, child, sister, brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparent, grandparent-in-law, or grandchild.

Managers are encouraged to work with associates on approval of vacation time should additional travel time be required beyond that which is provided in the policy. Additionally, vacation time may be requested for attendance of funeral services of a non-immediate family member.

Associates should notify their supervisor of the need to use funeral leave. Within a reasonable period, the associate may be required to provide verification of need, such as an obituary.

Communicable Diseases and Contagious Illnesses

Communicable Diseases. A communicable disease is a disease that can be transmitted from one individual to another via: (1) direct physical contact, (2) the air (due to a cough, sneeze, or inhaled particle), (3) through a transmission vehicle (either ingested or injected) or (4) through a vector (animals or insects). Examples of some of the most common communicable diseases include measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV), AIDS, AIDS-related complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), and tuberculosis (TB). This definition may be broadened in accordance with the recommendations and information provided from the Centers for Disease Control and Prevention (CDC).

EHN will make decisions involving those with communicable diseases based on medical information concerning the disease in question, the risks of transmission to others, symptoms and any special circumstances of the individuals involved. EHN will weigh potential risks and available alternatives before making any decisions. Specific information about communicable diseases and reporting procedures is available from HR.

Contagious Illness. Associates with contagious temporary illnesses, such as influenza, colds and other viruses, need to continue with normal life activities, including working. However, we also seek to maintain a healthy workplace for our associates and consumers. In deciding whether an associate with an apparently short-term contagious illness may continue to work, EHN considers several factors. The associate must be able to perform normal job duties and meet regular performance standards. Specific information about issues related to communicable diseases is available from HR.

Family and Medical Leave

As an associate of EHN, you may be eligible to take unpaid family and medical leave under the federal Family and Medical Leave Act (FMLA). This policy introduces the rights and provisions of the federal FMLA. To be eligible for leave, you must have been employed by EHN for at least 12 months. In the 12 months immediately preceding the beginning of the leave, you must also have worked at least 1,250 hours to qualify for federal FMLA.

Non-FMLA Leave

EHN complies with all federal and state family and leave laws. However, when these laws do not apply, or an associate does not meet the eligibility requirements, EHN will consider an associate's request for non-FMLA medical leave. An associate experiencing a serious medical condition within his or her first year of employment, to include birth of a child, OR an associate experiencing a non-medical traumatic life event may request a non-FMLA leave of absence. This leave may provide up to a 30-day leave of absence with the potential for one additional 30-day extension in a 12-month period, unless otherwise required by law. Each leave request/extension will be considered on an individual basis and must be requested and documented through HR. Leave related to a serious medical condition will be subject to approval by HR. Approval of non-medical leave requests are at the discretion of the Division Chief. Leave for birth of a child shall typically be limited to 6 weeks, 8 weeks if a c-section was performed. Neither leave for a family member's serious health condition nor intermittent leave are permitted under this policy. More specific information about non-FMLA leave can be obtained from HR.

Holidays Observed and Paid

EHN's Board of Trustees will approve an annual paid holiday schedule. HR will provide information about observed and paid holidays.

In the event a paid holiday falls on a weekend, EHN will observe Saturday holidays the Friday before and Sunday holidays the Monday after the holiday.

Associates receive holiday, vacation, sick, family medical and other types of leave

Jury Duty

While it is the duty of every citizen to serve on a jury when called, EHN recognizes that this often means the loss of income. EHN provides jury duty leave to eligible associates in compliance with federal and state laws. EHN pays you when you are unable to report to work because of jury service. Questions regarding EHN's jury duty leave policy should be directed to payroll and HR.

Military Leave

EHN provides military leave to eligible associates in compliance with federal and state laws, including the federal Uniformed Services Employment and Reemployment Rights Act (USERRA). Questions regarding EHN's military leave policy should be directed to HR.

Associates should notify HR and their managers as soon as they become aware of a military service obligation. Documentation should be uploaded into e3 with submission of the leave request.

In recognition of the public service performed by Active Duty, Reservists and members of the National Guard, associates will receive up to 15 paid days each fiscal year without loss of salary or reduction of any accrued sick or vacation leave. If EHN paid military leave is exhausted, the associate will not be required to use vacation time for military duty. However, associates who do elect to schedule their vacations to coincide with military duty will receive their full regular vacation pay in addition to any pay from the military. If state law requires a different arrangement, EHN will comply with state law. Please contact HR with any questions.

Leave for Annual Training. Associates who are members of the U.S. Army, Navy, Air Force, Marines, the Coast Guard Reserves, or the National Guard may be granted leaves of absence for participating in Reserve or National Guard training programs. Associates will be granted the minimum amount of leave needed to meet the minimum training requirements of their units.

Leave for Military Service. Associates who perform service in the uniformed services may be granted leaves of absence to participate in military service. Under USERRA, “uniformed services” consists of the U.S. Army, Navy, Marine Corps, Air Force and Coast Guard and their Reserve components, U.S. National Guard and Air National Guard, the Commissioned Corps of the Public Health Service and any other category of persons designated by the President of the United States in time of war or emergency.

More specific information about military leave is available from HR.

Vacation and Sick Leave

EHN believes that associates should have opportunities to enjoy time away from work to help balance their lives and care for themselves and their immediate family members. For this reason, we provide both Vacation and Sick accruals to all full-time associates (30 plus hours per week). Part-time associates (29 or less hours per week) receive a prorated number of accruals. These accruals are in addition to paid holidays observed by EHN.

Associates can use vacation time for leave requests related to vacation, personal travel, personal business, or personal or family emergencies.

Associates can use sick time for leave requests related to periods of personal illness or injury; doctor or dental appointments; care for spouse/domestic partner, child, or parent; job-related illness or injury of the associate (may be used to cover the seven consecutive-day waiting period before worker’s compensation temporary income benefits begin, following a work-related illness or injury).

Normally, documentation will only be required if the associate is absent three or more consecutive work days, and associates shall deliver documentation of illness to HR the day they return to work. In the event excess or pattern absenteeism disrupts business operations, supervisors may ask HR to request additional documentation.

Associates shall comply with all requests for documentation from management or HR. Associates who fail to provide requested documentation may be subject to discipline.

Eligibility for PTO. All full-time (30 plus hours per week) and part-time (29 or less hours per week) associates are eligible to earn sick and vacation on a weekly basis. Accrual updates are visible in balances each pay day. Accruals for part-time associates are prorated based on their FTE.

Vacation Accrual. Associates begin accruing vacation time upon hire, and accrued hours are available for use after six (6) months of continuous employment. Associate vacation accruals and maximum rollover are based on

seniority and outlined below. Provided an associate has been employed for six (6) continuous months, vacation accruals will pay out upon separation up to the max rollover outlined below.

Sick Accrual. Associates begin accruing sick time upon hire, and accrued hours are available immediately upon accrual. Associate sick accruals and max rollover are outlined below. Sick accruals do not pay out upon separation of employment.

Years of Service	Per Week	Annual Accrual	Maximum Rollover Hours [excess must be utilized by 8/31 each year]
Vacation Time			
<2	1.615	84	84
2-5	1.846	96	96
6-10	2.077	108	108
11-15	2.308	120	120
16-20	2.692	140	140
21+	3.231	168	168
Sick Time			
All Associates	1.846	96	300

Maximum Rollover Hours. As mentioned above, associate vacation and sick accruals are capped according to the chart above. Therefore, EHN would like to remind associates to use any excess time before the end of each fiscal year (8/31), so accrued time is not lost.

Management of Leave Requests. EHN encourages associates to use their accruals responsibly and, whenever possible, to schedule time for vacations or personal leave appointments at least 1-2 weeks in advance. Every leave request will be evaluated and subject to approval depending on staffing needs at the time. Units with 24/7 staffing needs and direct care may establish more specific guidelines within their departments. EHN understands there may be occasions, such as sudden illness, when you may not be able to give sufficient notice. In those situations, however, be sure to inform your supervisor as soon as possible and before the beginning of your shift.

You are not required to give any specific reason for using your sick time. However, when you plan to use time for scheduled appointments, you must notify your supervisor as far in advance as possible.

You may not use sick or vacation time to cover time missed from work due to tardiness, except in the case of severe weather. Supervisors must give advance permission for a scheduled shift to be extended to cover time missed due to tardiness. Such actions, without prior approval from your supervisor, may subject the associate to disciplinary action up to and including employment termination.

Utilization of Vacation and Sick Time: Exempt Associates. Exempt associates are expected to submit leave requests in accordance with the time off policies for any period of absence lasting 4 or more hours in a work day or more than half a shift for 10 and 12-hour shifts). Shorter periods of absence, not to exceed 6 hours in total per week, may be flexed within the same work week, so long as accurate attendance/work hours are recorded on their time sheet. In the event excess or pattern absenteeism disrupts business operations, supervisors can deny a request.

Time Off Tracking. EHN has an automated tracking system for leave requests and to keep a record of your accrued sick and vacation balance. The amount of time accrued, used and available is visible in the e3 system.

CONDUCT

EHN's Code of Conduct

1. **Duty of Diligence:** Employees would act "with reasonable care and skill" while performing their duties.
2. **Duty of Loyalty:** Employees would act "in the best interest of the organization" and not seek work away from EHN, which might conflict with their duties at EHN; nor direct EHN business opportunities towards providers outside of EHN.
3. **Duty of Obedience:** Employees would act "within the authority granted them" and follow EHN's policies, procedures, and rules.

Appropriate and Inappropriate Conduct

Appropriate Conduct. EHN strives to ensure orderly operations and to provide the best possible work environment. EHN expects associates and others who may be engaged to provide services from time to time (such as temporary personnel, consultants and independent contractors) to adhere to these standards of conduct while on EHN premises, attending EHN functions, or otherwise performing work-related activity and representing EHN.

Dress Code and Personal Appearance. Associates of EHN are expected to present professional appearance and dress appropriately for the job they perform. Personal appearance impacts an associate's performance of duties,

for it usually influences the amount of respect and cooperation the associate receives from the public and from co-workers. When reporting to work each day, associates should be clean and neatly groomed.

While EHN is generally a casual atmosphere, all associates shall be dressed professionally at all times. Your specific position may require particular forms of dress. Your supervisor will inform you of any requirements specific to your assignment. Under no circumstances may associates wear cut-offs, tank tops, or other offensive, sloppy, suggestive, or revealing clothing. Associates may not wear pants or shirts that reveal the midriff, mini-skirts, or casual sandals.

If a supervisor considers an associate to be in violation of the appearance standards, the supervisor may instruct the associate to leave work to correct the discrepancy and then report back to work. In the event an associate is so directed, he or she is to check out ("clock out") when leaving and check back in ("clock in") upon returning to work and will not be paid for the time away from work. Repeated violations may subject the associate to corrective action up to and including termination.

Social Functions. At times, social events will be hosted by EHN for associates to attend. At all EHN social functions, associates are responsible for behaving in a professional manner. While alcohol may be served, to avoid disruptive behavior, associates should refrain from becoming intoxicated. Even at social functions, associates must remember that they are representing EHN, and they need to ensure that they are upholding EHN's positive reputation at all times. Employees who fail to comply with this policy may be subject to discipline.

EHN strives to ensure orderly operations and to provide the best possible work environment.

Inappropriate Conduct. All Associates are expected to engage in appropriate conduct on and off duty. If an associate engages in inappropriate conduct, he or she may be subject to termination or other disciplinary action to prevent future violations.

The following is a list of examples of inappropriate conduct. This list is a supplement to the conduct prohibited by other policies in this handbook, e.g., sexual harassment, drug-free workplace, social media. This list is general in nature and is not intended to be all-inclusive.

Conflicts of Interest

Associates should not place themselves in a position where their actions or personal interests may conflict with those of EHN. Associates should report to their manager any situation or position (including outside employment by an associate or any member of an associate's immediate household) which may create a conflict of interest with EHN.

Examples include:

- soliciting or profiting from EHN's consumer or prospect base or other EHN assets for personal gain

- acting as director, officer, associate, or otherwise for any business or institution with which EHN has a competitive or significant business relationship without the written approval of the chief executive officer

Harm to Public and Customer Relations

Associates should strive to maintain positive public and customer relations and avoid behaviors that could cause problems.

Examples include:

- discourtesy to a consumer, vendor, or the general public resulting in a complaint or loss of good will
- use of web-based or social media information technology (e.g., social networks, blogs, text apps, chat rooms, email) to harass or spread false, defamatory, misleading and/or inaccurate, or offensive information related to EHN its consumers, associates, officers, facilities, locations, activities, services or agents

Insubordination

Associates should follow the directions of their supervisors and not engage in insubordination.

Examples include:

- refusal or failure to follow directions from management
- insubordination or disrespect to superiors
- failure to carry out assigned tasks or duties enumerated in job description or assigned by supervisor

Breach of Confidentiality

Associates should maintain the confidentiality of protected information and not breach confidentiality, above and beyond any legal requirements

Examples include:

- breach of confidentiality relating to employer, associate, consumer, or vendor information
- unauthorized disclosure of confidential or proprietary information

Breaching Information Security and Prohibited Recording Devices

Associates should not use any recording device on EHN property or during working hours, nor under any circumstances to record an EHN consumer, unless expressly permitted to do so in writing by an officer of the corporation. The use of digital phones or any other camera or device that may capture visual images without the management's prior written permission is also prohibited.

Examples include:

- use of digital phones or other recording of visual images in staff-designated break areas, restrooms, and any other area where members of the public or co-workers would expect a reasonable degree of privacy and in any areas in which sensitive or closely guarded or business materials are used or housed.

Misuse of Property

Associates should not alter, damage, destroy or misuse EHN property or records, or another associate's property.

Examples include:

- theft or inappropriate removal or possession of property, including records and other documents
- unauthorized use of telephones or other EHN property
- using EHN equipment or property for purposes other than business

Dishonesty

Associates shall not provide false or misleading information to any EHN representative or in any EHN records.

Examples include:

- employment application
- benefits forms
- time keeping records
- expense reimbursement forms, etc.
- case management records

Aggressiveness

Associates should not engage in inappropriately aggressive behavior.

Examples include:

- boisterous or disruptive activity in the workplace
- fighting or engaging in disorderly conduct on EHN's or a consumer's premises or off-site while representing EHN
- threatening violence in the workplace
- any conduct, verbal or physical, that intimidates, endangers or creates the perception of intimidation or intent to harm persons or property.
- physical assaults or threats of physical assault, whether made in person or by other means (e.g., in writing or by phone, fax or email)
- verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of another individual

Weapons

Associates shall not possess weapons while on duty. HR will provide more information about this policy.

Examples include:

- possession of any weapon, whether lethal or not, on EHN property.
- in a vehicle being used on EHN business, in any EHN-owned or leased parking facility or at a work-related function

Bullying

Associates should not engage in bullying. Bullying is defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the workplace or related to work or outside of the workplace if the conduct or actions taken against the targeted individual have some influence or impact on the workplace.

Examples include:

- repeatedly singling out or isolating a person
- pointing at or raising your voice at an individual, whether in public or private
- shutting a person out; not allowing him or her to speak or express him- or herself (ignoring or interrupting); interfering with email or other forms of communication; not including him or her in meetings
- humiliation in any form; verbal or obscene gestures, personal insults or offensive and/or unwelcome nicknames
- constant criticism unrelated or minimally related to job performance; public reprimand
- hampering an individual's ability to do his or her work; assigning menial tasks not aligned with normal job duties
- spreading rumors or gossiping about another

General Poor Performance

Associates should avoid engaging in unsatisfactory performance or misconduct.

Examples include:

- violations of any of EHN's employment policies including, but not limited to, confidentiality, security, solicitation, insider trading, conflict of interest, and code of conduct
- negligence or improper conduct leading to damage of EHN, consumer or co-worker's property
- violation of safety or health rules or violation of any state/federal law within the scope of employment
- other types of inappropriate conduct described in this handbook, e.g., sexual harassment, unsafe work, etc.

Drug Free Workplace

EHN intends to help provide a safe and drug-free work environment for our clients and our associates.

EHN explicitly prohibits:

- The presence of any detectable amount of prohibited substances in the associate's system while at work, while on the premises of the EHN or its customers, or while on EHN business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the associate by a licensed medical professional.

- The use, possession, distribution of, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on EHN or customer premises or while performing an assignment.
- Possession, use, solicitation for, distribution of, or sale of legal or illegal drugs or alcohol away from EHN or customer premises, if such activity or involvement adversely affects the associate's work performance, the safety of the associate or of others, or puts at risk EHN's reputation.

EHN will conduct drug and/or alcohol testing under any of the following circumstances:

Random Testing. Associates may be selected at random for drug and/or alcohol testing at any interval determined by EHN.

For Cause Testing. EHN may ask an associate to submit to a drug and/or alcohol test at any time it feels that the associate may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the associate's person or in the associate's vicinity, unusual conduct on the associate's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

Post-Accident Testing. Any associate involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" applies not only to the one who was or could have been injured, but also to any associate who potentially contributed to the accident or injury event in any way.

If an associate is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an associate refuses a request to submit to testing under this policy, the associate may be subject to appropriate disciplinary action, up to and possibly including termination of employment.

Progressive Discipline

Progressive Discipline is a process designed to provide employees and supervisors channels of communication and procedures, which effectively manage job performance. Progressive discipline requires the supervisor to take positive steps to see that employees can do what is required of their job. It envisions the supervisor and employee maintaining open communication in order to prevent problems from developing and is intended to encourage and motivate employees to perform their jobs effectively and productively. The principles of progressive discipline are not intended to limit a supervisor's discretion to enforce necessary discipline in a given case.

Nepotism

The EHN also wishes to prevent conflicts of interest that may result from familial and personal relationships among staff. Accordingly, no individual may hire, supervise, or have any control – directly or indirectly -- over the compensation, assignments, activities, working conditions, or working hours of any person related to that individual within the third degree of consanguinity (related by blood or adoption) or the second degree of affinity (related by marriage). EHN will not hire as a paid officer or associate a person who is related to a member of the Board of Trustees by affinity within the second degree or by consanguinity within the third degree. More information about this policy can be obtained from HR.

Prohibition of Improper Payments

EHN requires all associates to only use lawful practices involving payments to consumers, political parties, officials, candidates, or governmental authorities. As a result, kickbacks and bribes offered with the intent of inducing or rewarding specific buying decisions or actions are strictly prohibited. No EHN associate may make or receive direct or indirect payments of value in the form of compensation, gifts, or contributions to any of the following:

- Persons or firms employed by or acting on behalf of a consumer (private or governmental) for the purpose of rewarding favorable actions in a transaction.
- Any governmental officials, political parties or officials of a party or candidate for political office, for the purpose of rewarding favorable actions or influence of the official, party or candidate.

These restrictions are not applicable to ordinary, reasonable business entertainment expenses that are not for the purpose of improperly influencing governmental officials, political parties or officials of a party, or candidates for political office, and gifts of no substantial value.

Reporting to Management. Any associate who must authorize, make, or agree to, a payment that may be contrary to the provisions of this Handbook must report this information to his or her supervisor and to in-house EHN's Chief Compliance Officer within 24 hours. If an associate learns that a coworker is engaging in conduct contrary to this policy, the associate must report this information immediately to his or her supervisor and to EHN's Chief Compliance Officer within 24 hours as well. Management personnel who receive a report will promptly discuss the issue with legal counsel for further investigation. Associates who fail to report within the specified timelines and terms may be subject to discipline.

EthicsPoint. EHN is committed to providing an environment where individuals feel comfortable discussing compliance concerns—no matter how big or small—and where people can safely and confidentially come forward to identify compliance issues. Customary resolution methods, such as talking to your supervisor, are still important first-line approaches for reporting compliance concerns. In situations where conventional channels are uncomfortable or otherwise inappropriate, or for times when you wish to remain anonymous, you are encouraged to use the compliance hotline, hosted by a third-party hotline provider—EthicsPoint.

The compliance hotline does not replace existing reporting mechanisms, but rather serves as an additional option. The information you provide will be sent to EHN by EthicsPoint on a totally confidential and anonymous basis if you should choose. Please keep in mind that certain types of reports may be difficult for EHN to pursue if you choose to remain anonymous.

Workplace Searches

EHN reserves the right to conduct searches to monitor compliance with rules concerning safety of associates, security of both EHN and individual property, drugs and alcohol, and possession of other prohibited items. "Prohibited items" includes illegal drugs, alcoholic beverages, prescription drugs or medications not used or possessed in compliance with a current valid prescription, weapons, any items of an obscene, harassing, demeaning, or violent nature, and any property in the possession or control of an associate who does not have authorization from the owner of such property to possess or control the property. "Control" means knowing where a particular item is, having placed an item where it is currently located, or having any influence over its continued placement. In addition to EHN premises, EHN may search associates, their work areas, lockers, personal vehicles if driven or parked on EHN property, and other personal items such as bags, purses, briefcases, backpacks, lunch

boxes, and other containers. In requesting a search, EHN is by no means accusing anyone of theft, some other crime, or any other variety of improper conduct.

There is no general or specific expectation of privacy in the workplace of EHN, either on the premises of EHN or while on duty. In general, associates should assume that what they do while on duty or on EHN premises is not private. All associates and all the areas listed above are subject to search at any time. If an associate uses a locker or other storage area at work, including a locking desk drawer or locking cabinet, EHN will either furnish the lock and keep a copy of the key or combination, or else allow the associate to furnish a personal lock, but the associate must give EHN a copy of the key or combination. The areas in question may be searched at any time, with or without the associate being present. With the exception of items relating to personal hygiene or health, no associate should ever bring anything to work or store anything at work that he or she would not be prepared to show and possibly turn over to EHN officials and/or law enforcement authorities.

All associates of EHN are subject to this policy. However, any given search may be restricted to one or more specific individuals, depending upon the situation. Searches may be done on a random basis or based upon reasonable suspicion. "Reasonable suspicion" means circumstances suggesting to a reasonable person that there is a possibility that one or more individuals may be in possession of a prohibited item as defined above. Any search under this policy will be done in a manner protecting associates' privacy, confidentiality, and personal dignity to the greatest extent possible. EHN will respond severely to any unauthorized release of information concerning individual associates.

No associate will ever be physically forced to submit to a search. However, an associate who refuses to submit to a search request from EHN will face disciplinary action, up to and possibly including immediate termination of employment.

COMMUNICATION

Reference Requests

All incoming requests for an employment reference and/or for employment verification (whether delivered by telephone, in writing or in-person) received by EHN personnel shall be forwarded to HR.

Grievances

EHN seeks to afford all associates a means of obtaining further consideration of problems when they remain unresolved at the supervisory level, and to establish policies and procedures that provide for timely resolution of grievances. The purpose of this policy is to ensure that reasonable attempts will be made to resolve a grievance to the mutual satisfaction of the associate and EHN.

Time Frame. An associate must present a grievance in writing within ten (10) calendar days of its alleged occurrence or within ten (10) calendar days of when the associate should have reasonably known of the occurrence. More specific information about the grievance procedure is available from HR.

Media Relations

It is the policy of EHN to be transparent and publicly accountable in its external communications and news media interactions, and compliant with all applicable laws, rules and regulations (federal/state/local) concerning health information privacy and disclosures of public information. This policy provides our rules for engaging with news media and other individuals who request information from EHN. This policy applies to all EHN associates and all independent contractors and their associates hired or used by EHN.

Except for the Chief Executive Officer, Chief of Staff and the Director of Communication, associates may not communicate with the media (print, broadcast, blogging, Web and/or any other medium that has or may come into existence) on EHN's behalf without prior written authorization from the Director of Communication.

In emergency situations, where associate or consumer safety are at issue, or where it is impractical to obtain written authorization from the Director of Communication prior to responding to a media request, an officer of the corporation/division chief may respond to the request. Division chiefs responding to media requests under these emergency circumstances shall notify the Director of Communication in writing as soon as practicable after responding to the request.

Associates may not make any statements or associate EHN with a promotional activity that could be perceived to create the perception of an association or endorsement of that activity. Associates shall forward all requests for promotional services, partnerships or endorsements to the Chief of Staff within one business day of receipt.

Online Social Networking

EHN is committed to maintaining a good relationship with its associates and the marketplace. The way the public views EHN is vital to maintaining business, gaining new business, retaining first-class associates, recruiting new associates, and marketing our products and services.

Associates should practice caution and use discretion when posting content on the web.

The purpose of this policy is to:

- Guarantee a constructive relationship between EHN and its associates
- Manage risk and preserve EHN's positive reputation
- Discourage the use of EHN time for personal social media activities
- Promote awareness among associates of the number of individuals who can access information presented on social networking sites

Social networking and social media refer to any activity that involves interaction in online communities. This interaction includes, but is not limited to, browsing profiles and photos, reading messages sent through social networking forums, and participating in instant messaging services.

Social Media. This includes all means of communicating or posting information, photographs, or other forms of content on the Internet, including to your own or to someone else's web log/blog, journal or diary, personal website, social networking/affinity sight, bulletin board, or chatroom, including and not limited to popular formats such as Facebook, Twitter, Instagram, and similar platforms. This definition also includes all comments posted to any website, including any posted anonymously or pseudonymously. Specific procedures related to media relations are available from PolicyTech.

Prohibited Use. It is important that associates use their time at work for business purposes. Associates are not blocked from access to social networking sites on EHN computers because, under some circumstances, social networking is a powerful business tool that can be channeled to gain positive publicity for EHN and to connect with consumers. However, access to such websites should follow EHN policy. The following actions are prohibited during working hours:

- Using social networking sites to conduct personal or non-EHN business with an EHN computer or device
- Browsing social networking sites for non-EHN business on EHN time with an EHN computer or device
- Reading e-mail alerts regarding personal social networking account activity or using EHN e-mail to correspond with personal social networking contacts
- Updating information, uploading photos, videos or other media, or otherwise engaging with one's personal social networking profile for non-business purposes with an EHN computer or device
- Micro-blogging for a non-business purpose on a social networking site throughout the day, whether it is on an EHN-provided computer or a personal smart phone device

Prohibited Conduct. Having your own individual social networking account and using it on your own time is certainly permissible. However, keep in mind that some actions on your personal site are visible for the entire social networking community and may no longer be considered private matters. EHN has put in place a set of conduct guidelines to protect its brand and prevent the unwanted disclosure of confidential information. Please follow these guidelines:

- Do not use social media to disclose trade secrets, publish internal reports, provide tips based on inside information or participate in other activities that may be considered insider trading.
- We also recommend you refrain from posting any offensive, reckless or maliciously untrue comments. These communications may not be protected by law.
- Do not impersonate EHN or its associates, make statements on behalf of EHN without authorization, or make statements that can be construed as establishing EHN's official position or policy.

Open Door

To foster an environment where associates and management feel comfortable communicating with and voicing concerns to one another, EHN uses an open-door policy. Basically, this policy means that all the managers' doors are open to all associates, and associates are free to talk with management at any time. Please consider the following regarding this policy:

You are responsible for addressing concerns with a manager, from complaints to suggestions and observations. Addressing these concerns allows EHN to improve and explain practices, processes, and decisions.

We recommend that you first discuss concerns with your immediate supervisor, but the open-door policy also gives you the option of discussing them with upper-level management and/or HR. All these parties will be willing to listen to the issue and assist in a resolution.

Personnel Records

EHN strives to keep accurate and up-to-date personnel records.

To ensure the accuracy of your personnel records, please notify us immediately of any changes in personal information such as: name, address, telephone number, email address, marital status, dependent status, tax status, etc.

Personnel records are confidential and are not available to anyone outside of EHN, unless you have personally authorized their release. A release may not be necessary when reporting certain information as required by law or when an authorized governmental agency inspects files. Personnel records may also be subject to Public Information Act requests. Access to associate medical files is governed by HIPAA compliance regulations.

Associates are entitled to inspect and obtain copies (a reasonable copying fee may be charged) of their personnel files. To obtain access to your records, contact HR.

Phone Calls

EHN provides phones to associates to increase efficiency in doing business. There are important things to consider when using EHN phones. Please adhere to the following guidelines, based on the type of call you are making or receiving:

Business Phone Calls. Much of our business is conducted over the phone, making our telephone techniques extremely important. A friendly but businesslike telephone manner should always be projected. When you are away from your work area, make a habit of forwarding your calls to the appropriate extension.

Personal Phone Calls. We recognize that periodically, personal phone calls must be made or received during the business hours. Such calls should be held at a minimum so that they do not interfere with the workflow.

Personal Cell Phone Calls. To provide an optimum work environment, associates are expected to have cellphones turned off during work hours. Ringing cellphones are a distraction to co-workers and can interfere with productivity. Cellphones should only be used during breaks, lunches and outside of the office. Flexibility will be provided in circumstances demanding immediate or emergency attention. Please note that associates who use personal cellphones to conduct EHN business may be required to submit cellphones for inspection if EHN suspects that records responsive to a Public Information Act Request may be stored on an associate's personal cellphone.

Voicemail. EHN telephones are also equipped with voicemail. Voicemail was installed to help maintain our high quality of service for consumers and to increase efficiency throughout the office. Voicemail will be an option to the caller; the call will not be put directly through to voicemail. It is recommended that associate greetings be changed daily. They should be brief and communicate your availability to customers.

Smartphone Use for Nonexempt Associates. Nonexempt associates who are given EHN smartphones, or whose personal smartphones are connected to the EHN network or their EHN email accounts, are not required nor permitted to read or respond to emails outside of working hours. To do so will be considered performing unauthorized work and is subject to disciplinary action.

Solicitations, Distributions, and Use of Bulletin Boards

It is the policy of EHN to minimize disruptions in the workflow caused by the unauthorized sale of items, solicitations of contributions, or the distribution of advertising materials. Furthermore, it is counterproductive for associates to feel pressured to contribute financially to any enterprise, whether it is a for-profit or non-profit.

Fundraising and/or solicitation by or of EHN associates on duty and/or on EHN property without permission from a supervisor is prohibited. This includes all forms of passive or indirect solicitation, including but not limited to bulletin board postings, leaving, posting, or distributing pamphlets/leaflets, etc.

Solicitation means any verbal or written communication which encourages, demands or requests a contribution of money, time, effort or personal involvement in any enterprise. This includes, but is not limited to, charitable or for-profit activities such as selling products of any kind, raffle tickets, admissions to events and donations to assist persons experiencing personal crisis. Specific information about solicitations, distributions, and the use of bulletin boards can be obtained from HR.