

**Family Assistance Program
Employee Handbook
June 1, 2025**

The policies, protocols and guidelines of this Employee Handbook was reviewed, edited and updated on July 17th 2025

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1.0 ORGANIZATIONAL OVERVIEW

1.1 Welcome

Welcome! You have just joined a dedicated organization. We hope that your employment with Family Assistance Program will be rewarding and challenging. We take pride in our employees as well as in the programs and services we provide.

We comply with all federal and state employment laws, and this handbook generally reflects those laws. Family Assistance Program also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all employees. When questions arise concerning the interpretation of these policies as they relate to employees who are covered the answers will be determined by current California employment law rather than the summaries contained in this handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. Family Assistance Program reserves the right to interpret, modify, or supplement the provisions of this handbook at any time.

Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, please contact Human Resources at hr@familyassist.org.

We wish you success in your employment here at Family Assistance Program! All the best,

Darryl Evey
Executive Director

1.2 About the Company About Us

Since 1985, Family Assistance Program, formally known as High Desert Domestic Violence Program has been providing shelter and advocacy services to victims of domestic violence (DV).

Throughout the years, the organization has grown into so much more. We now have a much larger shelter, a transitional housing program, a separate outreach office, and satellite offices in the city of San Bernardino. We have embarked on several new programs: two runaway/homeless youth shelters, a homeless youth street outreach team, youth drop-in centers, Next Step Re-Entry program, community centers, an anti-human trafficking program, and other programs and services to support the needs of our Victor Valley and all of San Bernardino County.

As the community needs have been identified, the organization has grown to accommodate and assist our population.

We provide assistance with restraining orders, advocacy, homelessness, homeless prevention, rapid re-housing, preventative services through teen violence classes, substance use disorder classes,

family/group/individual counseling, supervised visitation, and the distribution of household commodities are just some of the services we provide to our community in need.

It is our goal and continued effort to build stronger families through other services that do not necessarily pertain only to Domestic Violence. Our organization is growing more diversified as the community develops and the needs are assessed. In turn, all these services have been offered in an effort to assist low-income families in creating safe and stable homes.

1.3 Mission Statement

Family Assistance Program empowers all individuals and families, regardless of age or gender, by providing knowledge and skills to live a healthy, safe, fulfilled life.

1.4 Our Organization

1. Board of Directors

- The Board of Directors serves as Family Assistance Programs governing body, providing oversight and strategic guidance and ensuring the organization stays aligned with its mission, vision, and values. They have the ultimate decision-making authority and are responsible for governance, compliance, and financial stewardship.

2. Executive Director (ED)

- The executive director reports directly to the Board of Directors and is responsible for Family Assistance Programs overall strategic leadership and operational oversight.
- The ED ensures the effective implementation of the organization's vision, oversees all departments and programs, and acts as the primary liaison between the Board and the organization.
- Key responsibilities include strategic planning, financial management, organizational development, and stakeholder engagement.

1.5 Ethics Code

Family Assistance Program will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, programs, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices.

We expect that officers, directors, and employees will not knowingly misrepresent Family Assistance Program and will not speak on behalf of the organization unless specifically authorized. The confidentiality of proprietary information, and similar confidential sensitive information (e.g., financial records/reports, marketing or business strategies/plans) about the organization or operations, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Ethics Code can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

Code of Conduct

All Family Assistance personnel, including volunteers, shall be committed to a belief in the dignity and worth of the person. They shall maintain integrity concerning their duties as they contact participants, other service providers, and the public. A Code of Conduct is a statement signed by all employees, contractors, and agents of an organization that promotes a commitment to compliance and is reasonably capable of reducing the prospect of wrongful conduct. Each staff member, paid employee, and volunteer shall sign a copy of the code of conduct and a copy shall be placed in their personnel file. The program shall post the written code of conduct in a public area that is available to residents. The code of conduct is as follows:

PRINCIPLE I: CONFIDENTIALITY

One primary obligation is to safeguard information about participants at Family Assistance Program.

All Employees, Contractors, and Volunteers (Interns) agree not to divulge personal information (PI), personally identifiable information (PII), and protected health information (PHI) to any unauthorized person or organization unless authorized or required by law. PI, PII, and PHI definitions in Article 14 of the program's contract with the County are accessible to staff if requested.

No information about a participant will be communicated to another person or outside agency unless the following conditions have been met:

- A signed release of information has been obtained from the resident for necessary information transfer;
- Discussions and reports are limited only to those individuals who have an apparent involvement with the participants' case and a need for the information involved (Welfare and Institutions Code, Section 5238);
- Confidentiality may be violated when an immediate danger exists to the resident or others, and then, information may be given only to appropriate professional personnel, Civil authorities, and others, and only after consultation with the employee's supervisor, if possible;
- Confidentiality shall be breached by all mandated reporting laws for child abuse/neglect, elder abuse/neglect, and homicide/homicidal ideation;

All participants' records shall be stored in a manner that protects and maintains the confidentiality of such files. Participants shall be granted access to these files at their request with a member of the administration present. Records kept for information purposes should contain no unnecessary references to antisocial or socially embarrassing behavior whenever possible. **PRINCIPLE II:**

PROFESSIONAL CONDUCT

Employees shall maintain high standards of professional behavior and conduct in all job duties. Each employee shall take responsibility for assuring the continuity of the participants' planned program by continuing contact and follow-up, including referral to other agencies. The employee shall respect the privacy rights of other members of the administration. Criticism of another employee should be directed to that member or their direct supervisor. The employee shall avoid misrepresenting their qualifications, affiliations, practices, and those of fellow employees, institutions, and organizations with which the organization is affiliated.

Conflict of Interest

Members of the organization will not engage in any activity, business, or social endeavor that may subject them to a conflict of interest, complaint, or charge. If a member is uncertain as to whether or not a conflict of interest exists, the member is to immediately speak to their supervisor and/or obtain legal counsel.

Political Affiliation

Employees shall not utilize or allow the Family Assistant Programs name, or their name as associated with Family Assistance Program, to be linked in any endorsement of any candidate for elected office or to support any partisan political activities for or against the election of a candidate for an elected office. Employees are prohibited from involving their political views in their daily duties at Family Assistance Program and should respect others' views and choices. **PRINCIPLE III: QUALITY OF SERVICE**

Maintaining high standards of professional competence and quality of service is the responsibility of all employees. All employees are responsible for their own continuing education and improvement of skills. Employees are required to follow management guidance in obtaining further training when needed or as required contractually, maintain evidence of such training in their records, and provide them to Human Resources to keep in their personnel records.

Employees shall seek prior supervisory advice for issues related to participant care, facility operations, and/or program-related activities that are beyond their scope of competence.

PRINCIPLE IV: MORAL AND LEGAL STANDARDS

Employees shall show regard for social codes and moral expectations of the community for which they work and serve.

Alcohol and Drug Use

No alcohol and/or other drugs will be permitted on the premises of/or in any location where Family Assistance Program business is being conducted.

No illegal drug use shall be permitted on or off the premises including the use of marijuana.

- No illegal drug use shall be permitted on or off the premises
- Marijuana use is discussed at length at p. 52 and employees must follow these rules. Among other things, employees may not use or be under the influence of marijuana while on duty or on Family Assistance Program property.
- Employees must notify Family Assistance Program in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than (5) five days after such conviction.
- Family Assistance Programs Drug-Free Awareness Program Policy as required by Government Code Section 8355, Subdivision (b) can be referenced on p.52.

Unlawful Discrimination

Employees are to refrain from obscene or abusive language, in any form. Any verbal abuse, emotional abuse, physical abuse, sexual harassment, threats, or any other form of abuse is prohibited.

Employees will not discriminate in any way towards Participants, participants families, other employees, or members of the general public in the capacity of their duties for the Family Assistance Program because of their race, religion, sex, creed, color, ethnicity, sexual orientation, ancestry, age, national origin, financial status or disability, or any other basis protected by law. See page 10 for the complete list of protected categories.

Mandated Reporting

Specific licensed employees, who provide treatment services are required to adhere to mandated reporting requirements regarding child abuse and neglect, elder abuse and neglect, and homicide or homicidal ideations. Mandated reporting, as required by law, is not considered an unauthorized release of confidential information. Permissive exceptions to confidentiality may include:

1. Danger to Self;
2. Danger to Others;
3. Another's Property;

When such disclosure is necessary to prevent the threatened danger (Tarasoff Notification).

Some staff are mandated reporters of child abuse/neglect and elder/dependent adult abuse/neglect, but not of adult Domestic Violence (DV) or Human Trafficking (HT) unless imminent harm is present.

DV Counselor Privilege (Evid. Code §§1037–1037.8): DV/HT counselors cannot be compelled to disclose survivor communications without written consent.

Safe at Home Program: Survivors may use substitute addresses; staff must protect these.

Complaint/Grievance Investigations

Employees are required to assist, aid, and participate in the investigation of any complaint or grievance. Failure to comply with complaint and grievance investigations is grounds for disciplinary action up to and including termination of employment. Employee should be cognizant of the situations and incidents

surrounding their duties and immediately report any situations, incidents, questions, or concerns to a supervisor.

PRINCIPLE V: PARTICIPANTS RIGHTS

All employees are required to inform participants of any critical aspects of the program that may affect their decision to enter or stay with Family Assistance Program. It is the responsibility of all employees to help participants make informed decisions about their program. As early as possible, the participants shall be informed and made aware of the kind of structure and/or procedures expected, financial responsibilities, anticipated outcomes, and possible contributing reactions and consequences.

Participants shall be informed of the limits of confidentiality, as these might affect their decision to continue or limit the relationship. All employees are responsible for upholding the following Participants Personal Rights:

- The Right to Confidentiality as provided for in HIPAA and Title 42, Code of Federal Regulations, Part 2.
- The Right to be granted dignity in contact with staff, volunteers, board members, and others.

- The Right to be granted a safe, healthful, and comfortable accommodations to meet their needs.
- The Right to be free from verbal, emotional, physical, and/or inappropriate sexual behavior.
- The Right to be informed by the program of the procedures to file a complaint, grievance, or appeal a discharge and have the procedures explained in a manner and way understandable by the Participant.
- The Right to be free from discrimination based on ethnic group identification, religion, age, gender, race, sexual orientation, disability, or the inability to pay for treatment.
- The Right to be granted access to their file.
- The Right to take medications prescribed by a licensed medical professional for medical, mental health, or substance use disorders.

PRINCIPLE VI: STAFF-PARTICIPANT/FAMILY RELATIONSHIPS

All employees need to be cognizant of their potentially influential position concerning participants and their families and avoids exploiting the trust and dependency of such persons. Therefore, employees shall make every effort to avoid dual relationships with participants and their families, which could impair their judgments and increase the risk of exploitation. Examples of such relationships include but are not limited to, business or close personal relationships with participants and their families.

Employees shall only continue relationships with participants and their families as long as it is reasonably clear that the participants benefit from this relationship. Employees shall not abandon or neglect participants without making reasonable arrangements to continue the recovery process whenever possible. Employees shall avoid and not engage in any personal, sexual, intimate, or business activity with any participants, participants families, or significant others as further outlined below; these restrictions also apply concerning past residents of the program:

- Personal Relationships between members of the employee and participants, recent alumni, and/or their families (within 2 years of exit date) are prohibited
- Social Relationships between members of the employee and participants, recent alumni, and/or their families (within 2 years of exit date) are prohibited.
- Business Relationships between members of the employee and participants, recent alumni, and/or their families (within 2 years of exit date) are prohibited.
- Employees, Contractors, and Volunteers (Interns) must not act as AA/NA sponsors or spiritual advisors to any participants, recent alumni, and/or their families (within 2 years of exit date) are prohibited.
- Sexual misconduct or relationships between employees and participants, recent alumni, and/or their families (within 2 years of exit date) are prohibited.
- Any form of sexual overtures, comments, inappropriate touching, or harassment is strictly prohibited at Family Assistance Program or any sponsored activity.

PRINCIPLE IX: TRAFFICKING VICTIMS PROTECTION ACT OF 2000

Employees shall comply with Section 106(g) of the Trafficking Victims Protection Act of 2000 as amended (22 U.S.C. 7104). For the full text of the award term, go to <http://www.samhsa.gov/grants/trafficking.aspx>

Program Staff, Consultants, and Volunteers may not engage in any practice that violates the Trafficking Victims Protection Act in any form, including trafficking in persons, procuring commercial sex acts, and/or the use of any forced labor.

1.6 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Family Assistance Programs policies and procedures. The handbook is not a contract. Family Assistance Program reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning “at-will” employment. When changes are made to the policies and guidelines in this handbook, we will communicate them promptly, either in a written supplement to the handbook or by posting (on company bulletin boards or websites).

Employment “at will” refers to an arrangement in which either the employer or employee can terminate the working relationship at any time, for any reason (with some exceptions), or for no reason at all, without prior notice. This means an employer can let an employee go without providing justification, and an employee can leave their job without needing to give a reason. **What Are the Exceptions to “At Will Employment?”**

While the concept of “at-will” employment sounds broad, important exceptions ensure employee protections. Employers cannot terminate employees for reasons that violate anti-discrimination laws, public policy, or implied contracts. Here are the most notable exceptions:

- **Discrimination:** Federal laws, such as Title VII of the Civil Rights Act, prohibit firing employees based on race, gender, religion, national origin, or other protected characteristics.
- **Public policy:** An employer cannot fire an employee for reasons that would violate public policy, such as for refusing to engage in illegal activity or for exercising their legal rights (e.g., reporting unsafe working conditions).
- **Implied contract:** If an employer has made oral or written promises of continued employment, even if not formally documented in a contract, an employee may be protected from at-will termination.
- **Good faith and fair dealing:** In some states, there is a legal doctrine that implies an employer must act in good faith, meaning they cannot terminate an employee in bad faith or with malice.

What States Are Considering Prohibiting Employment “At Will?”

Although employment “at will” remains the default rule across most of the United States, some states are beginning to reconsider its scope. Labor advocates argue that the “at-will” doctrine leaves workers vulnerable to unfair treatment, while business proponents emphasize its importance for operational flexibility.

2.0 EMPLOYMENT POLICIES & HIRING PRACTICES

2.1 Equal Employment Opportunity & Non-Harassment Equal Opportunity Statement

Family Assistance Program is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is

free of unlawful harassment, discrimination, or retaliation based on the following protected classes: age (40 and over), race (including traits associated with race, which include, but are not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws.

The organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The organization will conduct a confidential, prompt, and thorough investigation of all allegations of discrimination, harassment, retaliation, or any violation of the Equal Employment Opportunity Policy. The organization will take appropriate corrective and remedial action, if and where warranted. The organization prohibits retaliation against any employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Supervisor or any other designated member of management.

Policy Against Workplace Harassment

Family Assistance Program has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class.

This policy protects all applicants and employees (including managers and supervisors) from unlawful harassment and discrimination. This includes harassment by employees, managers, supervisors, contractors, interns, volunteers, vendors, suppliers, and customers. In addition, this policy extends to conduct connected with an individual's work, even when the conduct takes place away from the workplace, such as a business trip or business-related social function.

Harassment

Harassment means disrespectful or unprofessional conduct, including disrespectful or unprofessional conduct based on an individual's membership in a protected class.

While it is not possible to list all the circumstances that may constitute other forms of workplace harassment, some examples of conduct that may constitute workplace harassment include:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above-protected categories;

- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above-protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Sexual Harassment

Sexual harassment means harassment based on sex or conduct of a sexual nature and includes harassment based on sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, or gender expression. It may include all of the actions described above as harassment, as well as other unwelcome sex-based conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, or other verbal or physical conduct of a sexual nature. Sexually harassing conduct need not be motivated by sexual desire and may include situations that began as reciprocal relationships, but that later cease to be reciprocal.

Sexual harassment is generally categorized into the following two types:

- Quid pro quo sexual harassment (“this for that”), which includes:
 - Submission to sexual conduct when made explicitly or implicitly a term or condition of an individual’s employment.
 - Submission to or rejection of the conduct by an employee when used as the basis for employment decisions affecting the employee.
- Hostile work environment sexual harassment is conduct of a sexual nature or on the basis of sex by any person in the workplace that unreasonably interferes with an employee’s work performance and/or creates an intimidating, hostile, or otherwise offensive working environment. Examples include:
 - Unwelcome sexual advances, flirtation, teasing, sexually suggestive or obscene letters, invitations, notes, emails, voicemails, or gifts.
 - Sex, gender, or sexual orientation-related comments, slurs, jokes, remarks, or epithets. ○ Leering, obscene or vulgar gestures, or sexual gestures. ○ Displaying or distributing sexually suggestive or derogatory objects, pictures, cartoons, or posters or any such items.
 - Impeding or blocking movement, unwelcome touching, or assaulting others. ○ Any sexual advances that are unwelcome as well as reprisals or threats after a negative response to sexual advances. ○ Conduct or comments consistently targeted at one gender, even if the content is not sexual.

Retaliation

Retaliation means any adverse employment action taken against an employee because the employee engaged in activity protected under this policy. Protected activities may include, but are not limited to, reporting or assisting in reporting suspected violations of this policy and/or cooperating in investigations or proceedings arising out of a violation of this policy.

Adverse employment action is conduct or an action that materially affects the terms and conditions of the employee’s employment status or is reasonably likely to deter the employee from engaging in

protected activity. Even actions that do not result in a direct loss of compensation may be regarded as an adverse employment action when considered in the totality of the circumstances.

Examples of retaliation under this policy include, but are not limited to: demotion, suspension, reduction in pay, denial of a merit salary increase, failure to hire or consider for hire, refusing to promote or consider for promotion because of reporting a violation of this policy, harassing another employee for filing a complaint, denying employment opportunities because of making a complaint or cooperating in an investigation, changing someone's work assignments for identifying harassment or other forms of discrimination in the workplace, treating people differently such as denying an accommodation, not talking to an employee when otherwise required by job duties, or otherwise excluding the employee from job-related activities because of engagement in activities protected under this policy.

Reporting Discrimination, Harassment, and/or Retaliation

If you feel that you have witnessed or have been subjected to any form of discrimination, harassment, or retaliation, immediately notify any member of management.

The organization prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate corrective and/or remedial action where we find a claim has merit. If the organization begins an investigation, we will endeavor to conduct the investigation in a timely manner and will keep the investigation confidential to the extent possible. In the same way, anyone involved in an investigation of harassment has an obligation to keep all information about the investigation confidential. That is why the organization will only share information about a complaint of harassment with those who need to know about it. Failure to keep information about an investigation confidential may result in disciplinary action. Investigations will be documented and tracked for timely resolution.

When the investigation has been completed, the organization will normally communicate the results of the investigation to the complaining individual, to the alleged harasser, and, if appropriate, to others who are directly involved. If our policy against harassment is found to have been violated, appropriate corrective action, up to and including termination, will be taken against the harasser so that further harassment will be prevented. Both the rights of the alleged harasser and the complainant will be considered in any investigation and subsequent action.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the organization determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the organization may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the organization will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

In addition to our internal complaint procedure, employees may also contact either the Equal Employment Opportunity Commission (EEOC) or the California Civil Rights Department (CRD) to report unlawful harassment. You must file a complaint with the CRD within three years of the alleged unlawful action. The EEOC and the CRD serve as neutral factfinders and will attempt to assist the parties to voluntarily resolve their disputes. For more information, contact the Office of Human Resources at hr@familyassist.org or the nearest EEOC or CRD office.

Complaint Process

If you believe that you have been the subject of harassment, discrimination, retaliation or other prohibited conduct, bring your complaint to your Manager. However, if the individual involved is your immediate supervisor or you feel uncomfortable doing so, you may report your concerns directly to Human Resources at hr@familyassist.org, the Chief Operating Officer (COO), or the Executive Director.

In addition, Family Assistance Program provides an **alternative digital complaint submission tool** that is accessible online 24/7. This platform allows individuals to submit complaints confidentially or anonymously. The form is accessible via the staff intranet or by scanning QR codes posted at each site near break areas and common spaces. Submitted reports are automatically routed to an impartial, trained complaint reviewer who is not the subject of the report.

To ensure fairness and objectivity, any complaint involving a direct supervisor, program manager, or HR personnel will be reviewed by a neutral party—either another trained internal reviewer or a Board- designated external reviewer. This approach ensures that the complaint is reviewed free of conflict or bias.

When submitting a complaint, please provide all known details of the incident(s), including names of individuals involved and witnesses, and the dates and locations of the events. Although not required, submitting the complaint in writing is encouraged. *While verbal complaints may be submitted, follow up written documentation is necessary for the resolution process.* Complaints will be:

- Responded to in a timely manner. **Investigations will begin within 24 to 48 hours when there is a risk of harm to individuals or facility. All other complaints will be reviewed within 5 business days of receipt.**
- Investigated impartially by trained and qualified personnel.
- Kept confidential on a need-to-know basis to the extent possible.
- Documented and tracked for measurable progress.
- Closed with appropriate options for remedial action and resolution. **Resolution timelines will be set and communicated to involved parties within 10 business days of the investigation's conclusion.**

Family Assistance Program prohibits any form of retaliation against individuals who report concerns in good faith or who participate in an investigation. If retaliation occurs, it should be reported immediately through any of the available channels, **including direct supervisors, Human Resources, executive leadership, or the digital complaint reporting tool.**

Alternative Reporting

In alignment with best practices and to ensure unbiased and safe avenues for complaint resolution, the Family Assistance Program provides alternative reporting options in the event that a supervisor, manager, or any individual listed in the complaint process is the subject of the concern.

Alternative Reporting Channels

If the concern involves your immediate manager, you may bypass that individual and report directly to:

- Human Resources
- The Chief Operating Officer (COO)
- The Executive Director
- A designated third-party complaint monitor appointed by the Board of Directors

You may also choose to submit your complaint anonymously via the agency’s digital complaint form (see below). Anonymous complaints will be investigated to the extent feasible.

No employee shall be retaliated against for using any of these reporting channels. Intentionally fraudulent claims will be addressed per the agency’s HR disciplinary policy.

Digital Complaint Reporting Tool and Oversight Process

To promote transparency, accessibility, and accountability, Family Assistance Program maintains a digital complaint submission platform, accessible 24/7.

Digital Submission Platform Access:

- URL: <https://forms.office.com/r/PmcrT9UUTr>
- QR codes posted at each worksite near break rooms and restrooms



- The form may be accessed on any computer or mobile device

Tool Features:

- Option to submit anonymously or with name/contact information
- Prompts for date/time, location, individuals involved, witnesses, and incident description
- Optional document upload (screenshots, messages, etc.)
- Automatically time-stamped and encrypted upon submission

Oversight Protocol:

- Submissions are routed directly to an impartial HR investigator or appointed reviewer from the Compliance Review Panel trained in bias mitigation and trauma-informed response
- Reports involving current HR or executive leadership are automatically flagged for review by legal counsel or a Board-appointed investigator
- Each submission is assigned a case ID and logged in a secure database
- Reporter receives confirmation and status updates if contact information is provided

Process Flow:

- **Submission:** User completes and submits the online complaint form
 - **Triage:** Complaints are reviewed and prioritized based on urgency; high-risk complaints (e.g., threats of harm) will be addressed ASAP; no more than 24–48 hours
 - **Investigation:** All investigations begin within 5 business days of triage
 - **Action & Closure:** All outcomes and corrective actions will be documented
 - **Feedback:** Complainants may provide follow-up comments within 14 days of the initial investigation closure. A new complaint may be submitted if concerns remain unresolved.
- Confidentiality and Protections**

- Every effort will be made to protect the identity of the complainant.
- No disciplinary or retaliatory action will be taken against anyone who reports in good faith.

Filing of Complaints Outside Company

You may file formal complaints of discrimination, harassment, or retaliation with the agencies listed below. Contact these agencies directly for more information about filing processes.

California Civil Rights Department

651 Bannan Street, Suite 200

Sacramento, CA 95811

Voice: 800-884-1684

TTY: 800-700-2320

California Relay Service: 711

Email: contact.center@calcivilrights.ca.gov Main website: <https://www.calcivilrights.ca.gov>

Online sexual harassment training courses: <https://www.calcivilrights.ca.gov/shpt/>

U.S. Equal Employment Opportunity Commission

450 Golden Gate Avenue 5 West

P.O. Box 36025

San Francisco, CA 94102-3661 Phone: 800-669-4000

Fax: 415-522-3415

TTY: 800-669-6820

ASL Video Phone: 844-234-5122

Website: <https://www.eeoc.gov/field-office/sanfrancisco/location>

2.2 New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with DATIS, our Employee Management System, our Client Services Data System, Cap60 and your job responsibilities. We will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

2.3 Job Descriptions

We will attempt to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Supervisor.

Job descriptions prepared by the organization serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description.

Furthermore, the organization may have to revise, add to, or delete from your job duties per business needs. On occasion, the organization may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with your Supervisor.

2.4 Employment Authorization Verification

New hires will be required to complete Section 1 of Federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Family Assistance Program.

If you are currently employed and have not complied with this requirement or if your status has changed, inform your Supervisor.

If you are authorized to work in this country for a limited time, you will be required to submit proof of renewed employment eligibility prior to expiration of that time to remain employed by the organization.

2.5 Employment of Relatives and Friends

We will not employ relatives or friends in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at Family Assistance Program. It is your obligation to inform the organization of any such potential conflict so we can determine how best to respond to the specific situation.

2.6 Posting of Openings

Family Assistance Program desires to promote qualified employees from within where it believes that is possible and consistent with the need to assure that highly competent individuals staff all positions.

New job openings will generally be posted on the bulletin board and our website.

2.7 Accommodations

Pregnancy, Childbirth, and Related Conditions

Family Assistance Program recognizes the importance of supporting employees experiencing limitations related to pregnancy, childbirth, or related medical conditions by providing reasonable accommodations. We are committed to complying with the federal Pregnant Workers Fairness Act (PWFA) and any applicable state or local laws offering additional protections.

Examples of reasonable accommodations include:

- Additional break time for restroom use, meals, hydration, and rest.
- Seating options allowing for sitting or standing as needed.
- Schedule changes, part-time work, and paid and unpaid leave.
- Flexible work hours to accommodate medical appointments and physical needs.
- Telework (remote work).
- Closer parking spots to the workplace entrance.
- Light duty.
- Making existing facilities accessible or modifying the work environment.
- Job restructuring.
- Temporarily suspending one or more essential functions of your job.
- Acquiring or modifying equipment, uniforms, or devices.
- Adjusting or modifying examinations or policies.

If you require an accommodation, notify your Supervisor. In instances where the need for a particular accommodation is not obvious, you may be asked to provide:

- The reason an accommodation is needed.
- A description of the proposed accommodation.
- Information on how the accommodation will effectively address your limitations. Medical documentation will not be required in the following situations:
 - When the limitation and need for an accommodation is obvious.
 - If the organization is already aware of the limitation due to previous disclosures.
 - When requesting accommodations such as additional restroom breaks, fluid intake, food breaks, or seating arrangements, which are considered presumptively reasonable.
 - For any lactation accommodations.
 - When a similar accommodation has been provided to other employees without requiring documentation.

The organization will engage in an interactive process with you to identify suitable accommodations. While we strive to accommodate all requests, certain accommodations may not be provided if they would result in undue hardship to the organization. Factors considered include the nature and cost of the accommodation, the overall financial resources of the facility, and the impact on operations, including safety and efficiency.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act (FMLA) and/or any other applicable leave as permitted by law. The organization strictly prohibits retaliation against employees who request or utilize an accommodation under this policy.

Religious Accommodation

Family Assistance Program recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, we comply with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws prohibiting employment discrimination based on religion. The Organization will reasonably accommodate the sincerely held religious beliefs of employees if the accommodations resolve a conflict between the individual's religious belief or practice and a work requirement unless doing so would create an undue hardship.

Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, request with your Supervisor or Human Resources. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you will need the accommodation.
- How will the accommodation help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, we will engage in an interactive dialogue to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. We encourage you to suggest specific reasonable accommodations. However, the organization is not required to make the particular accommodation requested by you and may

provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the organization.

We will not discriminate or retaliate against employees who, in good faith, request a religious accommodation under this policy.

Disability Accommodation

Family Assistance Program complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Organization will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your Supervisor. You may be asked to include relevant information such as:

- The reason you will need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the organization will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the organization in connection with a request for accommodation will be treated as confidential.

Family Assistance Program encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the organization is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the organization.

Where state or local law provides greater protections to employees than federal law, the organization will apply the law that provides the greatest benefit to employees. If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

Family Assistance Program will not discriminate or retaliate against employees for requesting an accommodation.

Overview

Family Assistance Program is committed to providing equal employment opportunity and equitable service access for individuals with disabilities in compliance with the **Americans with Disabilities Act of 1990 (ADA), as amended, California Building Code (CBC), 2022 Edition, Chapters 10 and 11B,** and the **California Fair Employment and Housing Act (FEHA), 2023 revision.** We recognize the

importance of creating and maintaining a physically, programmatically, and communicatively accessible environment for both employees and clients.

For Employees: Reasonable Accommodation Process

Family Assistance Program will provide reasonable accommodations to qualified individuals with disabilities when such accommodations are necessary to enable the individual to perform the essential functions of the job or to enjoy equal benefits and privileges of employment.

A reasonable accommodation may include, but is not limited to:

- Modifying work schedules
- Providing assistive technology
- Reassigning non-essential job duties
- Adjusting the physical work environment

Accommodations will be provided contingent on process review unless doing so would create an undue hardship for the organization. An "undue hardship" refers to a significant difficulty or expense relative to the organization's size, resources, and operational needs. This determination will be made on a case-by-case basis as part of an interactive process with the employee.

Accommodation Request Process

- Employees should initiate a request for accommodation by contacting Human Resources **in writing**. A designated **Accommodation Request Form** is available via the Human Resources portal or by request from the HR Department at hr@familyassist.org.
- The interactive process will include reviewing **medical documentation verifying the disability and outlining suggested accommodations**, if appropriate.
- Documentation will be kept **confidential** and stored **separately from personnel files**.
- Any agreed-upon accommodations will be reflected in the employee's job description or duties as needed.

See also: [California Civil Rights Department](#) and [CA Labor Laws](#) for your rights under state law.

For Clients: Accessibility and Special Needs

Our services are accessible to all clients, including those with mobility, sensory, or cognitive disabilities, as required by **ADA Title III (1990, revised 2010)** and **Title 24 of the California Building Code (2022)**.

Client accommodations include:

- **Accessible entrances and restrooms at all program sites** (ramps, signage, handrails, and widened doorways).

Note: If building design, rental agreements, or historic limitations restrict permanent modifications, alternative solutions and contingency access plans are documented and made available.

- **Alternative communication access** for individuals with hearing, vision, or speech impairments, including digital communication platforms:
 - Use of a **trained professional interpreter** (not a family member).
 - Availability of a **translation/interpretation phone line**.
 - Written materials provided in **large print, Braille**, or a

language the client understands, using tools such as **Google Translate** or **certified translation services** when appropriate.

- **Service animals are permitted at all facilities in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended in 2008, and California Civil Code §54.1, last amended in 2019.** Staff may ask if the animal is a service animal and what task it performs but may not require documentation.
- **Client care plans** will include any accommodations provided. If accommodations cannot be facilitated, the rationale will be documented in the client record along with any **alternative or contingency plans**.

Facilities and Building Compliance

All facilities used by Family Assistance Program undergo routine inspections to ensure compliance with:

- Accessible parking ratios and signage
- Ramp slope, handrail height, and turning radius standards
- Door handle accessibility and restroom fixture height

The organization **maintains documentation of inspections or certifications of ADA compliance**. A summary of ADA features and accessible routes is included in the **Emergency Preparedness Plan** and **Facility Maintenance Plan. Integration into Policies and Plans**

This ADA and Accommodations Policy shall be referenced or embedded in the following documents and processes:

- Job Descriptions and Employee Onboarding Packets
- Emergency Operations Plan (EOP), including evacuation support
- Client Intake Packets and Admission Documents
- Risk and Loss Prevention Plans

Responsibility for updates and communication of regulatory changes lies with the Human Resources Department in collaboration with the **Quality Assurance and Performance Improvement (QAPI) Committee**.

Retaliation

No employee, applicant, or client will be retaliated against for:

- Requesting a reasonable accommodation
- Filing a complaint
- Participating in an investigation related to ADA rights

All requests for accommodation are to be made in good faith. Fraudulent or deceptive applications will be addressed through a **review process involving the HR Department, internal review committee, and external agencies as applicable.**

Victims of Violence Accommodations

Family Assistance Program will provide reasonable accommodations to employees who are, or whose family members are, a victim of a qualifying act of violence to ensure their safety while at work, provided the accommodation does not create an undue hardship on the organization.

Family member means your child, parent, grandparent, grandchild, sibling, spouse, domestic partner, or designated person (as defined under applicable law).

Qualifying act of violence means any of the following, regardless of whether anyone is arrested, or prosecuted for, or convicted of committing any crime:

- Domestic violence.
- Sexual assault.
- Stalking.
- An act, conduct, or pattern of conduct in which:
- An individual causes bodily injury or death to another individual.
- An individual who exhibits, draws, brandishes, or uses a firearm, or other dangerous weapon, with respect to another individual.
- An individual who uses, or makes a reasonably perceived or actual threat to use, force against another individual to cause physical injury or death.

Reasonable accommodations may include the implementation of safety measures such as:

- A transfer, reassignment, or modified schedule.
- A change in telephone number or workstation, or installed lock.
- Assistance in documenting domestic violence, sexual assault, stalking, or other qualifying act of violence that occurs in the workplace.
- An implemented safety procedure or other adjustment to a job structure, workplace facility, or work requirement in response to domestic violence, sexual assault, stalking, or other qualifying act of violence.
- Referral to a victim assistance organization.

Upon receiving a request, the organization will engage in a timely, good faith, and interactive process with you to determine effective reasonable accommodations.

Certification

When requesting a reasonable accommodation, you may be asked to provide a written statement signed by you or an individual acting on your behalf, certifying that the accommodation is for an authorized purpose. You may also be asked to provide documentation that demonstrates your status as a victim of domestic violence, sexual assault, stalking, or other qualifying act of violence, such as:

- A police report showing that you or your family member was a victim.
- A court order protecting or separating you or your family member from the perpetrator of the qualifying act of violence, or other evidence from a court or prosecuting attorney that you or your family member has appeared in court.
- Documentation from a licensed medical professional, domestic violence counselor, sexual assault counselor, victim advocate, licensed healthcare provider, or counselor showing that you or your

family member was undergoing treatment or seeking or receiving services directly related to the qualifying act of violence.

- Any other form of documentation that reasonably verifies that a qualifying act of violence occurred.

The organization may require recertification every six months. If you no longer need an accommodation, you must notify the organization that the accommodation is no longer needed. If circumstances change and you need a new accommodation, you must request one.

Confidentiality

Information related to your request for an accommodation will be maintained as confidential and will not be disclosed except as required by law or as necessary to protect your safety in the workplace. You will be provided notice before any authorized disclosure.

Retaliation

The Organization will not discriminate or retaliate against you due to your status, or your family member's status, as a victim or for requesting or obtaining an accommodation in accordance with this policy.

2.8 Training & Onboarding Program

In most cases, and for most departments, training employees is done on an individual basis by the department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your Supervisor.

3.0 COMPENSATION, SCHEDULING, & PAY PRACTICES

3.1 Employment Classifications

The organization designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

- **Exempt employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt employees.** Nonexempt employees are entitled to minimum wage and overtime pay. The organization also assigns each employee to one of the following categories:
- **Regular full-time employees.** Full-time employees are typically scheduled to work at least 32 hours per week, except for approved time off. Full-time employees are eligible for most organization benefits.
- **Part-time employees** are scheduled to work 32 hours or less per workweek. Part-time employees are not eligible for most organization benefits.

You will be informed of your classification, status, and responsibilities at the time of hire and at any time your classification, status, or responsibilities change. If you have a question regarding this information, contact Human Resources. These classifications do not alter your employment-at-will status.

Family Assistance Program has established a regular payday to ensure employees are paid in a consistent and timely manner. Our standard pay schedule is as follows:

- **Pay Period:** Wages are earned on a semi-monthly basis.
- The first pay period covers the 1st through the 15th day of each month. ○
The second pay period covers the 16th through the last day of each month.
- **Payday:** ○ Wages for the first pay period (1st-15th) will be paid on or before the **26th of the same month.**
- Wages for the second pay period (16th-last day) will be paid on or before the **10th of the following month.**

Note: If a regular payday falls on a Saturday, Sunday, or a company holiday, employees will be paid on the preceding business day.

3.2 Wage & Hour Policy Overview

At Family Assistance Program, pay depends on a wide range of factors, including pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, speak with your Supervisor.

Wage Payment

Family Assistance Program has established a regular payday to ensure employees are paid in a consistent and timely manner. Our standard pay schedule is as follows:

- **Pay Period:** Wages are earned on a semi-monthly basis.
- The first pay period covers the 1st through the 15th day of each month. ○
The second pay period covers the 16th through the last day of each month.
- **Payday:** ○ Wages for the first pay period (1st-15th) will be paid on or before the **26th of the same month.**
- Wages for the second pay period (16th-last day) will be paid on or before the **10th of the following month.**

Note: If a regular payday falls on a Saturday, Sunday, or a company holiday, employees will be paid on the preceding business day.

3.3 Attendance

Family Assistance Program requires regular and punctual attendance by employees. You are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, including termination.

If you will not arrive at work or return from a break on time, you must notify your Supervisor as soon as possible but at least four hours before your scheduled start time. If your Supervisor is unavailable, contact another management member.

If you must miss work due to an emergency or other unexpected circumstance, notify your Supervisor and/or Human Resources as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Supervisor immediately. If you cannot perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

Absences will be excused if you requested the time off by organization policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval. This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures.

Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the most negligible impact on business operations.

The organization reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences when permitted by applicable law. Absences resulting from approved leave, holiday, or legal requirements are exceptions to this policy.

If you fail to report to work for three or more consecutive days and have not provided proper notification, the organization will assume that you have voluntarily resigned and will proceed with the termination process.

3.4 Paycheck Deductions

Family Assistance Program is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, state unemployment taxes, state disability insurance taxes, etc., and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your Supervisor.

The organization will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your Supervisor.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

3.5 Direct Deposit

Family Assistance Program encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, you can enroll directly via our payroll system, DATIS. Typically, the bank will begin the direct deposit of your payroll immediately after you submit your completed information.

3.6 Recording Time

Family Assistance Program is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the organization has complete and accurate time records and that employees are paid for all hours worked, non-exempt employees are required to record all working time using the DATIS timekeeping application. Speak with your Supervisor for specific instructions.

You must accurately record your time to ensure you are paid for all hours worked and follow established organization procedures for recording your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

If you are required to clock in, you should clock in no more than five minutes before the time you actually start working and clock out no later than five minutes after you stop working.

Notify your Supervisor or the Payroll Department at payroll@familyassist.org of any pay discrepancies, unrecorded or miss recorded work hours, or any involuntarily missed meal or break periods.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your time records or the time records of co-workers, or if you work "off the clock," you will be subject to discipline up to and including termination. Immediately report to Human Resources any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or "work off the clock."

3.7 Travel & Expense Reimbursement

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved business trips. Travel is limited to business activities and for which prior approval from your Supervisor has been received.

Per Diem

Family Assistance Program follows the state travel policy related to per diem payments. The purpose of the policy is to provide employees with an established per diem allowance when traveling for business on behalf of the company.

For travel lasting 24 hours or more the **total daily maximum allowance is up to \$68 for meals**. It is best practice for employees to provide their Supervisor with a 30-day advanced notice of any business activities that require travel along with the event itinerary.

Advances

The organization does not generally provide cash travel advances. Normally, you will be expected to use business credit and submit approved expenses on the standard Expense Report Form.

Personal Vehicles

When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than 2 points on your driving record. Travel between your home and primary office is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. Every attempt should be made to utilize the use of courier and delivery services in order to avoid hazard of liability and the time away from work. You will be reimbursed for vehicle use at the standard IRS mileage rate. The Executive Director must authorize any deviation from this policy.

Reporting

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

3.8 Use of Employer Credit Cards

All employees in the possession of a credit card issued by Family Assistance Program will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. For those employees who are issued an organization credit card, you will be required to submit all hard copies of receipts and upload them to SharePoint and to the Finance department. Any receipt that is considered lost or misplaced, must be paid out to the Finance department. All hard copies of credit card receipts are required to be turned into the Finance department every Friday.

If any receipts are not turned to Finance in a timely manner, privileges and professional responsibility of using the organization credit card will be revoked.

Your organization credit card may not be used for personal reasons. Use of the organization credit card is restricted to approved business-related expenses. Any unauthorized purchases made with a credit card issued by the organization will be the cardholder's responsibility. You must reimburse any such purchase to the organization within 7 days.

Immediately report lost or stolen organization cards to your Supervisor. Failure to follow this policy may result in disciplinary action up to and including discharge.

3.9 Workday/Workweek/Remote

Workweek runs from Sunday to Saturday. The workday begins at 12:00am and ends at 11:59pm. Employees may be required to come in early, work late, or work overtime from time to time, depending on various factors, such as workloads, staffing needs, and special projects.

Remote Working

Working remotely provides employees with an opportunity to work from an alternative work environment rather than in the physical location of the organization. Working remotely must be pre-approved by your manager.

Family Assistance Program retains the right in its sole discretion to designate positions that are appropriate for remote work and approve employees for working remotely. Working remotely must be approved by your manager. Working remotely does not change the conditions of employment or required compliance with all organization policies and procedures. The organization reserves the right to change or terminate the remote working at any time, without cause or advance notice.

Your hours and days of work will not change. Employees must apply themselves during work hours and remain available for remote team meetings or conferences as needed.

Working remotely is not intended as a substitute for childcare or to care for another adult. If you need to make special arrangements or changes to your work schedule due to the need to care for a child or another adult, please contact your manager.

Nonexempt employees must not work outside of scheduled hours without advance approval; this includes such activities as checking and responding to emails. Any work outside of a scheduled shift must be reported to your manager.

4.0 Performance, Promotion & Separation

4.1 Performance Reviews

Family Assistance Program will make efforts to review your work performance periodically. The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative, etc.).

The performance review process will occur at the end of the probationary period and annually thereafter or as business needs dictate.

The performance review process is intended to increase the quality and value of your work performance. The review process may be used:

- As a basis for employment decisions, such as promotions and demotions.
- To improve the performance of underperforming employees.
- To document employee growth at the Organization.

A positive performance review does not guarantee a pay raise or continued employment.

4.2 Promotions

To match you with the job for which you are best suited and to meet the organizations business needs, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job. All employees promoted into new job positions will undergo an introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such employees will continue to receive organizational benefits for which they are eligible.

Bias-Safe Promotion Protocol Policy

Family Assistance Program is committed to ensuring fair, transparent, and merit-based promotion practices that support equal opportunity, minimize bias, and foster professional growth. This policy affirms the agency's responsibility to protect employees from discrimination and favoritism and to support advancement based on qualifications, performance, and organizational need.

Promotions at Family Assistance Program shall be based exclusively on merit, including demonstrated performance, relevant qualifications, and alignment with the agency’s mission and values. Promotions will not be influenced by protected characteristics, personal relationships, or any other non-merit-based factor.

This policy applies to all internal promotional opportunities and is guided by applicable laws, including:

- California Fair Employment and Housing Act (FEHA), Cal. Gov. Code § 12940 (Amended 2022)
- Title VII of the Civil Rights Act of 1964, 42 U.S.C. § 2000e et seq.
- California Labor Code § 1050-1053 regarding employment records and references
- California Equal Pay Act, Lab. Code § 1197.5 (Amended 2023)

Promotion Eligibility Criteria

All employees interested in promotional opportunities must meet the following eligibility standards:

1. Minimum Employment Period: Must have completed at least six (6) months of continuous employment with Family Assistance Program unless waived by executive leadership for business necessity.
2. Satisfactory Performance: Must have a current performance review rating of “Meets Expectations” or higher.
3. Good Standing: No active disciplinary action, performance improvement plan, or attendance concerns within the previous six (6) months.

Promotion Selection Criteria

Employees under consideration for promotion will be evaluated on:

- Verified job performance and achievement of prior goals
 - Relevant training, certifications, and education
 - Demonstrated leadership potential and commitment to agency values
 - Contributions to team dynamics and workplace culture
 - HR record (e.g., disciplinary action, attendance patterns, or commendations)
 - Ability to meet the essential job functions and agency needs
- Promotion Application Process**
1. All internal promotional opportunities shall be announced in writing to all eligible staff at least five (5) business days prior to the application deadline.
 2. Interested employees must submit a completed Internal Promotion Application Form and an updated résumé to Human Resources by the stated deadline.
 3. HR will verify eligibility and screen all applications before forwarding qualified candidates to the hiring supervisor.
 4. At least one interview in the process of interviews must include panel of at least two (2) staff members, one of whom must be from HR or trained in unbiased interview practices.
 5. Candidates may be asked standardized questions and/or complete job-related assessments.
 6. Selection decisions must be documented in writing and submitted to HR, including justification aligned with the criteria outlined above.

Anti-Nepotism and Anti-Bias Safeguards

Family Assistance Program prohibits favoritism, nepotism, and any appearance of preferential treatment in promotional decisions. Employees may not participate in a promotion process involving their relatives or individuals with whom they have a close personal relationship. This includes direct or indirect influence over decisions. All potential conflicts must be reported to Human Resources immediately. In accordance with FEHA and Family Assistance Program Internal Anti-Discrimination and Conflict of Interest Policies, no employee shall be discriminated against based on race, color, sex, gender identity or expression, age, religion, sexual orientation, national origin, veteran status, disability, marital status, or any other protected category. Oversight and Appeals

- Human Resources will partner with Supervisors to ensure consistent, lawful, and equitable promotion practices.
- Documentation related to each promotional process will be retained for no less than four (4) years in accordance with the Fair Employment and Housing Regulations (2 CCR § 11013).
- Employees may request feedback following a promotion decision.
- Concerns or complaints regarding promotion decisions may be raised through the agency's OpenDoor Policy or the Conflict Resolution Process without fear of retaliation as protected under California Labor Code § 98.6 and Title VII.

4.3 Pay Raises

Depending on financial health and other organizational factors, efforts will be made to give pay raises consistent with profitability, job performance, and the consumer price index. The organization may also make individual pay raises based on merit or due to a change of job position.

4.4 Disciplinary Process

Violation of policies or procedures may result in disciplinary action, including demotion, transfer, leave without pay, or termination of employment. The organization encourages a system of progressive discipline depending on the type of prohibited conduct. However, the organization is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis consistent with applicable law. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your Supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the organization is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

4.5 Criminal Activity/Arrests

Family Assistance Program will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed whether on or off organization property, may result in disciplinary action including suspension or termination of employment.

4.6 Open Door & Conflict Resolution Process

We strive to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your Supervisor and, if necessary, to Human Resources or upper level management. To help manage conflict resolution we have instituted the following problem-solving procedure:

If you believe there is inappropriate conduct or activity on the part of the organization, management, its employees, vendors, customers, or any other persons or entities related to the organization, bring your concerns to the attention of your Supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate Supervisor. If you have already brought this matter to the attention of your Supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources or upper level management.

Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

4.7 Outside Employment

Outside employment that creates a conflict of interest or affects the quality or value of your work performance or availability is prohibited. The organization recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the organization should be reported to your Supervisor. Failure to adhere to this policy may result in discipline up to and including termination.

While on a leave of absence, you may not work or be gainfully employed for yourself or by another employer. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to disciplinary action up to and including termination.

4.8 Resignation Policy

We hope that your employment with the organization will be a mutually rewarding experience; however, the organization acknowledges that varying circumstances can cause you to resign employment. The organization intends to handle any resignation in a professional manner with minimal disruption to the workplace.

4.9 Exit Interview

You may be asked to participate in an exit interview when you leave. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the organization in

developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

4.10 Transfer and Compensation Adjustment Policy

Family Assistance Program may transfer employees to different roles or locations based on operational needs or at the employee's request, with management approval. Transfers may be temporary or permanent.

If a transfer extends beyond 90 calendar days and is determined to be permanent, an employee's compensation may be adjusted to align with the wage or salary range associated with the new position.

All compensation adjustments resulting from a permanent transfer will:

- Be consistent with the organization's published pay scale;
- Be communicated in writing at least one full pay period in advance;
- Take effect prospectively (no retroactive adjustments);
- Comply with California's minimum wage laws and exempt salary thresholds;
- Never be applied in a discriminatory or retaliatory manner.

Employees affected by a permanent transfer will receive a written wage notice or memo outlining the position title, rate of pay, and effective date. Questions and concerns should be directed to Human Resources before the change takes effect.

We are committed to fair and transparent compensation practices and strive to ensure that all transfer decisions are consistent with equity and employee development goals.

4.11 Employment Verification

Our policy is to confirm dates of employment, job title, and compensation (where permissible under applicable law). The organization will only provide such information with your written authorization. Requests for employment verification should be forwarded to Human Resources.

4.12 Standards of Conduct

We wish to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on organization property (including in organization vehicles), or on organization business.
- Inaccurate reporting of the hours worked by you or any other employees.

- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the organization or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying organization property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of organization trade secrets and proprietary and confidential commercially sensitive information (e.g., financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, or trademarks) of the organization or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on organization premises during working hours.
- Failure to dress according to organization policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this organization.
- Gambling on organization premises.
- Lending keys, keycards, or other organization property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

4.13 Workforce Reductions (Layoffs)

If necessary based upon business needs, management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the organization will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

5.0 WORKPLACE BEHAVIOR & GENERAL OPERATIONS

5.1 Use of Personal & Company Vehicles

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. We will run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the organization.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive.
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

If you use the organization/company vehicle(s) in the course and scope of employment, the following rules are to be followed:

1. Company vehicles are to be used for business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.
2. If you drive an organization vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your Supervisor.
3. When an organization vehicle cannot be operated, is unsafe for use, or has been damaged, notify your Supervisor immediately.
4. As the driver of an organization vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for keeping the vehicle clean and uncluttered.
5. You may not operate a motor vehicle while under the influence of alcohol, a chemical substance, or other substances that can impair judgment.
6. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing hands-free technology.
7. Multiple driving moving violations that appear on the annual state department of motor vehicle check may result in suspension of rights to drive an organization vehicle or drive a personal vehicle on organization business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

5.2 Use of Company Technology

This policy is intended to provide employees with the guidelines associated with the use of the organization information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the organization, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.

- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs. **General Provisions**

Organizational IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in organization IT resources and communications systems are the property of the organization. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on organization electronic information and communications systems.

The organization reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over organization IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the organization will exercise this right periodically, without prior notice and without prior consent.

The interests of the organization in monitoring and intercepting data include, but are not limited to: protection of organization trade secrets, proprietary information, and similar confidential commercially- sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on organization IT resources and communications systems.

Do not use organization IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the organization will also advise law enforcement officials of any illegal conduct.

5.3 Employer-Provided Devices & Cell Phone Use

We may issue certain employees a cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

Violation of this policy may result in discipline, up to and including termination of employment. See Section 5.9 Phone Use Policy for additional information on usage of phones in the workplace.

5.4 Social Media Policy

We acknowledge that social media has become an integral part of modern life that provides us with unique opportunities to communicate and share information with others. However, we also want to educate employees that their social media use can:

- Pose risks to the organization's confidential and proprietary information, reputation, and brand;
- Expose the organization to discrimination, harassment, and other claims; and
- Jeopardize the organization's compliance with business rules and laws.

To minimize legal risks, avoid loss of productivity and distraction, and ensure that the organization's IT resources and communications systems are used appropriately, all employees must abide by the following policy regarding social media use.

Social Media

For purposes of this policy, **social media** refers to any means of posting content on the internet, including personal websites, social networking sites, blogs, chat rooms, and other online platforms, whether affiliated with the organization or not.

Use Good Judgment

While the organization respects your right to personal expression, you should assume that anything you do on social media—whether on a business or personal account—could be viewed by a colleague, supervisor, partner, supplier, competitor, investor, customer, or potential customer. As such, any social media activity, even from your personal account, reflects on the organization as well as on yourself. It is important to remember that anyone can see what you post (or what you posted five years ago).

Guidelines for Posting on Social Media When

posting:

- Protect trade secrets, intellectual property, and confidential information related to the organization.
- Do not make statements that are maliciously false or defamatory or would constitute unlawful harassment or discrimination.
- Do not make express or implied threats of violence.
- Avoid linking personal accounts to the organization as an official source.
- Respect copyright, trademark, and third-party rights.
- Do not use the organization's email addresses to register on social media platforms for personal use.
- If you identify yourself as an employee of the organization on your personal account and are posting about the organization, make it clear that your views are your own and that you are not speaking on behalf of the organization.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your Supervisor or consistent with policies that cover equipment owned by the organization.

Media Contacts

If you are not authorized to speak on behalf of the organization, do not speak to the media on behalf of the organization. Direct all media inquiries for official organization responses to Human Resources and our Development Director.

Retaliation

Retaliation against those reporting policy violations or cooperating in investigations is prohibited. Retaliatory actions may lead to disciplinary measures.

Violations

Violations of this policy may result in discipline, up to and including termination.

This policy does not limit employees' rights to discuss wages, hours, or other terms and conditions of employment. All employees have the right to engage in or refrain from such activities.

5.5 Computer Security & Copying of Software

Software programs purchased and provided by the organization are to be used only for creating, researching, and processing materials for organizational use. By using organizational hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable organization policies, as well as city, state, and federal laws and regulations.²

All software acquired for or on behalf of the organization, or developed by organization employees or contract personnel on behalf of the organization, is and will be deemed organization property. It is the policy of the organization to respect all computer software rights and to adhere to the terms of all software licenses to which the organization is a party.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the organization to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by the organization must be purchased through the Finance department.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the organization.

5.6 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Family Assistance Program. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The organization, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the organization. Contact your Supervisor to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

5.7 Personal Data Changes

It is your obligation to provide your current contact information, including current mailing address and telephone number. You should also inform the organization of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. You can make changes to this information through DATIS.

5.8 Non-solicitation/Non-distribution Policy

We prioritize a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our non-solicitation/non-distribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

For the purposes of this policy, **solicitation** includes various activities such as selling items or services, seeking contributions, or seeking support for an outside organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other employees is prohibited. **Working hours** refers to periods when either you or the employees you intend to solicit are expected to be actively engaged in work-related activities. You are permitted to engage in solicitation during authorized nonworking times, such as breaks, provided that the recipients of the solicitation are also on nonworking time.

Distribution

To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the organization's equal employment opportunity (EEO) and non-harassment policies, or knowingly spreads false information, is strictly prohibited. Nonemployees are not permitted to distribute materials on company premises under any circumstances.

Statutory Rights & Communication

This policy is not meant to curtail the statutory rights of employees, including their right to discuss terms and conditions of employment. Open communication remains a vital part of our workplace culture.

Reporting Violations

If you become aware of violations of this policy, report them to your Supervisor. We appreciate your cooperation in maintaining a respectful and focused work environment.

5.9 Phone Use Policy

Staff are expected to use phones primarily for work-related communication. For programs with landline access, personal use of organizational telephones should be limited to brief calls during rest or meal breaks, where feasible. For staff who use personal cellphones for work and receive

reimbursement, professional conduct and discretion are expected when handling calls during working hours.

Long-distance calls using organizational landlines must be for business purposes unless there is an emergency. Personal conversations—whether on landlines or personal cellphones—should not interfere with work duties or disrupt the work environment, except in the case of verified personal emergencies.

Interference with work duties includes, but is not limited to:

- Engaging in personal calls or personal messaging during meetings, client interactions, or while performing assigned tasks;
- Allowing personal phone use to delay or interrupt completion of time-sensitive responsibilities;
- Excessive or repeated personal communication during scheduled work hours.

Disruption to the work environment includes:

- Speaking loudly or emotionally on personal calls in shared or client-facing spaces;
- Using speakerphone in open areas for non-work-related calls;
- Causing distractions to coworkers, clients, or program operations through ongoing or inappropriate personal communication.

Exemption

The above limitations do not apply in the case of verified personal emergencies (e.g., urgent family matters, medical crises, or other time-sensitive personal situations requiring immediate attention). Staff should notify their supervisor as soon as feasible when an emergency arises that requires phone use during working hours. Supervisors are expected to respond supportively while ensuring continuity of services and coverage.

All phone use, whether on agency equipment or personal devices used for work, is subject to the **Use of Company Technology Policy**.

5.10 Security & Privacy

All employees are responsible for helping to make a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Supervisor immediately. Refrain from discussing specifics regarding organization security systems, alarms, passwords, etc. with those outside of the organization.

Immediately advise your Supervisor of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the organization. Safety and security are the responsibility of all employees and we rely on you to help us keep our premises secure.

5.11 Workplace Privacy & Inspections

All property, including but not limited to lockers, phones, computers, tablets, desks, work areas, vehicles, or machinery, remains under the control of the organization and is subject to inspection at any time, without notice to any employees, and without their presence. You should have no expectation of privacy in any of these areas.

We assume no responsibility for the loss of, or damage to, your property maintained on organization premises including that kept in lockers and desks.

5.12 Suggestion Policy

We welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our organization, or meet customer and client needs. Discuss your ideas with your Supervisor or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the organization.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with organization tools or property are considered to be the property of the organization.

5.13 Employer Sponsored Social Events

Family Assistance Program holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Supervisor prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

5.14 Driving Record

All employees required to operate a motor vehicle as part of their employment duties at the organization must maintain a valid driver's license and an acceptable driving record. The organization may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the organization.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews.

6.0 EMPLOYEE BENEFITS

6.1 Eligibility

Qualified employees become eligible after successful probationary period.

6.2 Health, Dental, Vision, & Life Insurance Benefits Overview

Family Assistance Program is committed to providing the following benefits for eligible employees. Benefit eligibility may be dependent upon your employee classification. Full time employees are eligible after 60 days from the 1st day you begin employment. You will receive summary plan descriptions (SPD) which describe the benefits in greater detail. Information regarding employee benefits and to answer any questions you may contact the Human Resources Department at hr@familyassist.org.

The organization reserves the right to modify, amend or terminate benefits and to modify or amend benefit eligibility requirements at any time and for any reason, subject to any legal restrictions.

The organization offers the following employee benefits:

- The organization pays 80% of medical for employees and dependents.
- The organization pays 80% of dental for employees and dependents.
- The organization pays 80% of vision for employees and dependents

Benefits may be canceled or changed at the discretion of the organization, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with the organization, you may have the right to continue your health benefits under federal or state law. In such event, the organization will provide you with information about your rights to continue your benefits coverage.

Dental Insurance

All regular full-time employees who have completed the plan's defined waiting period are eligible for the organization dental plan. Dental plan benefits are described in detail in the SPD.

Vision Care Insurance

All eligible employees who have completed the plan's defined waiting period at Family Assistance Program are eligible for the Organization vision care plan. Vision care plan benefits are described in detail in the SPD.

Life Insurance

The organization provides life insurance to all eligible employees after the plan's defined waiting period. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the SPD for details about the benefit.

6.3 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible employees and their beneficiaries to continue health insurance coverage under the organization health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Human Resources at hr@familyassist.org to learn more about your COBRA rights.

6.4 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at Family Assistance Program, no matter how slightly, you are to report the incident immediately to your Supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

6.5 Continuing Education and Tuition Assistance

We believe in the continuing education of our employees. Depending on the type of training, the organization may reimburse some or all of the fees, including materials expenses, meals, and transportation. If your Supervisor approves of your attendance at a class you will be reimbursed once you have attended and paid for the class.

6.6 Sick Pay

California Paid Sick Leave

California provides for mandatory paid sick leave under the Healthy Workplaces, Healthy Families Act (the "Act"). All employees who have worked in California for the same employer for 30 or more days within a year from the start of their employment are eligible for protected paid sick time under the Act. You cannot be discriminated or retaliated against for requesting or using vacation for qualifying reasons protected by the Act.

Our organization accrues sick time at 1.54 hours per pay period with a total of 40 hours per year.

Employees are not required to use a full day of sick leave for partial-day absences. Sick leave usage will be deducted only for the actual time missed from work, rounded to the nearest 2-hour increment.

For example, if an employee needs to leave work for a medical appointment, they may request 2 hours of sick leave instead of using an entire day. Notify your Supervisor as far in advance as possible if you are going to take sick time off. There may be occasions, such as sudden illness, when you cannot notify your Supervisor in advance. In those situations, provide notification of your circumstances as soon as possible. You may also be requested to provide a certificate of illness to your Supervisor.

You may use sick leave benefits for dental or doctor visits or to care for immediate family members who are sick. There may also be state mandated use of sick time.

Unused sick days may not be converted to a cash payment. You may be required to use available sick leave during family and medical leave, disability leave, or other leave.

Unused paid sick time will carry over from year to year up to 40 (Forty hours) with a max cap of 80 hrs.

Paid sick time under the Act can be used for any of the following reasons:

- Diagnosis, care or treatment of an existing health condition for an employee or "covered family member", as defined below.
- Preventive care for an employee or an employee's covered family member. Preventive care may include self-quarantine as a result of potential exposure to COVID-19 if quarantine is recommended by civil authorities, or other situations, such as where there has been exposure to COVID-19 or where an employee has traveled to a high-risk area.

- For certain specified purposes when the employee is a victim of crime or abuse.
- For purposes of paid sick leave, a “covered family member” includes:
- A child: Defined as a biological, foster or adopted child; a stepchild; or a legal ward, regardless of the age or dependency status of the child. A "child" also may be someone for whom you have accepted the duties and responsibilities of raising, even if they are not your legal child.
- A parent: Defined as a biological, foster or adoptive parent; a stepparent; or a legal guardian of an employee or the employee's spouse or registered domestic partner. A "parent" may also be someone who accepted the duties and responsibilities of raising you when you were a minor child, even if they are not your legal parent
- A spouse
- A registered domestic partner
- A grandparent
- A grandchild
- A sibling
- A designated person

You can use paid sick time for any of the above qualifying reasons protected by the Act. If the need for paid sick time is foreseeable, you must provide advance oral or written notification to your manager. If the need for paid sick time is not foreseeable, you should provide notice to your manager as soon as practical.

You can also decide to use vacation time for any of the above reasons. However, if you want the time off to be protected paid sick time, you should designate the time off accordingly so we can treat it as such.

If you have any questions, please contact the Human Resources Department at hr@familyassist.org.

6.7 Vacation Personal Time

Regular full-time employees are entitled to accrue:

Length of Employment	Total Days of Vacation per year	# of hours per day per period (ppp)	Accrual Limit
0-2 years	10 days	3.08 hours ppp	15 days
2-5 years	15 days	4.62 hours ppp	22.5 days
5+ years	20 days	6.15 hours ppp	ays

Active service begins on your first day of work and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of employment. Temporary and part-time employees do not accrue paid vacation.

Vacation can accrue up to a maximum of **1.5x your annual Total days of Vacation**, no additional vacation will be earned until accrued vacation time is used.

You become eligible to take accrued vacation after **the 1st day** of active service as work schedules permit.

Vacation schedules must be coordinated with and approved by your manager in advance. Complete a request for vacation well in advance of the dates involved. Vacations are scheduled to provide adequate coverage of job responsibilities and staffing requirements. Every effort will be made to permit employees to take their vacations at the times they wish.

When your employment relationship with the organization ends, you will be paid for accrued unused vacation days on a pro rata basis.

Temporary and part-time employees do not accrue paid vacation time. Regular full-time employees do not accrue vacation time during the probation period. No vacation time may be taken until after completion of the probation period of employment unless approved by your manager.

If you are taking an unpaid leave of absence, there are circumstances where you may be required to use your accrued and unused vacation before taking unpaid leave or having unpaid absences. In other circumstances, you can choose to use vacation before taking unpaid leave or having unpaid absences, but it is not required. It will depend on the type of leave you are taking and/or federal and state leave requirements.

The employee's supervisor is responsible for approving vacations. Vacation is tracked by the Payroll Department. Employees are responsible for planning ahead of vacation and working out a complete schedule with their supervisor in advance. A written notice of 14 (fourteen) days for vacation is required to ensure that your shift is covered during your vacation period. Vacation requests that are not submitted with at least 14 (fourteen) days' notice in writing may not be granted.

Leave Usage & Requests for Leave Personal Leave

A personal leave of absence without pay may be granted at the discretion of Family Assistance Program. Requests for personal leave should be limited to unusual circumstances requiring an absence of longer than 6 (six weeks). Approved personal absences of shorter duration are not normally treated as leaves, but rather as excused absences without pay.

School and Child Care Activities Leave

Employees are encouraged to participate in the school or child care activities of their child(ren). For further guidance on Child Care Activities, see Section 6.11.

School Appearances Involving Suspension

If you are the parent or guardian of a child facing suspension from school and are summoned to the school to discuss the matter, you should alert your manager as soon as possible before leaving work. In agreement with California Labor Code Section 230.7, no discriminatory action will be taken against an employee who takes time off for this purpose.

Paid Sick Leave & Workers' Compensation Benefits

Paid sick leave is a benefit that also covers absences for work-related illness or injury. Employees who have a work-related illness or injury are covered by workers' compensation insurance. However, workers' compensation benefits usually do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if

treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment.

Any further medical treatment will be under the direction of the health care provider. Any absences from work for follow-up treatment, physical therapy or other prescribed appointments will not be paid as time worked. If you have accrued and unused paid sick leave, you may use paid sick leave to receive pay for these absences.

If you do not have accrued, paid sick leave, or if you have used all of your sick leave, you may choose to substitute vacation time for further absences from work, related to your illness or injury.

Time Off for Voting

If you do not have sufficient time outside of working hours to vote in an official statewide election, you may take off enough working time to vote, including up to two hours off without loss of pay. This time should be taken at the beginning or the end of the regular working shift, whichever allows for more free time for voting and the least time off work. If you know or have reason to believe that time off will be necessary to be able to vote on election day, you must give your manager at least one working days' notice.

Paid Family Leave

Employees may be eligible for Paid Family Leave (PFL) wage replacement benefits, which are funded through payroll deductions and coordinated through the Employment Development Department (EDD). PFL provides partial pay for up to eight weeks when you need to take leave from work:

- To care for a parent, parent-in-law, child, spouse, registered domestic partner, grandparent, grandchild, or sibling who is seriously ill
- To bond with your newborn, foster child or newly adopted child
- For a qualifying exigency related to the covered active duty or call to covered active duty of your spouse, registered domestic partner, parent, or child in the Armed Forces of the United States.

The PFL program does not provide employees with a right to a leave of absence; it is limited to a state- mandated paid benefits.

Separation of Employment

Upon separation of employment for any reason, you will be paid your remaining vacation balance.

6.8 Holidays

The agency offers all employees eleven (11) paid holidays each year for full-time employees. Due to the nature of our agency many positions may require you to work on the listed holiday. If you are required to work the holiday, you will be offered to take a day off within the same pay period. If this is not possible, full-time employees will be compensated an additional 8 hours of regular pay. If your job duties allow you to take off on the holidays, this will be a paid day off for all full-time employees. If the holiday falls on a Saturday, you will have the Friday before the holiday off as the holiday, if the holiday falls on a Sunday, you will have the Monday after the holiday off as the holiday.

- New Year's Day
- Martin Luther King's Day

- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous Peoples Day
- Veteran's Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Non-exempt employees are eligible for paid holidays after completion of the introductory period. Holidays that are paid but not worked do not count for overtime purposes.

To be paid for the holiday if you are scheduled to work the day immediately before and immediately after the holiday, you must work your scheduled shift in order to be paid unless an absence on either day is approved in advance by your manager or the absence is otherwise protected by law. If you are required to work on a paid scheduled holiday you will receive straight time plus any applicable overtime rates for hours worked plus up to 8 hours of holiday pay.

6.9 Bereavement Leave

Family Assistance Program will provide eligible employees up to five (5) days of bereavement leave; Three (3) days paid and two (2) days of unpaid leave. An employee with such a death in the family may take up to three (3) non-consecutive or consecutive scheduled workdays off with pay and 2 additional days without pay for a total of five (5) days. Requests which may not need to be consecutive with the approval of the employees Manager. The employee's manager may approve additional unpaid time off.

You may elect to use any accrued vacation time or other accrued paid time off that you are eligible to take during the otherwise unpaid bereavement leave.

Eligibility

To be eligible for bereavement leave, you must be employed by the Organization for at least 30 days prior to the start of leave.

Reasons for Leave

Eligible employees may take bereavement leave for the death of a family member. As used in this policy:

- **Family member** means your child, parent, grandparent, grandchild, sibling, spouse, or domestic partner.
- **Child** means a biological, adopted, or foster child; a stepchild; a legal ward; a child of a domestic partner; or a person to whom you stand in loco parentis.
- **Parent** means a biological, foster, or adoptive parent; a parent-in-law; a stepparent; a legal guardian; or another person who stood in loco parentis to you when you were a child.

- **Sibling** means a person related to another person by blood, adoption, or affinity through a common legal or biological parent.

You may elect to use any accrued vacation time or other accrued paid time off that you are eligible to take during the otherwise unpaid bereavement leave.

Bereavement leave will run concurrently with other federal/state laws where permitted by law.

Notice

If your need for leave is foreseeable, provide as much advance notice as possible. If unforeseeable, provide notice as soon as practical.

All information received by the Organization regarding your request for bereavement leave will be treated as confidential and will not be disclosed except to internal personnel or counsel, as necessary, or as required by law.

Retaliation

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

6.10 Military Leave (USERRA)

Family Assistant Program complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to the Human Resources Department. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources Department.

6.11 Child Care Activities

Employees are encouraged to participate in the school or child care activities of their child(ren). For further guidance on using Personal Time around Child Care Activities, see Section 6.7 The absence is subject to all of the following conditions:

- Time off under this policy can only be used by parents, guardians, grandparents, stepparents, foster parents or a person who stands *in loco parentis* to one or more children of the age to attend kindergarten through grade 12 or who are with a licensed child care provider.
- The amount of time off for school or child care activities described below cannot exceed a total of 40 hours each year.
- You can use the time off to find, enroll or reenroll a child in a school or with a licensed child care provider or to participate in activities of the child's school or licensed child care provider. The time off for these purposes cannot exceed eight hours in any calendar month. You must provide reasonable advance notice to the manager before taking the time off.
- You can also use time off to address a "child care provider or school emergency" if you give notice to the Agency. A "child care provider or school emergency" means that the child cannot remain in a school or with a child care provider due to one of the following:

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- The school or childcare provider has requested that your child be picked up, or has an attendance policy (excluding planned holidays) that prohibits your child from attending or requires your child to be picked up from the school or child care provider.
- Behavioral or discipline problems.
- Closure or unexpected unavailability of the school or child care provider, excluding planned holidays.
- A natural disaster, including, but not limited to, fire, earthquake or flood.

You must provide your manager with documentation from the school or licensed child care provider verifying that you were engaged in these child related activities on the day and time of the absence.

If more than one parent is employed by Family Assistance Program, the first employee to request such leave will receive the time off. Another parent will receive the time off only if the leave is approved by their manager.

6.12 Federal Jury Duty Leave

Family Assistance Program encourages employees to fulfill their civic duties related to federal jury duty service. If you are summoned for federal jury duty, notify your Supervisor as soon as possible to make scheduling arrangements. Non-exempt employees who have completed their introductory periods will receive full pay while serving up to five (5) days of jury duty. Exempt employees will receive full salary unless they are absent for a full week and perform no work. You should notify your manager of the need for time off for jury duty as soon as a notice or summons from the court is received. You may be requested to provide written verification from the court clerk of performance of jury service. If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule.

The organization will not discriminate or retaliate against employees for missing work due to federal jury service. Upon return to work, you will be reinstated to your prior position without loss of seniority and will be treated as if you have been on a leave of absence or furlough.

The organization reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

7.0 SAFETY, HEALTH, & LOSS PREVENTION

7.1 General Safety

It is the responsibility of all Family Assistance Program employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the organization health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The organization also requires that all occupational illnesses or injuries be reported to your Supervisor as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

7.2 Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of Family Assistance Program, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

Family Assistance Program has a zero-tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, coworkers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action which places a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on organization property or while performing organization business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your Supervisor, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to the Human Resources Department.

7.3 Drug and Alcohol Policy

Family Assistance Program is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the organization to maintain a drug and alcohol-free awareness program policy. Drug abuse in the workplace poses significant risks to safety, productivity, performance and workplace culture and morale. Family Assistance Program has voluntary confidential resources that can be provided by the Personnel/HR department to any staff who may need to seek assistance.

Prohibited Conduct

The organization expressly prohibits employees from engaging in the following activities when they are on duty or conducting organization business or on organization premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The organization does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the organization **Disability Accommodation** policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Supervisor if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

Violations

Penalties for employees who violate this Drug-Free Workplace Policy can range from mandatory rehabilitation to immediate termination, depending on the severity of the offense, the company's specific policy, and applicable laws.

7.4 Workplace Tobacco Usage

To ensure a safe, clean, and healthy environment for all individuals accessing Family Assistance Program facilities by limiting exposure to secondhand smoke and airborne contaminants near entrances, exits, windows, and ventilation systems.

In accordance with California Government Code § 7597 and in alignment with Family Assistance Program's commitment to trauma-informed and health-conscious environments, smoking or vaping

of any substance—including tobacco, cannabis, and e-cigarettes—is prohibited within 20 feet of any building entrance, exit, operable window, or ventilation intake.

This policy applies to:

- All publicly accessible buildings operated by Family Assistance Program.
- Outdoor seating and waiting areas.
- Parking lots and driveways adjacent to entrances.
- Courtyard or patio areas.
- Any locations where secondhand smoke may enter buildings or impact others. **Scope**

This applies to:

- Staff during work hours or while on break
- Clients and residents
- Visitors and volunteers
- Contractors and Service providers

Designated Smoking Areas

Where feasible, a clearly marked smoking area may be established at least **20 feet away from any entrance, window, or air intake**. These areas must include a proper receptacle for tobacco waste.

Enforcement

Violations of this policy may result in:

- Staff: Disciplinary action in accordance with Human Resources policy.
- Clients: Reminder and, if needed, safety planning or support intervention.
- Visitors: Asked to comply or leave the premises if noncompliance continues. Signage shall

be posted to ensure awareness of the policy.

8.0 CUSTOMER, PARTICIPANT, & COMMUNITY RELATIONS

8.1 Vendor, Participant, & Visitor Relations

Family Assistance Program strives to provide the best programs and services possible to our vendors and participants. You are expected to treat every vendor, participant, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a vendor, participant, or visitor, notify your Supervisor immediately. If a suggestion, complaint, or concern regarding our programs or services is made, inform your Supervisor or a member of management. Lastly, make every effort to be prompt in following up on vendor, participant, or visitor questions. Positive relations will go a long way to establishing our organization as a leader in its field.

9.0 CALIFORNIA-SPECIFIC POLICIES

9.1 Additional Hiring & Orientation Policies

Communications Regarding Religious or Political Matters

Family Assistance Program is committed to respecting the rights of all employees regarding participation in discussions about religious or political matters. In accordance with California law, the organization will not discharge, discipline, penalize, or take adverse employment action against you:

For declining to attend or participate in any organization-sponsored meeting in which the purpose is to communicate the organization's opinion about religious or political matters.

For declining to participate in, receive, or listen to any communications from the organization in which the purpose is to communicate the Organization's opinion about religious or political matters.

If you are working at the time of the meeting and choose not to attend, you will be paid for that time.

Political matters mean matters relating to elections for political office, political parties, legislation, regulation, and the decision to join or support any political party or political or labor organization.

Religious matters mean matters relating to religious affiliation and practice and the decision to join or support any religious organization or association.

This policy does not prohibit the organization from:

Communicating information that the organization is required by law to provide you. Communicating information necessary for you to perform your job.

Requiring you to attend training to comply with the organization's legal obligations, including obligations under civil rights laws and occupational safety and health laws.

EEO Statement & Non-harassment Policy Equal Opportunity Statement

Family Assistance Program is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of unlawful harassment, discrimination, or retaliation based on the following protected classes: age (40 and over), race (including traits associated with race, which include, but are not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws. The organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The organization will conduct a confidential, prompt, and thorough investigation of all allegations of discrimination, harassment, retaliation, or any violation of the Equal Employment Opportunity Policy. The organization will take appropriate corrective and remedial action, if and where

warranted. The organization prohibits retaliation against any employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Supervisor or any other designated member of management.

Policy Against Workplace Harassment

Family Assistance Program has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class.

This policy protects all applicants and employees (including managers and supervisors) from unlawful harassment and discrimination. This includes harassment by employees, managers, supervisors, contractors, interns, volunteers, vendors, suppliers, and customers. In addition, this policy extends to conduct connected with an individual's work, even when the conduct takes place away from the workplace, such as a business trip or business-related social function.

Harassment

Harassment means disrespectful or unprofessional conduct, including disrespectful or unprofessional conduct based on an individual's membership in a protected class.

While it is not possible to list all the circumstances that may constitute other forms of workplace harassment, some examples of conduct that may constitute workplace harassment include:

- 9.1.1 The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above-protected categories;
- 9.1.2 Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above-protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- 9.1.3 A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Sexual Harassment

Sexual harassment means harassment based on sex or conduct of a sexual nature and includes harassment based on sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, or gender expression. It may include all of the actions described above as harassment, as well as other unwelcome sex-based conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, or other verbal or physical conduct of a sexual nature. Sexually harassing conduct need not be motivated by sexual desire and may include situations that began as reciprocal relationships, but that later cease to be reciprocal.

Sexual harassment is generally categorized into the following two types: ○

Quid pro quo sexual harassment ("this for that"), which includes:

- Submission to sexual conduct when made explicitly or implicitly a term or condition an individual's employment.
- Submission to or rejection of the conduct by an employee when used as the basis for employment decisions affecting the employee.

Hostile work environment sexual harassment is conduct of a sexual nature or on the basis of sex by any person in the workplace that unreasonably interferes with an employee's work performance and/or creates an intimidating, hostile, or otherwise offensive working environment. Examples include:

- Sex, gender, or sexual orientation-related comments, slurs, jokes, remarks, or epithets.
- Leering, obscene or vulgar gestures, or sexual gestures.
- Displaying or distributing sexually suggestive or derogatory objects, pictures, cartoons, or posters or any such items.
- Impeding or blocking movement, unwelcome touching, or assaulting others.
- Any sexual advances that are unwelcome as well as reprisals or threats after a negative response to sexual advances.

Conduct or comments consistently targeted at one gender, even if the content is not sexual.

Retaliation means any adverse employment action taken against an employee because the employee engaged in activity protected under this policy. Protected activities may include, but are not limited to, reporting or assisting in reporting suspected violations of this policy and/or cooperating in investigations or proceedings arising out of a violation of this policy.

Adverse employment action is conduct or an action that materially affects the terms and conditions of the employee's employment status or is reasonably likely to deter the employee from engaging in protected activity. Even actions that do not result in a direct loss of compensation may be regarded as an adverse employment action when considered in the totality of the circumstances.

Examples of retaliation under this policy include, but are not limited to: demotion, suspension, reduction in pay, denial of a merit salary increase, failure to hire or consider for hire, refusing to promote or consider for promotion because of reporting a violation of this policy, harassing another employee for filing a complaint, denying employment opportunities because of making a complaint or cooperating in an investigation, changing someone's work assignments for identifying harassment or other forms of discrimination in the workplace, treating people differently such as denying an accommodation, not talking to an employee when otherwise required by job duties, or otherwise excluding the employee from job-related activities because of engagement in activities protected under this policy.

Reporting Discrimination, Harassment, and/or Retaliation

If you feel that you have witnessed or have been subjected to any form of discrimination, harassment, or retaliation, immediately notify any member of management.

The organization prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate corrective and/or remedial action where we find a claim has merit. If the organization begins an investigation, we will endeavor to conduct the investigation in a timely manner and will keep the investigation

confidential to the extent possible. In the same way, anyone involved in an investigation of harassment has an obligation to keep all information about the investigation confidential. That is why the organization will only share information about a complaint of harassment with those who need to know about it. Failure to keep information about an investigation confidential may result in disciplinary action. Investigations will be documented and tracked for timely resolution.

When the investigation has been completed, the organization will normally communicate the results of the investigation to the complaining individual, to the alleged harasser, and, if appropriate, to others who are directly involved. If our policy against harassment is found to have been violated, appropriate corrective action, up to and including termination, will be taken against the harasser so that further harassment will be prevented. Both the rights of the alleged harasser and the complainant will be considered in any investigation and subsequent action.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the organization determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Organization may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Organization will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

In addition to our internal complaint procedure, employees may also contact either the Equal Employment Opportunity Commission (EEOC) or the California Civil Rights Department (CRD) to report unlawful harassment. You must file a complaint with the CRD within three years of the alleged unlawful action. The EEOC and the CRD serve as neutral factfinders and will attempt to assist the parties to voluntarily resolve their disputes. For more information, contact the Office of Human Resources at hr@familyassist.org or the nearest EEOC or CRD office.

Filing of Complaints Outside of Company

You may file formal complaints of discrimination, harassment, or retaliation with the agencies listed below. Contact these agencies directly for more information about filing processes.

California Civil Rights Department

651 Bannan Street, Suite 200

Sacramento, CA 95811

Voice: 800-884-1684

TTY: 800-700-2320

California Relay Service: 711

Email: contact.center@calcivilrights.ca.gov

Main website: <https://www.cacivilrights.ca.gov> Online sexual harassment training courses:

<https://www.cacivilrights.ca.gov/shp/>

U.S. Equal Employment Opportunity Commission

450 Golden Gate Avenue 5 West

P.O. Box 36025

San Francisco, CA 94102-3661 Phone: 800-669-4000

Fax: 415-522-3415 TTY:

800-669-6820

ASL Video Phone: 844-234-5122 Website: <https://www.eeoc.gov/field-office/sanfrancisco/location>

9.2 Wage & Hour Policies Meal Rest Periods

Family Assistance Program strives to provide a safe and healthy work environment and comply with all federal and state regulations regarding meal and rest periods. Check with your Supervisor regarding procedures and schedules for meal and rest periods.

The organization requests that employees observe and accurately record meal periods in time and attendance records. If you know in advance that you may not be able to take an uninterrupted scheduled meal or rest period, let your Supervisor know; in addition, notify your Supervisor as soon as possible if you were unable to take or were prohibited from taking an uninterrupted scheduled meal or rest period.

Meal and rest periods are intended to provide employees with an opportunity to be away from work, and employees are not permitted to perform any work during meal and rest periods.

Meal Periods

If you are non-exempt and work more than five hours in a workday, you will be provided an unpaid, uninterrupted 30-minute meal period no later than the end of your fifth hour of work. The meal break must begin no later than 4 hours and 59 minutes into a non-exempt employee's shift and will be required to "clock out" from the timekeeping system. If your work period is not more than six hours you will complete the day's work, you may mutually agree with your Supervisor to waive the meal period.

If you are non-exempt and work more than 10 hours in a workday, you will be provided a second unpaid, uninterrupted 30-minute meal period no later than the end of your tenth hour of work. Depending on your occupation, if you work no more than 12 hours in a workday and have taken the first meal period, you may mutually agree with your Supervisor to waive the second meal period.

Rest Periods

If you are non-exempt, you will also be provided paid, 10-minute rest periods based on total hours worked daily and you are not required to "clock out" from the timekeeping system. You will receive 10 minutes of uninterrupted rest time for every four hours of work, or major portion of each four hours worked. Accordingly, if you work:

Less than three and a half hours, you are not

- Entitled to a rest period.
- Three and a half to six hours, you are entitled to a 10-minute rest period.
- Six to 10 hours, you are entitled to two 10-minute rest periods.
- Ten to 14 hours, you are entitled to three 10-minute rest periods.

Rest periods are to be taken in the middle of the four-hour work period when possible. Rest periods should not be combined or added to meal periods or used to start work later or end work early.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your Supervisor.

At certain times you may be required to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work

overtime when requested or working unauthorized overtime may result in disciplinary action, up to and including termination.

If you are nonexempt and work more than eight hours in any workday or more than six days in any workweek, you will be paid overtime at a rate of:

- 1.5 times your regular rate of pay for all hours worked in excess of eight hours up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek.
 - Two times your regular rate for all hours worked in excess of 12 hours in a workday or in excess of eight hours on the seventh consecutive day of work in a workweek.
 - Owed for time in excess of 40 hours in a work week at 1.5 times your regular pay
- Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

Reporting Time Pay

Family Assistance Program provides reporting time pay to non-exempt employees in accordance with applicable laws. You may be eligible for reporting time pay if you report for your scheduled shift but are not assigned work, or if you are given less than half of your usual or scheduled day's work. Reporting time pay may also apply when you are required to check in—by phone or online—to find out whether you need to report to work.

Reporting time pay is issued at your regular rate of pay. However, any hours paid under reporting time rules but not actually worked will not count toward calculating overtime.

Reporting time pay is not provided in certain circumstances, including but not limited to:

1. When operations are halted due to threats to employees or property, or when civil authorities advise against continuing work;
2. When public utilities fail to provide essential services such as electricity, water, gas, or when the sewer system fails;
3. When work is interrupted due to an “act of God” or other events outside of the employer’s control, such as an earthquake.

If you have questions about reporting time pay, please speak with your Supervisor.

Break Times

Regarding break times, employees may use regular paid rest breaks or may take another reasonable break time when needed. If possible, the break time should run concurrently with scheduled meal and rest breaks already provided to you. If the break time cannot run concurrently with meal and rest breaks already provided or additional time is needed, break times will be unpaid except where federal or state law dictates otherwise.

Pay Period

Always review your paycheck for accuracy and report any concerns to your Supervisor immediately. If you have been overpaid or underpaid, the error will be corrected as soon as possible.

One Day Rest in Seven

In accordance with California law, non-exempt employees are generally permitted, on average, one day of rest for every seven days of work depending upon scheduling and business needs as well as availability and interest in additional hours of work.

Accommodations for Nursing Mothers

Family Assistance Program is required by law to provide requesting employees who are nursing mothers with certain accommodations to express milk. Accordingly, the organization will provide nursing mothers with:

- Reasonable break time to express milk for their infant child each time the mother has the need to express milk; and
- A private room or other location, other than a restroom, in close proximity to their work area that is shielded from view and free from intrusion, to express breast milk.

Requesting Accommodation

If you have the need for accommodation, contact your Supervisor. If the organization cannot provide break time or a location that complies with the above, the organization will provide you with a written response.

Lactation Room or Location

The provided lactation room or location will:

- Be safe, clean, and free of hazardous materials.
- Contain a surface to place a breast pump and personal items.
- Contain a place to sit.
- Have access to electricity or alternative devices, including, but not limited to, extension cords or charging stations, needed to operate an electric or battery-powered breast pump.

Multipurpose rooms may be used as lactation space if they satisfy the above requirements; however, use of the room for lactation purposes must take priority over other uses.

Milk Storage

Expressed milk can be stored [in company refrigerators, refrigerators provided in the lactation room or other location]. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. If a refrigerator cannot be provided, the organization will provide another cooling device suitable for storing milk. You may also elect to bring a personal cooler for storage.

Retaliation

The organization will not retaliate against employees who request or obtain an accommodation in accordance with this policy.

Right to File Complaint

If you feel the organization is not providing you with adequate break time and/or a place to express milk as provided for in Labor Code § 1030, you may file a report/claim with the Labor Commissioner's Bureau of Field Enforcement (BOFE) at the BOFE office nearest your place of employment. The complaint must be filed within three years of the alleged unlawful action.

In addition, if you believe you have been a victim of retaliation for either asserting a right to lactation accommodation or for complaining to the Labor Commissioner about the failure of the organization to provide this accommodation, you may file a retaliation claim with the Labor Commissioner's Office pursuant to Labor Code § 98.7. This claim must be filed within six months of the alleged retaliation.

Under certain circumstances, the organization may be relieved of the duty to provide all or some of the above benefits if doing so would impose an undue hardship on the Organization.

Wage Disclosure Protection

In accordance with California law, Family Assistance Program will not:

- Prohibit you from:
 - Disclosing your own wages; ○
 - Discussing the wages of others; or ○
 - Inquiring about another's wages.
- Require you to sign a waiver or other document that proposes to deny you the right to disclose the amount of your wages.
- Discharge, formally discipline, or otherwise discriminate or retaliate against you for disclosing the amount of your wages.

However, if you have access to or knowledge of the private compensation information of other employees as a part of your role and essential job functions, you may not disclose that information to individuals who do not otherwise have access to it, unless the disclosure is:

- In response to a formal complaint or charge;
- Part of an investigation, proceeding, hearing, or action, including an investigation conducted by the Organization; or
- Consistent with the legal duty of the organization to furnish information.

If you believe that you have been discriminated or retaliated against in violation of this policy, immediately report your concerns to the Human Resources Department.

Nothing in this policy will be enforced to interfere with, restrain or coerce, or retaliate against employees regarding their rights under the National Labor Relations Act.

9.3 Leave & Protected Time Off

California Family Rights Act (CFRA) Leave & Federal Family and Medical Leave Act (FMLA)

The California Family Rights Act (CFRA) and the Federal Family and Medical Leave Act (FMLA) both provide job-protected, unpaid leave for eligible employees, but they differ in their coverage. CFRA

applies to employers with at least five employees, while FMLA applies to those with 50 or more. CFRA, a California state law, also covers registered domestic partners as equivalent to spouses, which FMLA does not. Additionally, CFRA covers pregnancy disability leave separately, while FMLA includes it as part of the serious health condition definition.

Here's a more detailed breakdown:

Coverage:

- CFRA: Applies to employers with 5 or more employees.
- FMLA: Applies to employers with 50 or more employees on the payroll during any 20 or more calendar weeks in the current or preceding year, as well as all public employers regardless of employee count.

Leave Types:

- CFRA: Provides 12 weeks of leave for the employee's own serious health condition, to care for a family member with a serious health condition, or to bond with a new child.
- FMLA: Provides 12 weeks of leave for the employee's own serious health condition, to care for a family member with a serious health condition, to bond with a new child, and for the employee's own pregnancy-related incapacity (which is covered separately by California's Pregnancy Disability Leave (PDL) law).

Key Differences:

- Pregnancy: CFRA does not cover pregnancy itself as a serious health condition, but California's PDL provides up to 4 months of leave for pregnancy-related disability. FMLA includes pregnancy as a serious health condition.
- Domestic Partners: CFRA covers registered domestic partners the same as spouses, while FMLA does not.
- Military Family Leave: Both laws provide leave for qualifying exigencies related to military service and for caring for an injured service member, but FMLA may offer broader coverage in certain situations.

Family Assistance Program provides unpaid family and medical leave to eligible employees in accordance with the California Family Rights Act (CFRA). **Eligibility**

To be eligible for CFRA leave, you must:

- Have been employed for at least 12 months (52 weeks) with the Organization prior to beginning CFRA leave; and
- Have worked for the Organization for at least 1,250 hours during the 12-month period immediately before the leave is to start.

Reasons for Leave

- You may take CFRA leave for the following reasons:
- The birth, adoption, or foster care placement of a child.

- To care for your own or your family member’s serious health condition (not including disability due to pregnancy, childbirth, or related medical conditions).
- A qualifying urgency related to your spouse, domestic partner, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

As used in this policy:

- **Family member** means your child, parent, grandparent, grandchild, sibling, spouse, domestic partner, or designated person.
- Child means a biological, adopted, or foster child; a stepchild; a legal ward; a child of a domestic partner; or a person to whom you stand in loco parentis.
- **Designated person** means any person related to you by blood or whose association to you is the equivalent of a family relationship.
- **Parent** means a biological, foster, or adoptive parent; a parent-in-law; a stepparent; a legal guardian; or a person who stood in loco parentis to you when you were a child.
- **Sibling** means a person related to another person by blood, adoption, or affinity through a common legal or biological parent.

CFRA leave will run concurrently with other federal/state laws when permitted by law.

In essence, CFRA is a California state law that mirrors FMLA in many ways but has some key differences, particularly in its coverage of pregnancy and domestic partnerships, and in its applicability to smaller employers.

For further explanation on the differences between the Family Medical Leave Act (FMLA) and the California Family Rights Act (CFRA), go here:

<https://www.rigginslaw.com/cfra-vs-fmla-difference-between-cfra-and-fmla/#:~:text=The%20FMLA%20covers%20employers%20with,employ%205%20or%20more%20individuals.>

Intermittent Leave

When medically necessary, leave may be taken on an intermittent or a reduced work schedule.

Notice

If the need for leave is foreseeable (such as the birth of a child or planned medical treatment), you must provide reasonable advance notice and make a reasonable effort to schedule leave so that it will not unduly disrupt organization operations. If unforeseeable, provide notice as soon as practical. Notice should include the anticipated timing and duration of the leave.

Failure to comply with these notice rules is grounds for, and may result in, deferral of the request for leave until you comply with the notice requirement.

Certification

Where leave is requested for your own or a covered family member’s serious health condition, the organization may require you to provide certification from your own or the organization’s healthcare provider.

If leave is for your own serious health condition, certification must include:

- The date when the serious health condition began.
- The probable duration of the condition.
- A statement that, due to the serious health condition, you are unable to perform the function of your position.

If leave is for a covered family member's serious health condition, certification must include:

- The date when the serious health condition began.
- The probable duration of the condition.
- An estimate of the amount of time that the healthcare provider believes you are needed to care for the family member.

A statement that the family member's serious health condition requires you to provide care during the period of treatment or supervision.

The organization may require subsequent recertification of your own serious health condition if additional leave is required.

If the organization has reason to doubt the validity of the certification provided, the organization may require, at its own expense, that you obtain a second opinion from a healthcare provider designated or approved by the organization. If the second opinion differs from the original certification, the organization may again require, at its own expense, that you obtain a third opinion from a different healthcare provider designated or approved jointly by you and the organization. The third opinion will be considered final and binding.

Return to Work

If you take leave for your own serious health condition, you must obtain certification from your healthcare provider that you are able to resume work.

Reinstatement

Upon return to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken. You may not, however, be entitled to discretionary raises, promotions, bonus payments, or other benefits that become available during the period of leave.

Benefits

If the organization provides you with health benefits under a group health plan, the organization will maintain and pay for your health coverage up to 12 weeks at the same level and under the same conditions as coverage would have been provided if you had not taken CFRA leave.

Failure to Return to Work

If you fail to return to work or fail to request an extension of leave prior to the expiration of the leave, you will be considered to have voluntarily terminated your employment. If you fail to return from leave, the organization may require reimbursement of the health insurance premiums paid during the leave under certain circumstances.

Retaliation

The organization will not retaliate against employees who request or take leave in accordance with this policy.

Paid Family Leave Insurance

California's Paid Family Leave (PFL) insurance program provides eligible employees with up to eight weeks of partial wage replacement in any 12-month period to take time off from work to:

- 9.3.1 Bond with a new child (either by birth, adoption, or foster care placement);
- 9.3.2 Care for a seriously ill family member (child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner); or
- 9.3.3 Participate in a qualifying exigency related to the covered active duty, or call to covered active duty, of your spouse, domestic partner, child, or parent in the U.S. Armed Forces.

The 12-month period begins on the day a claim is submitted.

PFL insurance is funded entirely by workers through state disability insurance (SDI) payroll deductions. If you are currently receiving benefits from SDI or workers' compensation insurance, you may not be eligible to receive PFL benefits. The California PFL insurance program does not create a right to a leave of absence, job protection, or job reinstatement.

The PFL insurance program makes benefits available to eligible employees through the California Employment Development Department (EDD). Apply for PFL insurance directly with the EDD. Contact the EDD for information on eligibility or to obtain a claim form. Medical and other documentation may be required.

At the completion of PDL, you will be required to obtain a release to return to work from your health care provider stating that you are able to resume your original job or duties.

Disability Insurance

If you are unable to work for at least eight days due to a non-work-related illness or injury, or a pregnancy-related disability, you may be eligible for disability insurance benefits. Disability insurance is a component of California's State Disability Insurance (SDI) program, which is administered by the California Employment Development Department (EDD) and is funded by workers through SDI payroll deductions. Disability insurance provides eligible employees with up to 52 weeks of partial wage replacement benefits. Benefit amounts are based on a percentage of your wages paid during a specific 12-month base period, determined by the date your claim begins.

To apply for this benefit, you must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and your expected date of return to work.

The SDI program does not create a right to a leave of absence, job protection, or job reinstatement.

You are responsible for filing your claim and other forms promptly and accurately with the EDD. To learn more about the SDI program, including eligibility requirements and benefits, or to make a claim for DI benefits, contact the EDD (www.edd.ca.gov).

Family Assistance Program will be notified that you have submitted a disability insurance claim.

The organization will not retaliate against employees who request or take leave in accordance with this policy.

Bone Marrow and Organ Donation Leave

Family Assistance Program will provide employees, who have been employed with the organization for at least 90 days, with a paid leave of absence for the purpose of donating organs or bone marrow. When donating an organ, you may take up to 30 paid business days in any one-year period. When donating bone marrow, you may take up to five paid business days in any one-year period. The one-year period for both leaves is measured from the date leave begins.

The organization will also provide employees with an additional unpaid leave of absence of up to 30 business days in a one-year period when donating an organ. The one-year period is measured from the date leave begins.

You are required to provide as much advance notice as possible if you wish to take leave to donate an organ or bone marrow. Provide Human Resources with verification from a physician that the donation will take place and that there is a medical necessity for the donation.

Leave taken under this policy does not constitute a break in service for health insurance coverage, accrual of vacation or sick pay, or seniority; however, the leave may not run concurrently with federal Family and Medical Leave Act or California Family Rights Act leave.

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

Crime Victim Leave

If you are the victim of a crime, an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim, Family Assistance Program will provide you with unpaid leave to attend judicial proceedings related to the crime.

Immediate family member means your spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, or stepfather.

Victim means a person against whom one of the following crimes has been committed:

- A violent or serious felony, as defined under applicable law.
- A felony regarding theft or embezzlement.

When the need for leave is foreseeable, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office, or an office advocating for the victim or witness. If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

You may opt to use available paid leave in place of unpaid leave in accordance with applicable law.

Information related to your request for leave will be maintained as confidential and will not be disclosed except as required by law.

The Organization will not discriminate or retaliate against you due to your status as a victim or for requesting or obtaining leave in accordance with this policy.

Civil Air Patrol Leave

Family Assistance Program will provide eligible employees with at least 10 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency operational mission of the California Wing of the Civil Air Patrol.

Eligibility

To be eligible for Civil Air Patrol leave, you must:

- 9.3.4 Be employed by the Organization for at least 90 days before beginning leave; and
- 9.3.5 Be a volunteer member of the California Wing of the Civil Air Patrol.

Use of Leave

Civil Air Patrol leave for a single emergency operation may not exceed three days, unless an extension of time is granted by the governmental entity that authorized the emergency operational mission, and the extension of the leave is approved by the Organization.

You will not be required to exhaust any paid leave in order to take Civil Air Patrol leave.

Notice

If eligible, you must provide as much notice as possible of the intended dates leave will begin and end.

The Organization is not required to grant Civil Air Patrol leave to you if you are required to respond to either the same or other simultaneous emergency operational mission as a first responder or disaster service worker for a local, state, or federal agency.

Certification

The organization may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The organization may deny the leave if you fail to provide the required certification.

Restoration

Upon return from leave, you will be restored to your previous position or a position with equivalent seniority status, employee benefits, pay, and other terms and conditions of employment.

Retaliation

The Organization will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

Civil Air Patrol Leave

Family Assistance Program will provide eligible employees with at least 10 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency operational mission of the California Wing of the Civil Air Patrol.

Eligibility

To be eligible for Civil Air Patrol leave, you must:

- 9.3.6 Be employed by the Organization for at least 90 days before beginning leave; and

9.3.7 Be a volunteer member of the California Wing of the Civil Air Patrol.

Use of Leave

Civil Air Patrol leave for a single emergency operation may not exceed three days, unless an extension of time is granted by the governmental entity that authorized the emergency operational mission, and the extension of the leave is approved by the Organization.

You will not be required to exhaust any paid leave in order to take Civil Air Patrol leave.

Notice

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The organization is not required to grant Civil Air Patrol leave to you if you are required to respond to either the same or other simultaneous emergency operational mission as a first responder or disaster service worker for a local, state, or federal agency.

Certification

The organization may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The Organization may deny the leave if you fail to provide the required certification.

Restoration

Upon return from leave, you will be restored to your previous position or a position with equivalent seniority status, employee benefits, pay, and other terms and conditions of employment.

Retaliation

The Organization will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

Whistleblower Protections

When employees notify a supervisor, manager, or an appropriate government or law enforcement agency that they have reason to believe their employer is violating a state or federal statute, or violating or not complying with a state or federal rule or regulation, those employees are protected from retaliation. As such, Family Assistance Program has a strict policy that prohibits retaliation against employees who make such reports while employed in any form of employment. The organization also does not permit retaliation against employees who refuse to participate in an activity that would result in a violation of a state or federal statute, or a violation or noncompliance with a state or federal rule or regulation.

If you have information regarding possible violations of state or federal statutes, rules, or regulations, or violations of fiduciary responsibility by the organization, we encourage you to report it immediately to your Supervisor or to the Executive Director. Alternatively, you may contact the California State Attorney General's Whistleblower Hotline at **(800) 952-5225**. The Attorney General will refer your call to the appropriate government authority for review and possible investigation.

Purpose

"In accordance with California Health & Safety Code §1278.5, Family Assistance Program prohibits retaliation against any patient, employee, member of the medical staff, or other health care worker who reports in good faith concerns related to the care, services, or conditions of the facility.

In addition to these statutory protections, the Family Assistance Program voluntarily extends whistleblower protections under this policy to include additional individuals affiliated with the organization, such as volunteers, clients, contractors, board members, and vendors."

All such individuals are encouraged to raise concerns in good faith and will be protected from retaliation for doing so. Final determinations regarding the application of whistleblower protections under this policy shall be made in consultation with legal counsel.

Scope

This policy applies to **Family Assistance Program's**:

- 9.3.8 Employees (full-time, part-time, temporary)
- 9.3.9 Volunteers
- 9.3.10 Clients and former clients
- 9.3.11 Contractors, vendors, and community partners
- 9.3.12 Members of the Board of Directors

Note: While California Health & Safety Code §1278.5 applies only to specific individuals as defined in the statute, the Family Assistance Program voluntarily applies the protections of this policy to the classifications listed below. This does not imply statutory rights beyond what the law provides.

Statement of Policy

The Legislature finds and declares that whistleblower protections apply primarily to issues relating to the care, services, and conditions of a facility and are not intended to conflict with existing provisions in state and federal law relating to employee and employer relations.

Reporting Violations

Reports may include, but are not limited to:

- Violations of law or regulations
- Fraud, waste, or abuse
- Code of Conduct violations
- Unsafe conditions or practices
- Unethical financial practices

Reports can be made to supervisors, the Program Director, COO, Human Resources, or the Board Chair. Anonymous written reports are also acceptable.

No Retaliation

In accordance with HSC §1278.5(b), no individual who makes a good faith report shall face retaliation. Violators are subject to disciplinary action, up to and including termination.

Good Faith Requirement

Reports must be made in good faith. Malicious or knowingly false claims may lead to disciplinary action.

Confidentiality

Reports will be kept confidential as much as possible, consistent with the need to investigate.

All individuals who have signed the Oath of Confidentiality from Family Assistance Program will not to divulge any information or records regarding Family Assistance Program including its location, staff, or clients, without proper authorization, in accordance with the California Welfare and Institutions Code. (Section 5328, Et Seq.)

Any information legally shared will be on a “need to know basis” with authorized entities. This prohibits any social media discussion, directives with cooperating investigation agencies.

I understand that the unauthorized release of confidential information may make me a subject to civil action under the Welfare and Institutions Code and Title IX of the California Administration Code as follows:

5330. (a) Any person may bring an action against an individual who has willfully and knowingly released confidential information or records concerning him or her in violation of this chapter, or of Chapter 1 (commencing with Section 11860) of Part 3 of Division 10.5 of the Health and Safety Code, for the greater of the following amounts:

- 1. Ten thousand dollars (\$10,000.00)**
- 2. Three times the amount of the actual damages, if any, sustained on the plaintiff.**

(b) Any person may bring action against an individual who has negligently released confidential information or records concerning him or her in violations of this chapter, or of Chapter 1 (commencing with Section 11860) or Part 3 of Division 10.5 of the Health and Safety Code for both of the following:

- 1. One thousand dollars (\$1,000). In order to recover under this paragraph, it shall not be a prerequisite that the plaintiff suffer or be threatened with actual damages.**
- 2. The amount of the actual damages, if any, sustain by the plaintiff.**

(c) Any person may, in accordance with Chapter 3 (commencing with Section 525) of Title 7 of Part of the Code of Civil Procedure, bring an action to enjoin the release of confidential information or records in violation of this chapter and may in the same action seek damages as provided in this section.

(d) In addition to the amounts specified in subdivisions (a) and (b), the plaintiff shall recover court costs and reasonable attorney's fees as determined by the court.

Investigation and Resolution

The Human Resources Department or designated Compliance Officer shall:

- Acknowledge receipt
- Investigate promptly

- Communicate findings
- Report significant issues to the Executive Director or Board
- All documents will be maintained under document controls and have integral designation relevant to Attorney/client privileges, confidential quality improvement, access and tracking will be maintained and security systems in place to prevent breaching.

Accounting & Financial Integrity

Concerns about financial practices must be reported to the Finance or Audit Committee immediately.

Acknowledgment

All personnel will sign an acknowledgment confirming they received and understood this policy. Signer must also state declaration to having opportunity to ask and have questions answered by a competent manager/supervisor/HR. Assumption to what was understood can be challenged.

Employee Acknowledgment

I acknowledge that I have read and understood the Family Assistance Program’s Whistleblower Protection Policy.

Signature: _____ Date: _____

Printed Name: _____

Authorized witness: _____ Title: _____ Date: _____

Protection from Retaliation

This policy affirms that no employee, client, or affiliated individual shall be subject to retaliation for reporting a concern in good faith. Retaliation includes, but is not limited to, demotion, suspension, threats, harassment, discrimination, hostile work environment, or termination.

Any person who believes they have been retaliated against may file a complaint. Complaints of retaliation may be submitted:

- Verbally to the Executive Director or Board Chair
 - In writing using the organization’s Incident Report Form
 - Via confidential email at hr@familyassist.org or
 - Through the anonymous reporting box located in the administrative office
- All complaints will be acknowledged within 5 business days and investigated promptly.

Appropriate remedial action will be taken if retaliation is confirmed. Investigation findings/and or conclusions as substantiated, non-substantiated should be transparent

This protection does not prevent supervisors or managers from addressing performance or conduct concerns through standard disciplinary processes, provided those actions are not taken in retaliation for whistleblower activity. Inclusive of peer reviews. Job performance reviews.

10.0 ACKNOWLEDGMENT OF RECEIPT & REVIEW

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Organization and a safe, productive, and pleasant workplace.

Acknowledgment Form

I acknowledge that I have received, read, and understand the Family Assistance Program's **Signed Acknowledgement Process Policy and Protocol**. I understand that it is my responsibility to review and comply with the expectations and procedures outlined in this policy, including the requirement to sign policy updates and acknowledge my review of revisions to the Employee Handbook or other organizational policies.

I understand that if I have any questions regarding the contents of this policy or any other policy or document issued by the organization, I may contact Human Resources for clarification prior to signing.

By signing this form, I confirm that I have been given a copy of the policy and understand my responsibilities as an employee of Family Assistance Program.

Employee Signature: _____ **Date:** _____
Printed Name: _____
HR Representative (if applicable): _____

Note: Witnessed endorsement serves as additional documentation in potential legal or compliance matters.