

COASTAL HORIZONS CENTER, INC.

EMPLOYEE POLICIES

WELCOME TO COASTAL HORIZONS CENTER!

If you are reviewing this for the first time, we know that starting a new position is exciting, but at times, can also be overwhelming! This Employee Policies handbook has been developed to help you get acquainted with Coastal Horizons Center, and to answer many of your initial questions.

If you've been part of Coastal Horizons Center for some time now, the importance of your contributions cannot be overstated. Our mission is to promote choices for healthier lives and safer communities, by providing professional assistance to those in need of prevention, crisis intervention, criminal justice alternatives, community outreach, substance abuse and mental health treatment services. By providing these services to meet our clients' needs, while exploring ways to continue to develop and grow our programs of support, both regionally, as well as state-wide, we hope to build upon our mission for many years to come. You are an important part of this process, for your work directly influences Coastal Horizons Center's reputation.

This handbook explains our employee policies and benefits, and provides additional information about opportunities and responsibilities that exist for you within Coastal Horizons Center. In an effort to be responsive to the needs of our growing organization, changes or additions to this handbook will be made when necessary. We will keep you informed when these changes are made.

We are glad you have joined us, and have chosen Coastal Horizons Center as a place where you feel you will have the opportunity to learn, to grow, and to develop your professional skills. We hope you will find your work with us to be both challenging and rewarding.

Coastal Horizons Centers, Inc.

Section 1 - Administration

MISSION

Coastal Horizons Center, Inc. (referred to as “Coastal Horizons Center” or “Coastal Horizons” in this manual) promotes choices for healthier lives and safer communities by providing professional assistance to those in need of prevention, crisis intervention, sexual assault victims, criminal justice alternatives, and treatment of substance use, and mental health disorders.

CODE OF ETHICS

Coastal Horizons Center is committed to practicing ethical principles. In accordance with the National Association of Alcoholism and Drug Abuse Counselors Code of Ethics (NAADAC), Coastal Horizons Center has adopted the following twelve principles of practice. Where appropriate, code principles have been revised to meet the overall policy practices of Coastal Horizons Center

PRINCIPLE 1: NON-DISCRIMINATION

Coastal Horizons Center shall not discriminate against clients or professionals based on race, religion, age, sex, disability, national origin, race, sexual orientation, gender, economic condition, or other legally protected status.

- a. Coastal Horizons Center staff shall avoid bringing personal or professional issues into the counseling relationship. Through an awareness of the impact of stereotyping and discrimination, staff guards the individual rights and personal dignity of clients.
- b. Coastal Horizons Center staff shall be knowledgeable about disabling conditions, demonstrate empathy and personal emotional comfort in interactions with clients with disabilities, and make available physical, sensory and cognitive accommodations that allow clients with disabilities to receive services.

PRINCIPLE 2: RESPONSIBILITY

Coastal Horizons Center shall espouse objectivity and integrity, and maintain the highest standards in the services the Agency offers.

- a. Coastal Horizons Center shall maintain respect for institutional policies and management functions of the agencies and institutions within which the services are being performed, but will take initiative toward improving such policies when it will better serve the interest of the client.
- b. Staff will maintain a primary obligation to help clients acquire knowledge and skills to deal with presenting issues.

- c. Each staff member who supervises others accepts the obligation to facilitate further professional development of these individuals by providing accurate and current information, timely evaluations and constructive consultation.
- d. Staff aware of unethical conduct or of unprofessional modes of practice shall report such inappropriate behavior to their immediate supervisor.

PRINCIPLE 3: COMPETENCE

Coastal Horizons Center shall recognize that its profession is founded on national standards of competency which promote the best interests of society, the client, the staff, and the agency's mission as a whole. Coastal Horizons Center's staff shall recognize the need for ongoing education as a component of professional competency.

- a. Coastal Horizons Center shall recognize boundaries and limitations of their staff's competencies and not offer services or use techniques outside of these professional competencies.
- b. Coastal Horizons Center shall recognize the effect of impairment on professional performance and shall be willing to seek appropriate treatment for self or their colleagues. Staff shall support peer assistance programs in this respect.

PRINCIPLE 4: LEGAL AND MORAL STANDARDS

Coastal Horizons Center shall uphold the legal and accepted moral codes which pertain to professional conduct.

- a. Coastal Horizons Center staff shall be fully cognizant of all federal laws and laws of North Carolina's governance of all practicing programs.
- b. Coastal Horizons Center's staff shall not claim either directly or by implication, professional qualifications/affiliations that the staff person does not possess.
- c. Coastal Horizons Center shall ensure that services associated with or provided by the staff by means of teaching, demonstration, publications or other types of media meet the ethical standards of this code.

PRINCIPLE 5: PUBLIC STATEMENTS

Coastal Horizons Center shall respect the limits of present knowledge in public statements concerning all services provided.

- a. Coastal Horizons Center's staff, in making statements to clients, other professionals, and the general public shall state as fact only those matters which have been empirically validated as fact. All other opinions, speculations, and conjecture concerning program services shall be represented as less than scientifically validated.
- b. Coastal Horizons Center shall acknowledge and accurately report the substantiation and support for statements made concerning all program services. Such acknowledgement should extend to the source of the information and reliability of the method by which it was derived.

PRINCIPLE 6: PUBLICATION CREDIT

Coastal Horizons Center shall assign credit to all who have contributed to the published material and for the work upon which publication is based.

- a. Coastal Horizons Center shall recognize joint authorship and major contributions of a professional nature made by one or more persons to a common project. The author who has made the principal contribution to a publication must be identified as first author.
- b. Coastal Horizons Center shall acknowledge in footnotes or in an introductory statement minor contributions of a professional nature, extensive clerical or similar assistance and other minor contributions.

PRINCIPLE 7: CLIENT WELFARE

Coastal Horizons Center shall promote the protection of the public health, safety and welfare and the best interest of the client as a primary guide in determining the conduct of all staff.

- a. Coastal Horizons Center staff shall disclose the agency's code of ethics, professional loyalties and responsibilities to all clients.
- b. Coastal Horizons Center shall terminate counseling or a consulting relationship when it is reasonably clear to the staff and management that the client is not benefiting from the relationship.
- c. Coastal Horizons Center staff shall hold the welfare of the client paramount when making any decisions or recommendations concerning referral, treatment, or termination of services.
- d. Coastal Horizons Center shall not use or encourage a client's participation in any demonstration, research or other non-treatment activities when such participation would have potentially harmful consequences for the client or when the client is not fully informed (see Principle 9).
- e. Coastal Horizons Center shall take care to provide services in an environment which will ensure the privacy and safety of the client at all times and ensures the appropriateness of service delivery.

PRINCIPLE 8: CONFIDENTIALITY

Coastal Horizons Center, working in the best interest of the client shall embrace, as a primary obligation, the duty of protecting client's rights under confidentiality and shall not disclose confidential information acquired in teaching, practice or investigation without appropriately executed consent, unless otherwise permitted by the regulations.

- a. Coastal Horizons Center shall provide the client a statement of his/her rights regarding confidentiality, in writing, as part of informing the client in any areas likely to affect the client's confidentiality. This includes the recording of the clinical interview, the use of material for insurance purposes, the use of material for training or observation by another party.

- b. Coastal Horizons Center shall make appropriate provisions for the maintenance of confidentiality and the ultimate disposition of confidential records. Staff shall ensure that data obtained, including any form of electronic communication, are secured by the available security methodology. Data shall be limited to information that is necessary and appropriate to the services being provided and be accessible only to appropriate personnel.
- c. Coastal Horizons Center shall adhere to all federal and state laws regarding confidentiality and the staff's responsibility to report clinical information in specific circumstances to management, including, without limitation, the Health Insurance Portability and Accountability Act and Title 42 of the Code of Federal Regulations.
- d. Coastal Horizons Center staff shall discuss the information obtained in clinical, consulting, or observational relationships only in the appropriate settings for professional purposes that are in the client's best interest. Written and oral reports must present only data germane and pursuant to the purpose of evaluation, diagnosis, progress, and compliance. Every effort shall be made to avoid invasion of privacy.
- e. Coastal Horizons Center shall use clinical material in teaching and/or writing only when there is no identifying information used about the parties involved.

PRINCIPLE 9: CLIENT RELATIONSHIPS

It is the responsibility of Coastal Horizons Center to safeguard the integrity of the counseling relationship and to ensure that the client has reasonable access to program services. Coastal Horizons Center shall provide the client and/or guardian with accurate and complete information regarding the extent of the potential professional relationship.

- a. Coastal Horizons Center shall inform the client and obtain the client's agreement in areas likely to affect the client's participation including the recording of an interview, the use of interview material for training purposes, and/or observation of an interview by another person.
- b. Coastal Horizons Center's staff shall not engage in professional relationships or commitments that conflict with family members, friends, close associates, or others whose welfare might be jeopardized by such a dual relationship.
- c. Coastal Horizons Center's staff shall not exploit relationships with current or former clients for personal gain, including social or business relationships.
- d. Coastal Horizons Center's staff shall not under any circumstances engage in sexual behavior with current clients.
- e. Coastal Horizons Center's staff shall not accept as clients anyone with whom they have engaged in sexual behavior.

PRINCIPLE 10: INTERPROFESSIONAL RELATIONSHIPS

Coastal Horizons Center's staff shall treat colleagues with respect, courtesy, fairness, and good faith and shall afford the same to other professionals.

- a. Coastal Horizons Center's staff shall refrain from offering professional services to a client in counseling with another professional except with the knowledge of the other

professional or after the termination of the client's relationship with the other professional.

- b. Coastal Horizons Center's staff shall cooperate with duly constituted professional ethics committees and promptly supply necessary information unless constrained by the demands of confidentiality.
- c. Coastal Horizons Center shall not in any way exploit relationships with supervisees, employees, students, research participants or volunteers.

PRINCIPLE 11: REMUNERATION

Coastal Horizons Center shall establish financial arrangements in accord with the professional standards that safeguard the best interests of the client first, and then of the counselor, the agency, and the profession.

- a. Coastal Horizons Center shall inform clients of all financial policies.
- b. Coastal Horizons Center shall consider the ability of a client to meet the financial cost in establishing rates for professional services.
- c. The Agency shall not send or receive any commission or rebate or any other form of remuneration for referral of clients for professional services.
- d. Coastal Horizons Center's staff in the practice of counseling and provision of other client services shall not at any time use one's relationship with clients for personal gain or for the profit of an agency or any commercial enterprise of any kind.
- e. Coastal Horizons Center shall not engage in any business or marketing practices which may exploit, degrade or otherwise compromise the integrity of the agency's clients, staff, or overall mission.
- f. Coastal Horizons Center shall not accept a private fee for professional work with a person who is entitled to such services through an institution or agency unless the client is informed of such services and still requests private services.

PRINCIPLE 12: SOCIETAL OBLIGATIONS

Coastal Horizons Center's staff shall, to the best of its ability, support access to needed services for all human beings of any ethnic or social background whose lives are impaired and in need of services offered through Coastal Horizons Center.

Purpose / Compliance

Coastal Horizons Center will always maintain necessary and appropriate policies in order to conform with the North Carolina standards for substance abuse treatment, mental health treatment, education/prevention, criminal justice alternatives, crisis intervention services, and all other funding sources including local, state and federal regulatory standards.

Not an Employment Contract

Coastal Horizons Center abides by employment-at-will, which permits the employer, or the employee, to terminate the employment relationship at any time, for any reason, or for no reason whatsoever. Although your job duties, job title, compensation and benefits, as well as the organization's employee policies and procedures may change from time to time, the "at-will" nature of employment with Coastal Horizons Center is one aspect that will not change.

Neither the policies contained in this employee handbook, nor any other written or verbal communication, is intended to change the "at will" nature of your employment relationship with Coastal Horizons Center. No representative of the organization is authorized to change the "at will" nature of the employment relationship. This Employee Policies handbook is not a contract, and does not create a contract of employment or a warranty of benefits.

The policies set forth herein may be amended or deleted by the Coastal Horizons Center's Board of Trustees without prior notice to employees.

Governance

The Board of Trustees is responsible for the governance of Coastal Horizons Center, and for establishing all policies within this document. It is the Board's responsibility to establish the objectives of this document and to issue and amend policies whenever necessary.

Delegation of Administrative Authority

Board of Trustees

The Board of Trustees hires the President/CEO, and delegates to the President/CEO the authority to develop and administer the programs and the policies of Coastal Horizons Center. The Board of Trustees may appoint committees to assist the President/CEO in those tasks. The Board of Trustees is responsible for direct supervision of the President/CEO. The Board of Trustees is responsible for determining the terms and conditions of employment of the President/CEO.

President/CEO

The President/CEO shall be responsible for the hiring and supervision of a management team to assist with the managerial responsibilities of Coastal Horizons Center. The President/CEO may appoint internal committees to study, plan and recommend policies and/or procedures for orderly operation of the organization. All policies and procedures will comply with applicable regulatory standards, and will be approved by the Board of Trustees. The President/CEO is responsible for supervising the hiring, disciplinary actions and dismissal of all staff members, as well as for approving all salaries and any subsequent changes.

Program Directors

The Program Directors are responsible for the management and the daily operations of their programs, including supervision of staff and delegation of duties. Program Directors may delegate supervisory responsibilities and authority to staff within their departments, yet maintain the responsibility for their respective programs.

Internal Controls

The Agency's Board of Trustees, Management and other Coastal Horizons Center staff members shall maintain a process designed to provide a reasonable assurance regarding the achievement of objectives in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Safeguard Agency assets
- Compliance with applicable laws and regulations
- Identify risks in a timely fashion

This process is communicated through written policies, procedures, Coastal Horizons Center's Management leadership, and the Board of Trustees' guidance. It is understood that each member of the organization has a responsibility to meet these objectives, make recommendations to improve upon the success in achieving the objectives, and to report any deficiencies or irregularities in established internal controls, policies and procedures.

Section 2 – Recruitment, Hiring and Employment

Equal Employment Opportunity Policy

It is the policy of Coastal Horizons Center to foster, maintain and promote equal opportunity in the terms and conditions of employment. Coastal Horizons Center shall select employees on the basis of the applicant's qualifications for the job and award them, with respect to compensation and opportunity for training and advancement, including upgrading and promotion, without regard to age, sex, race, color, religion, national origin or physical or mental disability, as defined by the Americans with Disabilities Act of 1990, as amended, or such other legally protected status as may, from time to time, be recognized by applicable federal or state law. Qualified applicants with disabilities will be given equal consideration with other applicants for positions in which accommodation of such disabilities does not pose an undue hardship on business operations.

All personnel responsible for recruitment and employment will continue to review regularly the implementation of this personnel policy and relevant practices to assure that equal opportunity based on reasonable, job-related requirements are being actively observed, as well as assure that no employee or applicant for employment shall suffer discrimination because of age, sex, disability, national origin, race, sexual orientation, gender, religion, economic condition, or other legally protected status. Notices with regard to equal employment matters shall be posted in conspicuous places within the organization where notices are customarily posted.

Types of Employment

Full Time Employees and Temporary Full Time Employees

Full Time Employees are those employees who, on average, work a minimum of thirty (30) hours per week. Temporary employees are hired for a specific period of time not to exceed a maximum duration of six (6) months.

Part-time Employees and Temporary Part-time Employees

Part-time Employees are those employees who, on average, work less than thirty (30) hours per week. Temporary employees are hired for a specific period of time not to exceed a maximum duration of six (6) months.

Contractual Staff

Contractual staff are hired to provide specific services for Coastal Horizons Center on a time-limited basis.

Unpaid Staff

Unpaid staff are volunteers who provide specific services for Coastal Horizons Center on a limited basis without compensation. Unpaid staff may include student interns, practicum students, or other residents from the communities served. Unpaid staff must be at least eighteen (18) years of age; unpaid staff under the age of eighteen (18) must have approval of the President/CEO. Other criteria and/or qualifications may be required within specific departments for unpaid staff, such as criminal record checks, drug testing, and privileging. Exceptions to this will be at the discretion of the President /CEO.

Employees of Coastal Horizons Center are also categorized as “exempt” or “non-exempt” for purposes of determining their eligibility for the payment of overtime wages.

Non-Exempt Employees - Pursuant to the Fair Labor Standards Act (FLSA) and applicable state laws, non-exempt employees are entitled to overtime pay for all hours worked in excess of 40 hours per week.

Exempt Employees - Pursuant to the Fair Labor Standards Act (FLSA) and applicable state laws, exempt employees are those who perform in executive, administrative, learned professional, outside sales personnel, or as a computer related employee. Exempt employees are not eligible for overtime pay.

Upon hire, your supervisor will notify you of your employment classification.

For the purposes of this document the term “staff” throughout this document shall refer to all of the above types of employment.

Recruitment of Employees

Coastal Horizons Center shall seek to hire qualified individuals representative of the populations served in the various programs. Internal posting of job announcements for a minimum of seven (7) calendar days will be done for all vacancies. The following methods may also be utilized for recruitment:

- Employment Security Commission and professional associations
- Other state agencies
- Current applicant file
- Advertisement in media (only with specific approval from the Program Director.)
- Other (e.g., school placement offices, personal contacts, online job boards, etc.)

Application and Interviewing Process

Applications for Employment

- Candidates for employment must complete and file an application prior to hire. Coastal Horizons Center will obtain the information necessary to determine the overall suitability of the applicant for the position to be filled, including criminal records check, pre-employment drug testing and credential verification. In the case of volunteers that provide direct services, the program will be responsible for conducting and paying for a criminal records check and drug testing.
- Applicants must provide three (3) references prior to hire.
- It is the responsibility of candidates for employment to make themselves available for interviews at a time which is mutually acceptable to all parties involved in the interview process. It is the responsibility of all candidates to pay their expenses to come to Coastal Horizons Center for the interview and any other costs not expressly covered by the organization. It is solely the Board of Trustees who has the authority to make an exception.
- All offers of employment are contingent upon the applicant's successful completion of all pre-employment screening, credentialing, and background verifications.
- All applicants who were interviewed but were not selected for employment will be notified verbally, or in writing regarding their status in the interview process.

Hiring of Employees - Final Approval

The President/CEO has final authority concerning hiring decisions. An individual selected for employment will be notified in writing by the President/CEO. A copy of the letter of employment will be filed in the employee's personnel file. This letter of employment may include, but is not restricted to: date employment is to begin; position; hours of work; salary; personnel policies; the name of the immediate supervisor and job description. The Program Director will normally conduct interviews with chosen applicants and will make a recommendation to the President/CEO concerning his/her choice. After an offer of employment is made and accepted by the chosen applicant, an employment letter, and all relevant new hire materials (confidentiality statement, copy of Hatch Act, job description, I-9 form, W-4, and personnel policies) will be given to the new employee, outlining conditions of employment and starting date. This letter requires employee signature and date before employment.

Section 3 - Employee Qualifications

Job Descriptions & Classifications

The President/CEO shall be responsible for determining personnel needs, establishing occupational requirements, and ensuring that job classifications and job descriptions are current. Job descriptions shall state minimum job qualifications - including specific skills, educational requirements, and any other licenses or certifications required for each position.

Minimum Qualifications

- Applicants shall be at least eighteen (18) years of age.
- Applicants shall have a minimum of a high school diploma, or equivalent.
- Specific licenses or educational or professional credentials may be required for certain positions.
- Certain positions have restrictions that reflect regulatory or generally accepted standards regarding eligibility for providing specific services (e.g., criminal history or pending charges, substance abuse history, etc.)

Individuals Not Eligible for Employment (included but not limited to):

The employment of relatives of Coastal Horizons Center employees is acceptable, provided related employee has no managerial or supervisory responsibilities over the relative. It is also preferable to have Coastal Horizons Center employee and relative employed in separate components of the organization. Exceptions to this policy shall only be made at the discretion of the President/CEO.

The term "relatives" shall be understood to refer to that degree of closeness of relationship which would suggest that problems might be created within the component, or that the public's perception of fair play in providing equal opportunity for employment to all qualified individuals would be violated. In general, this would include wife, husband, mother, father, brother, sister, son, daughter, mother-in-law, father-in-law, grandmother, grandfather, grandson, granddaughter. Also included are the step (or half) and adopted relationships as appropriate based on the above listing. It might also include others living within the same household or otherwise closely identified with each other if conflicts of interest could develop.

Immediate family members of the Board of Trustees will not be employed without the express approval of the Board of Trustees. In addition, the following categories of applicants shall not be eligible for employment:

- Applicants who refuse to submit to drug testing.
- Applicants with drug screen results showing evidence of drug abuse.
- Applicants applying for a position requiring them to drive an agency vehicle who have poor driving records
- Individuals involuntarily terminated from the Agency as a result of disciplinary action
- Clients active in any component of the Agency will not be eligible for employment.
- Individuals who falsify their application
- Individuals who are ineligible to work in the United States by reason of their inability to provide documentation which complies with the Immigration Reform and Control Act (IRCA)

Exceptions to the above will not be made without the express written approval of the Board of Trustees.

Section 4 - Credentialing and Privileging

Purpose:

The purpose of this policy is to assure that the clients of Coastal Horizons Center receive care from individuals who reflect the highest levels of qualifications and competencies in their respective professional disciplines.

Definitions

1. Credentials are documented evidence of licensure, education, training, experience, or other qualifications.
2. Privileging is the process whereby the specific scope and content of client care services are authorized for a health care provider by a health care organization based on evaluation of the individual's credentials and performance.
3. Credential Review is the process of obtaining, verifying and assessing the qualifications of a health care practitioner to provide client care services in or for a health care organization.

4. The Privileging Plan is designed to evaluate skills and grant privileging status to professional, volunteer and intern staff of Coastal Horizons Center who provide direct services to agency clients and their families.

The Credential Review and Privileging Plan addresses requirements set forth in 10 NCAC 27G.

Authority

The Vice President of Corporate Compliance and Medical Services, or his/her designee(s) shall be responsible for the Credential Review.

The Privileging Plan shall be carried out by the Coastal Horizons Center Quality Assurance - Quality Improvement Committee, herein after referred to as QAQIC, which is created by the President/CEO of Coastal Horizons Center. The QAQIC is directly responsible to the President/CEO.

Credentialing Procedures

Applicants will complete the Coastal Horizons Center application form. In particular, the applicant will provide the following information:

- Whether the applicant's membership status and/or clinical privileges have ever been or are in the process of being denied, revoked, suspended, reduced or not reviewed at any other health care facility.
- Whether the applicant's membership in any local, state or national medical / psychological / social work societies, or his/her license to practice any profession in any jurisdiction, has ever been or is in the process of being denied, revoked, suspended, terminated or not renewed.
- Whether the applicant's federal DEA registration or state controlled substances registration has ever been or is in the process of being denied, revoked, suspended, terminated or not renewed.
- The applicant's malpractice history.
- The names and addresses of all health care facilities with which the applicant has been employed, or associated with for the purpose of client/patient care, or privileged, or has practiced in and, if applicable, the reasons for discontinuance of association at such facility.
- Whether the applicant has been convicted of actions of fraud, abuse, or violations of statutory, regulatory, or contractual requirements governing the provision of professional services or reimbursement of such services.
- The decision to appoint or re-appoint an individual will be governed by, but not limited to, the presence of the following core criteria:

- Current licensure from primary source verification via telephone, letter, website, computer printout, or official documents/transcripts from the appropriate institution and/or licensing board.
- Relevant training and experience from the primary source whenever feasible.
- Reference letters.
- Current competence, as verified in writing, by individuals personally acquainted with the applicant's professional or clinical performance.
- Examples of Primary Source Verification: North Carolina Medical Board, NC State Drug Regulatory, DEA Controlled Substances Registration, NC Board of Nursing, NC Substance Abuse Professional Practice Board, NC Psychology Board.

Frequency and Duration: The duration of any appointment to staff shall be determined by contract or letter of employment. When temporary appointments are conferred, while waiting for the receipt of verification of the appropriate document, the duration of such appointments shall not exceed 30 days.

Privileging Procedures

The QAQIC shall serve as the privileging committee and be responsible for evaluating and granting privileges of direct care staff.

1. Privileging: The Program Director is responsible for checking the records and experience before hiring or accepting, in the case of volunteers/interns, direct care staff to ensure that staff will qualify for temporary privileges. The Clinical/Program Supervisor verifies information submitted by staff regarding competence of regular privileges. QAQIC reviews each privileging request submitted.
2. The Clinical and/or Program Supervisor and the QAQIC assess the level of privileges based upon a staff person's ability to demonstrate the knowledge, skills and abilities required by the population served.
3. The Clinical Supervisor and/or Program Supervisor develops an appropriate supervision plan with each staff member (including interns), assesses progress and determines training needs.
 - During the first 30 days of employment / volunteering / internship, all staff are granted temporary privileges.
 - Prior to the end of the first 30 days, the Program Director or a component supervisor will meet with the staff member to review the privileging process, determine services which the staff member is to be privileged based upon Agency definition of services and prerequisites, and complete the employee request and supervisor request sections of a Request For Privileges form.
 - The form is submitted to the QAQIC for review and final determination of privilege status.

- For those services where the QAQIC does not agree with the supervisory request, the form will be sent back to the supervisor for changes. Staff may appeal the CQAQIC decision by presenting additional information.
- A Request For Privileges form with a Quality Assurance signature shall indicate approval.
- A copy of the Request For Privileges form is filed with the staff member's personnel file.
- Privileges may be updated at any time based upon additional training or experience.
- Staff members and their supervisors should submit Request For Privileges forms to the Program Director for submission to the QAQIC.

Revocation or Curtailing of Privileges

The QAQIC has the right to revoke or curtail staff privileges based on any of the following indications:

- Misrepresentation of one's qualifications, training, or experience, or omission of other information, in the application for employment or request for privileging.
- Adjudication and/or censure, by a national or local organization or agency, for violation of professional ethics, of sufficient severity to compromise the ability to practice.
- Suspension, revocation, or limitation of professional license or certification.
- Failure to maintain current licensure status
- Loss of professional liability insurance.
- Multiple, recurring, or significantly adverse events listed as indications for possible suspension of employment.

Appeals Process

Staff may appeal decisions to revoke or curtail privileges within 30 days of notification of the decision by the QAQIC by following the Grievance Policy of the Personnel Policies.

Record Keeping

Coastal Horizons Center is committed to establishing and maintaining record keeping practices that meet its business needs, accountability requirements and stakeholder expectations. Accordingly, Coastal Horizons Center's records are a major component of its corporate memory and as such, are vital assets that support ongoing operations and provide valuable evidence of business activities over time. Coastal Horizons Center is committed to implementing best practice record keeping systems to ensure the creation, maintenance and protection of these records.

Guidelines for record keeping and retention:

- All paper and electronic records shall be maintained for a minimum of three years, unless a longer retention period is required by applicable law or contract.
- Records and supporting documentation shall be kept for a minimum time period that meets the requirements of Federal, State and local governments.
- Records and supporting documentation shall be kept for a minimum time period that meets or exceeds any grantor's request or requirements.

Coastal Horizons Center's record keeping systems are dedicated to creating and maintaining authentic, reliable and useful records which meets the needs of internal and external stakeholders. Records are maintained for as long as they are required to effectively and efficiently support the business function and activities of the organization.

Coastal Horizons Center and ultimately, the Board of Trustees and the President/CEO, are responsible for proper record keeping and retention for the organization's records. This duty is shared with both the Chief Financial Officer and Program Directors, who in turn, communicate our record keeping needs to the staff. The President/CEO, Chief Financial Officer and Program Directors are each responsible for understanding the record reporting and retention requirements associated with the areas of their responsibility.

Section 5 - Probationary Employment Period

Purpose

Each new employee, and each existing employee who is transferred or promoted to a new position, is to provide Coastal Horizons Center the opportunity to evaluate job performance and the ability of the employee to function effectively in the specified position. The President/CEO, or designee, shall be responsible for implementing an on-the-job training program for all newly hired employees, which are intended to prepare the employee to carry out job responsibilities.

Length of Probationary Period

The probationary period for a new employee begins on the date of employment. Any time after six (6) months, upon approval of the President/CEO, regular status may be awarded if the employee's performance is satisfactory.

An employee's probationary period may be extended provided that the total probationary period does not exceed twelve (12) months following an original appointment and three (3) months following a promotion or transfer. The employee must be given notice of the extension of his/her probationary period in writing.

The probationary period for a transferred employee begins on the date of transferred employment. Any existing employee who has been promoted or transferred to another position with different job responsibilities will be placed on a minimum three (3) month probationary period. When an existing employee moves from part time status to full time status within the same department he/she shall be placed on a minimum three (3) month probationary period (provided that the employee has completed a three (3) month probationary period)- exceptions will be made on a case by case basis by the President/CEO. Probationary periods for part time employees who move to full time status will be determined on a case by case basis by the President/CEO.

If an employee is on approved leave for ten (10) working days or longer during any period of probation, their probationary period is automatically extended by the time equivalent to his/her absence.

Termination Within Probationary Period

The President/CEO may approve the termination of employment of a new employee during the probationary period for causes relating to performance of duties or for personal conduct detrimental to the organization without right of appeal or hearing for any reason or no reason whatsoever. The employee must be given written notice of dismissal.

Probationary Employee Review

Upon completion of the probationary period, the immediate supervisor and the Program Director of the employee shall document job performance and the ability of the employee to function effectively in the specified position. The review shall include both commendable performance and performance needing improvement, supervisory recommendations, and any justifications needed.

The satisfactory completion of the probationary period of employment shall have no effect on the "at-will" status of the employment relationship, meaning that either the employee or Coastal Horizons Center may terminate the employment at any time, whether during or after the probationary period, for any reason or no reason whatsoever.

Supervisory Responsibility

The supervisor shall discuss the written review with the employee. Once completed, the review shall become a part of the employee's personnel file. The employee has the right and opportunity to have any comments attached to the review.

(For policies concerning employees who are placed back on probationary status for disciplinary reasons, see Section 14 – Supervision/Progressive Disciplinary Action/Termination)

Section 6 - Positions

Job Descriptions for Employees

Coastal Horizons Center will provide each employee an approved job description for his/her position at the time of employment. The job description will be reviewed periodically and revised as needed.

Job descriptions will contain the following:

- Position title.
- Title of immediate supervisor.
- Required educational/experiential qualifications
- General statement of duties
- Distinguishing features of a classification
- Essential duties and tasks
- Recruitment and selection guidelines
- FLSA Exempt or non-exempt status
- OSHA Classification
- Salary Grade
- Signature

New Employee Orientation

Each new employee will participate in an orientation process consisting of the following:

Meeting with a representative of Administration for reviewing benefits, general office procedures, questions regarding policies and procedures, reviewing an overview of the agency, along with assuring that the new employee is familiar with locations, forms, etc.

Meeting with the supervisor and/or Program Director for procedures pertaining to their specific program.

Ensuring initial and ongoing training updates are covered that detail the rights of the persons served, and the expectations regarding professional conduct.

Completing all other tasks as outlined in the new employee check list

Transfers and Promotion

Coastal Horizons Center promotes advancement and growth opportunities for its employees, and will post each open position within the organization on the Employment tab of the company's website. Employees are eligible to apply and to be considered for any opening they may be qualified for, and have been employed in their current role for at least one year. Exceptions to these requirements must have the approval of the President & CEO.

Employees placed on written reprimand, or placed on probationary status, are not allowed to apply for other open positions within Coastal Horizons Center, until such time as their performance improves, and/or their probationary employment status is cleared.

Each employee transferred or promoted into a new position within Coastal Horizons Center will receive a letter of hire for the new position and a new job description.

Section 7 - Employee Responsibilities

Office Hours & Employee Work Week

Standard office hours are program specific and vary from department to department. Each employee's schedule is determined by his/her immediate supervisor. Employees will not deviate from the normal work schedule without obtaining permission from their immediate supervisor.

All employees will attend regular staff meetings as assigned. They may be required to attend Board of Trustees meetings or other relevant meetings outside of regular working hours as part of their training or job responsibility when instructed to do so. A workweek is a period of 168 hours during 7 consecutive 24-hour periods. The Agency workweek is defined as Friday, 5:31 p.m. to the following Friday, 5:30 p.m. Employees are not allowed in Coastal Horizons Center's facilities after working hours without prior approval.

Dress Code

Coastal Horizons Center expects all employees to be neatly attired, and to wear clothing that is acceptable in most business casual environments.

Lunch & Other Breaks

All full-time employees are allowed one (1) hour for lunch for each workday of at least six (6) hours worked. Lunch times are required to be scheduled in accordance with workday

schedules and with the approval of the employee's immediate supervisor. Lunch times do not count towards hours worked.

Breaks are usually granted to employees by the employee's immediate supervisor. They are considered a privilege rather than a right, and shall not interfere with work deadlines or schedules. A fifteen (15) minute break, one (1) in the morning and one (1) in the afternoon, is considered adequate.

Except as otherwise provided in this manual, non-exempt employees are not to perform work-related functions during lunch or other breaks.

RESIDENTIAL COUNSELOR LUNCH & OTHER BREAKS

Due to the nature of residential counseling duties, meals and breaks - or "downtime" -are considered incorporated into each employee's 48-hour weekly shift, as part of the dynamic to provide consistent management and supervision of the hotline and shelter services. Therefore, residential counselors are expected to remain on-site or "on-duty" while having meals and "downtime". As such, for residential counselors only, meals and "downtime" count toward the hours worked.

Hazardous Weather

Coastal Horizons Center follows the plan of County government when there are inclement weather conditions which make it difficult for travel to and from work. Exceptions to this will be communicated to the Program Directors at each of our treatment service locations.

Each employee is expected to report to work as soon as it is safe to do so. Each employee is responsible for establishing direct communications with Coastal Horizons Center to ascertain the status of business hours for that day. In the event Coastal Horizons Center is closed due to weather related or other emergency disasters, full time staff will be paid for their regular hours even though they are not at work. Coastal Horizons Center closings are at the discretion of the President /CEO.

Open House Youth Shelter

Due to the 24/7 structure of the Open House Youth Shelter component and commitments to coordinate community response in the event of inclement weather conditions, natural disaster or other disaster event, it is imperative that the Shelter remain fully operational during such events. Open House Youth Shelter is equipped with an emergency backup generator, which will be engaged in the event of a power outage to maintain basic hotline and shelter services. Residential Counselors must be prepared to remain "on-duty," to provide adequate supervision of shelter youth, until the following shift's Residential Counselors, Shelter Clinical Supervisor, or Program Director are able to safely arrive to

relieve them. All Open House Youth Shelter supervisory, residential employees are expected to report to work, as regularly scheduled, or as soon as it is safe to do so. Direct communication and coordination with each employee's supervisor is required. Due to these responsibilities, Open House Youth Shelter employees may need to coordinate adequate coverage, with other program employees, supervisors and/or the Program Director, in order to make arrangements for their families and personal interests. Should the weather emergency, natural or other disaster be too severe for the Open House Youth Shelter to safely remain operational, the President/CEO will instruct the Program Director to make arrangements for full agency closure. In this event, the Program Director, supervisors, and residential employees will provide necessary coverage of operations until provisions are arranged and facilitated for all shelter youth, and they have safely vacated the premises.

Medical & Other Services

Employees in need of medical attention are required to utilize their own healthcare provider and not that of Coastal Horizons Center's medical staff, except in the event of bona fide medical emergencies where no other treatment is available.

Generally, it is not the responsibility of Coastal Horizons Center to pay for conditions, incidents, etc. that arise at work such as damage to vehicles in the parking area, automobile accidents, contraction of colds, ice, etc. Exceptions to this require approval by the President/CEO prior to any payment or reimbursement.

Section 8 – Office Guidelines

Use of Office Equipment

Office equipment (i.e., telephones, fax machines, copiers, computers, audio/visual, etc.) is intended to facilitate the services of Coastal Horizons Center. Use of any office equipment for personal matters is discouraged and must be approved by the Program Director.

All personal long distance calls must be made with employee's personal phone, or charged to employee's home telephone.

Change of Contact Information

Coastal Horizons Center staff are required to report to their Supervisor and to Human Resources any change of name, address, phone, or other emergency contact information. This also applies to information regarding college credits, degrees, or

training/educational certificates which should be added to an individual's personnel file as part of your career development.

Solicitation

Solicitation is prohibited in any Coastal Horizons Center facility for any purpose, unless it is authorized by the President/CEO. This does not apply to Coastal Horizons Center staff when the solicitation is not disruptive and is approved by the respective Program Director, and/or the President/CEO.

Tobacco Free Campus/Smoking

Coastal Horizons Center, Inc., is committed to the promotion of quality health care, which includes the prevention of disease. With this commitment comes the responsibility of providing a safe and healthy environment. To establish and maintain the safest possible environment in which to deliver such care, Coastal Horizons Center's campus buildings, property, parking lots and operated vehicles are to be tobacco-free. Coastal Horizons Center is dedicated to maintaining a tobacco-free campus environment. This policy is established to minimize adverse health effects to patients, visitors, physicians, volunteers and employees; to reduce risk of fire for all of the above; to promote health and serve as a community role model; and to enhance employee productivity and reduce healthcare costs.

This policy applies to all tobacco products including cigarettes, cigars, pipes, herbal tobacco products and chewing tobacco, none of which will be sold on its campus or at any facility owned, leased or operated by Coastal Horizons Center.

Smoking is prohibited in all facilities used by Coastal Horizons Center, including leased buildings, vehicle spaces, parking areas, and in any owned, leased or operated vehicles. Smoking is prohibited anywhere on Coastal Horizons Center's campuses, including within personal vehicles parked on Coastal Horizons Center property. There are no designated smoking areas on the campus.

This policy applies to all clients, consumers, employees, colleagues, patients, clinical staff, students, contracted personnel, volunteers, visitors, vendors, and any tenants of Coastal Horizons Center.

This policy pertains to all persons while on the Coastal Horizons Center's campus. Employees, volunteers/interns found to be in violation of this policy will subject to disciplinary action up to and including termination.

All staff will be responsible for the enforcement of this policy. Any client, colleague, consumer or guest violating the tobacco-free policy will be asked by a fellow colleague, a member of management or a security officer to discontinue using their tobacco product.

Supervisors are responsible for managing this policy within their respective work areas. The clinical staff (progressing to Program Director and/or the Administrator On-Call) is responsible for upholding this policy in all client/consumer areas.

Coastal Horizons Center will assist with compliance by sponsoring smoking cessation programs and providing smoking cessation education materials to assist staff in overcoming their reliance on and addiction to nicotine.

Check Cashing

Check cashing is prohibited.

Child Care

To ensure client confidentiality, as well as reduce potential liability and risk, Coastal Horizons Center staff are required to make every effort in securing child care away from Coastal Horizons Center premises. During emergency or exceptional situations, staff must obtain approval from the Program Director for children to remain on our property/buildings.

Purchasing of Equipment

Coastal Horizons Center staff may purchase organizational property that is for sale only through a closed bid system overseen by Administration.

Economy in Service

Coastal Horizons Center staff are expected to carry out their duties in such a way that is economical for the organization, without wasting time, property, or materials.

Animals in Agency

Coastal Horizons Center has a tolerance of animals on premises, recognizing their contributions towards a positive therapy experience. However, Coastal Horizons Center does so with the understanding that domesticated pets are to be under the control of their owner at all times. If anyone (client/employee/visitor) requests the pet's owner to remove the animal from the premises (including the parking area) due to the animal's disruptive behavior, or the offended person's actual/perceived sense of feeling threatened and or discomfort by the animal's presence, then the owner shall remove the animal without argument. No animal is to be brought into Coastal Horizons Center's buildings or premises which, by general observation, may cause any possible infestation, disease, or threat to the safety or welfare of our clients, employees, or third parties. Employees shall be personally responsible for any injury to person or damage to property caused by their pets.

Section 9 - Safety

Staff Responsibilities

Coastal Horizons Center staff are required to know and to take responsibility for following the Coastal Horizons Center's Safety Policy and Fire & Disaster Plan

FIRE AND DISASTER PLAN

It is the policy of Coastal Horizons Center to ensure that all staff, visitors and clients can easily access emergency exits for immediate evacuation from the facility in the case of a fire or disaster.

Fire and evacuation drills are conducted throughout the year at unannounced times as designated by the safety committee for each location. A drill is documented indicating the date, time, length of time, and number of staff and clients, and what provisions were made to carry out the procedure is as follows:

- When the alarm sounds, the Program Director or designee will inform the office assistant of the facility.
- The office assistant will announce over the intercom that everyone must evacuate the building.
- The Program Director or designee is responsible for assisting with locating and evacuating all occupants of the facility.
- In the event of a fire, the office assistant will immediately telephone 911.
- The facilities equipped with elevators are not to be used during the evacuation.
- The Program Director or designee will direct and guide the arriving fire or rescue personnel.
- The Program Director will assign a designated meeting place outside of each facility.
- All staff, clients and visitors are to evacuate the facility assuring all doors and windows are closed and lights are turned off, if possible.
- If the evacuation is fire related, all utilities should, when possible, be turned off.
- The Program Director or designee is responsible for ensuring that clients can obtain transportation and any needed assistance until their regularly scheduled departure time.
- In the event Open House is not secure, the clients will be transported to an available motel/hotel until the facility becomes secure and safe.
- Everyone will proceed to and congregate to an area designated by the program director.
- Everyone shall remain outside the facility until all clear is given by emergency

personnel.

- Do not re-enter the facility to rescue someone, instead inform the first fire fighter or rescue personnel on the scene that a person remains in the facility and their probable location.
- The Program Director is responsible for making sure that staff are familiar with fire extinguisher operations and locations.
- Any staff member who discovers a potential fire hazard, e.g. A fire extinguisher in need of repair, a blocked exit, etc., is to advise the Program Director immediately for repair, replacement or corrective measures.

Injuries to Staff

Coastal Horizons Center staff are covered by the North Carolina Worker's Compensation Act. If staff are injured while working as a result of a workplace accident, they are entitled to medical attention at the expense of Coastal Horizons Center, provided the injury fulfills the criteria of the Worker's Compensation Act. All injuries that occur on the job must be reported immediately to the staff person's supervisor and an incident report completed. Arrangements will be made for the staff person to go to a doctor, an urgent care facility, or the emergency room at the hospital, if necessary. Post-accident drug testing will be performed when outside medical attention is received in accordance with the North Carolina Controlled Substance Examination Act and other applicable law.

All incident reports shall be made in writing and presented as soon as practical but in no event later than twenty-four (24) hours of the incident to Administration. Delay in reporting job injuries may result in Coastal Horizons Center or its insurance carrier questioning liability. If medical attention is received, the staff person should inform the doctor, care provider, or hospital that it is a worker's compensation injury and all bills and forms are to be sent to Coastal Horizons Center's Human Resources Director's office for processing. Claims on health insurance should not be made for worker's compensation injuries.

Injuries to Clients or to the Public

Coastal Horizons Center staff are required to file an incident report for any and all observed injuries occurring to clients or members of the public who are visiting the facilities or participating in Coastal Horizons Center sponsored events. All incident reports shall be made in writing and presented as soon as practicable but in no event later than twenty-four (24) hours of the incident to Administration.

Incident Reports

A confidential Incident Report shall be completed and submitted by every Coastal Horizons Center employee who observes or who is aware of a reportable occurrence or hazardous condition.

Incident Reports are considered confidential communications protected by the attorney-client privilege. They are not subject to release to the client or other persons, except in response to subpoena.

Tuberculosis (TB) Policy

Coastal Horizons Center staff who are determined to be "at risk" will be required to have a TB skin test. Coastal Horizons Center will then conduct periodic risk assessments (see infection control chapter). Policies for TST/IGRA surveillance of workers should be based on the risk assessment and the likelihood of providing care to persons with TB disease. performed annually during their employment .

When a staff person is diagnosed with respiratory TB, follow up care and all medical treatment will be provided, free of charge at the public health department, per state law. A chest x-ray will be ordered by the staff person's physician.

Compliance with this policy will be the responsibility of the staff person and the Corporate Compliance Officer. Non-compliance with this policy will result in disciplinary action.

Section 10 - Employee Benefits

(Note: Benefits listed in this Section are subject to budgetary guidelines, and may need to be changed, revised, or eliminated without prior notice to employees - with approval of the Board of Trustees.)

Health Insurance (including Dental)

Coastal Horizons Center pays a percentage of health insurance costs for all full-time employees, subject to budgetary guidelines, annual Board of Trustees approval, and is subject to all applicable eligibility periods and requirements. Coverage will be effective ninety (90) days following date of full-time employment. The employee's contributions to the costs of any elective coverage will be paid for by the employee through payroll deduction.

Any employee refusing health insurance is required to sign the enrollment forms waiver document indicating their decision. There will be no financial reimbursement for refusing health insurance benefits. If employment with Coastal Horizons Center ceases, the Human Resources Director will inform each eligible employee of his/her rights under federal law (COBRA) for continuation coverage.

Life Insurance

Coastal Horizons Center provides life insurance coverage for all full-time employees after 90 days of employment.

Retirement Savings Plan

Coastal Horizons Center provides retirement benefits through a 401K and a profit sharing plan to all employees who have worked a minimum 1000 hours within a fiscal year and have been employed with the Agency a minimum of twelve (12) months. Annually, the Board of Trustees will establish the rate of contribution to be made by the Agency for each employee.

Disability Insurance

The Agency provides Long Term Disability insurance coverage for all full-time employees who have been employed a minimum of 90 days. Short Term Disability coverage is made available for employee's to purchase, and can be paid for through payroll deductions.

Employee Assistance Program

Coastal Horizons Center, Inc., offers a confidential Employee Assistance Program through Human Growth & Training Associates, an outside contracted service provider. Coastal Horizons Center's Management and Board of Directors recognize that, at times, we all may experience overwhelming stress, conflicts, and interpersonal life crises, and the Coastal Horizons Center wants to be there to lend its support to our employee's.

Any employee interested in utilizing this service can do so through direct self referral to Human Growth & Training, by contacting:

Human Growth & Training Associates
5010 Randall Dr.,
Wilmington, NC.
Phone: 910-791-5719

Coastal Horizons Center staff can also ask the assistance of your Program Director or Supervisor. Again, this is a confidential service. However, in order to receive the preferred rate of service that Coastal Horizons Center has with Human Growth & Training, you must identify yourself as a Coastal Horizons Center employee.

Supplemental Insurance

In addition to disability insurance, Coastal Horizons Center provides the opportunity for employee's to enroll in supplemental insurance programs, at their own expense. Please contact Human Resources for more information.

Vacation Leave

Vacation time is a benefit of paid time off which is provided to each full time employee in recognition for services rendered to Coastal Horizons Center. Employees are required to submit vacation time requests at least two weeks prior of requested time for approval for vacation leave.

Regular full-time employees may use up to 24 hours of vacation leave per calendar year without prior approval for personal reasons. This allowance of time does not carry over to the next calendar year.

A Residential Counselor that works 60 hours per week may take up to 36 hours of vacation leave per calendar year without two (2) week prior approval for personal reasons. A Residential Counselor that works 48 hours per week may take up to 27 hours of vacation leave per calendar year without two (2) week prior approval for personal reasons.

Vacation benefits are only provided to full-time employees according to hours worked. New employees are eligible to accrue vacation leave after 90 days of full time employment, but cannot use any accrued vacation time during probationary employment.

Existing employees on probationary status accrue vacation leave, but are not eligible to use it while on probationary status. Generally, employees placed on probationary status as a result of performance, or a change in position, are not eligible to take vacation leave, and any exceptions to this must be approved by the President/CEO.

Accrual Rate Matrix

At the end of each calendar year (see below), up until the end of 2017, a defined number of accrued vacation leave hours will be carried over for each employee. This will not restrict the employee from accruing additional vacation leave during the current calendar year. Each year thereafter, until 2017, the carryover of accrued vacation hours will be as follows:

Year End Date	Hours Cap
12/31/2016	150
12/31/2017	120

ALL REQUESTS FOR USE OF VACATION LEAVE ARE SUBJECT TO ADEQUATE STAFFING OF THE AGENCY'S PROGRAM NEEDS AND MAY BE DENIED ON THAT BASIS.

Vacation Time Accrual/MTH

Months of Service	04 - 60	61 - 120	121+
# of hours worked/week			
30	7.5	9	12
40	10	12	16
48	12	14	19

Upon Termination of Employment

An employee who leaves Coastal Horizons Center in good standing will be compensated for up to the annual maximum carryover for the year in which the termination takes place, based on the employee's most recent hourly rate.

An employee who does not leave Coastal Horizons Center in good standing will forfeit all accrued vacation leave.

Note: Leaving Coastal Horizons Center in good standing is defined as follows:

- voluntary resignation, with proper time notice of at least 2 weeks given;
- termination due to budgetary constraints; or
- in the case of catastrophic illness, accident, or death

Sick Leave

Definition

Sick leave is a benefit of paid time off which is provided to each full time employee for personal or family illness or injury. Sick leave benefits are only provided to all regular full-time employees and are accrued on a pro-rated basis according to hours worked. Sick leave accrual is not paid upon termination of employment and is deemed forfeited, unless an employee resumes work with Coastal Horizons Center within the time period specified below. Sick leave starts to accrue at date of full time employment.

Procedure

Employees are required to notify their immediate supervisor or Program Director of illness as soon as possible or one (1) hour before starting of scheduled shift. Failure to

report on time or call in will result in an unexcused unpaid absence, and possible disciplinary action.

Proper documentation of requests for sick leave should be submitted to the immediate supervisor immediately upon return to work.

If an employee needs to leave during the scheduled working day due to illness, he/she is required to obtain supervisory approval, unless the severity of the illness precludes it.

The Supervisor, Manager and/or President/CEO will require a physician or allied health care provider's verification of sickness/injury/illness or other relevant documentation when:

1. Sickness/injury period is more than three (3) consecutive days.
2. Patterns of sickness/injury may indicate misuse of the privilege.
3. An employee requests sick leave without pay.

Coastal Horizons Center's full time employees are allowed to carry over up to 480 hours of sick time from one year to the next. Unused sick time hours accrued is not a paid benefit at termination of employment.

Sick Time Accrual/MTH

Months of Service	0 - 60	61 - 120	121 +
# of hours worked/week			
30	6	6	6
40	8	8	8
48	9	9	9

- 30 hour per week employee receives annual 6 hour Floating Holiday
- 40 hour per week employee receives annual 8 hour Floating Holiday
- 48 hour per week employee receives annual 24 hour Floating Holiday
- 48 hour per week employee receives annual 24 hours of Holiday time off

Upon Termination of Employment

An individual who leaves Coastal Horizons Center in good standing and resumes employment will retain their sick leave and years of service status for a period of up to 5 years from the date last worked. Upon the employee's return to full-time status, the usual three (3) month probationary period will apply, along with all of the normal stipulations. (no time off, no accrual of vacation, etc.) After successful completion of the probationary

status, they may use and will accumulate sick and vacation applicable to their prior years of service.

Individuals moving from full-time to part-time will retain any unpaid sick leave, but will be unable to apply for paid time off until returning to full-time status. Years of service will also be retained and again start to accumulate only after returning to full-time status.

Holidays

Definition

Holiday benefits are a paid time off benefit for all full-time employees, and are granted on a pro-rated basis according to hours worked. There are no paid holiday benefits for those employees working less than thirty (30) hours per week.

Residential Counselor Holiday Time

Each full-time Residential Counselor will be granted five (5) twenty-four (24) hour days for holiday time, annually (calendar year), which shall accrue at the rate of one (1) twenty-four hour day per quarter year (January 1-March 31; April 1 - June 30; July 1-September 30; October 1-December 31). Residential Counselors must use holiday hours at one time (the full twenty-four (24) hours at once) and must use these hours within the same quarter year that they are accrued. Each Residential Counselor will be granted one (1) twenty-four (24) floating birthday, which must also be used at one time (the full twenty-four (24) hours at once), but may be used during any quarter of the calendar year. Residential Counselors scheduled to work on an agency holiday will not receive additional time off.

Specific Days (See list published/posted annually for specific dates)

Except when the business of Coastal Horizons Center requires particular employees to work on the following days, all employees shall be afforded the following holidays from work:

New Years Day	Independence Day
Martin Luther King Day	Thanksgiving Day - Day After
Good Friday	Christmas Eve - Day - Day After
Memorial Day	Veterans Day
Labor Day	Floating Holiday

Family and Medical Leave Act (FMLA) (includes qualifying exigency and military caregiver leave)

Coastal Horizons Center, Inc., will provide Family and Medical Leave to its eligible employees. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act in break/lunch areas within the company offices.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns, or disputes with this policy, you must contact the Human Resources office of Coastal Horizons Center in writing.

A. General Provisions

Under this policy, Coastal Horizons Center will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) during a 12-month period to eligible employees. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.

- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

C. Type of Leave Covered

To qualify as FMLA leave under this policy, the employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resource Director.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the

company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

5) Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. short-notice deployment
- b. military events and activities
- c. child care and school activities
- d. financial and legal arrangements
- e. counseling
- f. rest and recuperation
- g. post-deployment activities, and
- h. additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered service member.

a) A "son or daughter of a covered service member" means the covered service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.

b) A “parent of a covered service member” means a covered service member’s biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents “in law.”

c) Under the FMLA, a “spouse” means a husband or wife, including those in same-sex marriages, which were made legal in all 50 United States as of June 26, 2015.

d) The “next of kin of a covered service member” is the nearest blood relative, other than the covered service member’s spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member’s next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member’s only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered service member’s next of kin. Alternatively, where a covered service member has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered service member’s next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered service member pursuant to § 825.122(k).

“Covered active duty” means:

(a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) (2) *Covered active duty or call to covered active duty status* in the case of a member of the Reserve components of the Armed Forces means duty during the deployment of the member with the Armed Forces to a foreign country under a Federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave

would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

6) Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term "covered service member" means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term "serious injury or illness means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and

(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered service member, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an

outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

D. Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances (1) through (5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If spouses both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the spouses may only take a combined total of 12 weeks of leave. If spouses both work for the company and each wishes to take leave to care for a covered injured or ill service member, the spouses may only take a combined total of 26 weeks of leave.

E. Employee Status and Benefits During Leave

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the

Accounting Department by the last day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave.

The employer will provide 15 days' notification prior to the employee's loss of coverage. If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

F. Employee Status After Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

G. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid vacation, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee

may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid vacation, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid vacation and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid vacation, personal leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

H. Intermittent Leave or a Reduced Work Schedule

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

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

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

I. Certification for the Employee's Serious Health Condition

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition .

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

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

J. Certification for the Family Member's Serious Health Condition

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition .

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

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

K. Certification of Qualifying Exigency for Military Family Leave

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave .

L. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member .

M. Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

N. Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR Director. Within five business days after the employee has provided this notice, the HR Director will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

O. Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR Director will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice.

P. Intent to Return to Work From FMLA Leave

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Jury Duty

When an employee serves on a jury, he/she is entitled to leave with pay for the period of absence required - up to ten (10) working days, and entitled to leave without pay for days in excess of ten (10). Exceptions to this are at the discretion of the President/CEO. He/she is required to inform his/her immediate supervisor in advance and on a daily basis, and to submit the jury duty payment check to the Chief Finance Officer. While the employee is on leave with pay, all pay received by the employee for jury service shall become the property of Coastal Horizons Center.

Court Attendance/Civil Leave

When an employee is subpoenaed or directed by proper authority to appear as a witness in cases unrelated to his/her employment, he/she shall be granted civil leave without pay or may request vacation leave. If the court attendance is job related, the employee is required to notify their immediate supervisor in advance and on a daily basis.

Bereavement Leave

Coastal Horizons Center's full time employees will receive up to three paid days for the death of an immediate family member. Members of the immediate family include spouses, parents, brothers, sisters, children, grandchildren, grandparents and parents-in-law.

Coastal Horizons Center's part-time employees are eligible for bereavement pay in proportion to the number of hours they normally are scheduled to work each week.

Requests for bereavement leave should be made to your immediate Supervisor as soon as possible.

Leave of Absence

Leave of absence without pay may be granted for any regular full-time employee who has worked at Coastal Horizons Center for a minimum of twelve (12) months, when the needs and interests of Coastal Horizons Center permit. This period is not to exceed one (1) year, and must be approved by both the President/CEO and the Executive Committee of the Board of Trustees. Vacation and sick leave time shall not accrue while an employee is on a leave of absence, although years of service will not be interrupted.

Any full time employee who has worked for Coastal Horizons Center for at least fifteen (15) years may apply for sabbatical leave. This period is granted for not less than six (6) weeks and not more than six (6) months. The letter of request must be approved by the President/CEO and the Board of Trustees. If approved, the employee will be provided

with, and must sign an agreement to return to their employment with Coastal Horizons Center for a period of no less than six months.

The employee will be compensated at 50% of his/her normal pay rate during the sabbatical period. In addition, employees are encouraged to apply for a sabbatical grant through foundations such as Z. Smith Reynolds. Vacation and sick time will not be accrued while on sabbatical, although years of service will not be interrupted. This time is granted to employees who have been with Coastal Horizons Center for the required service period and have demonstrated a commendable level of commitment, loyalty, and dedication. It is a time to rest, travel, reflect, and pursue personal interests. If the employee fails to return to employment with Coastal Horizons Center for a six (6) month period following the sabbatical, he or she shall be required to reimburse Coastal Horizons Center in an amount equal to the compensation he/she received during the leave period.

Military Leave

Unpaid leave may be granted by Coastal Horizons Center for any regular full-time employee during periods of active duty with the Armed Forces of the United States as a result of involuntary draft of military conscription, or for a period of one (1) voluntary enlistment, and not to exceed two (2) years or for annual reserve duty.

At the expiration of such leave, the employee shall be reinstated to a position of similar status and pay unless such a position is no longer available due to budgetary reduction of staff. The employee shall retain all accumulated paid leave, retirement status, and time earned toward any salary increase which the employee shall continue to accrue during the military leave period. Failure on the part of an employee to report within thirty (30) days at the expiration of the military leave of absence, except for satisfactory reasons submitted in advance, shall be cause for dismissal.

An employee going on military leave without pay may arrange for continuing health care insurance, at their own expense, as carried by Coastal Horizons Center, to prevent any lapse in coverage.

Vacation, sick, and personal leave time will not be accrued while on military leave, although years of service will not be interrupted and the affected employee will accrue seniority as if he or she had not left Coastal Horizons Center's service to fulfill the military commitment.

Section 11 - Training and Career Development

General Policy

Coastal Horizons Center encourages professional development of its employees to upgrade their skills and increase their knowledge through attendance at conferences and

institutes. In so doing, employees are in a position to advance within the organization and enhance delivery of quality services to the public.

Whenever possible, business leave will be granted. All seminar materials become property of Coastal Horizons Center. Although certain types of training are required for all staff, other training is sought out to improve the professional skills of individual positions.

*Please see minimum federal requirements for Open House Emergency Shelter staff.

In-service Training

All employees will participate in Coastal Horizons Center sponsored in-service training as directed by their supervisor and/or the President/CEO. All full-time staff are required to attend all Coastal Horizons Center's monthly All-Staff meetings and In-service Trainings as directed by their immediate supervisor. These All-Staff meetings are held from 2:30 until 4:00 p.m. on the third Wednesday of each month, unless otherwise specified. Non-exempt employees will work with his/her supervisor to make schedule adjustments as needed.

Outside Resource Training

Outside trainings are designed to improve the skills and knowledge base of Coastal Horizons Center employees. All full-time employees are eligible to request Coastal Horizons Center approval to attend outside trainings during normally scheduled work time. Additionally, some outside trainings may be paid for by Coastal Horizons Center. When trainings have been paid for by the Coastal Horizons Center, an employee may be required to reimburse Coastal Horizons Center the training expenses if the employee leaves their employment with Coastal Horizons Center within one (1) year of attending the training - on a pro-rated basis.

Career Development

Career Development Programs for an employee are either designed to prepare the employee for new job responsibilities, or to enable them to achieve certification status within their field. All full-time employees are eligible to request Coastal Horizons Center approval to attend Career Development Programs on normally scheduled work time. When Career Development Programs have been paid for by Coastal Horizons Center, an employee may be required to reimburse the organization if the employee leaves their employment within one (1) year of attending the Career Development Programs - on a pro-rated basis.

If the employee wishes to enroll in courses offered by other agencies or educational institutions, the employee and their supervisor must ensure that there will be no conflict

with regular working hours established by Coastal Horizons Center. All such courses must be approved by the President/CEO.

For Coastal Horizons Center employees who have been employed for less than sixty (60) months, all licensure and certification fees are to be paid for by the employee. For employees who have been employed with Coastal Horizons Center for at least sixty (60) months, licensure and certification fees, both initial and renewal, will be paid for by Coastal Horizons Center.

When these fees have been paid for by Coastal Horizons Center, an employee may be required to reimburse Coastal Horizons Center if the employee leaves their employment within one (1) year of being certified/re-certified - on a pro-rated basis.

Residential Counselor- Federal/State License Requirements

Due to Federal Youth Service Bureau Grant and NC Division of Social Services licensure requirements, full-time Residential Counselors, part-time Relief Residential Counselors, Shelter Clinical Supervisor, and Program Director are required to maintain current CPR/First Aid certifications. Direct shelter services employees (full and part -time) must provide documentation of an annual physical, negative TB skin test, and submit required employee health documentation and questionnaires. Full- and part-time Residential Counselors, Shelter Clinical Supervisor, and Program Director are expected to select and attend a minimum of two (2) professional development trainings seminars, per year, on topics/skills to maintain or enhance services to shelter youth. Full- and part-time Residential Counselors, Shelter Clinical Supervisor, and Program Director are expected to complete the Crisis Intervention Services 48-hour Volunteer Training Program, either prior to date of hire, or the next scheduled training. These training hours are considered part of each employee's hours worked, with schedule adjustments determined by the Shelter Clinical Supervisor to ensure appropriate coverage for hotline and shelter services

Section 12 - Compensation

Definition

Compensation for employees shall be in accordance with the salary plan that has been established and approved by the Board of Trustees. Annual merit increases may be earned by employees through commendable performance which will be justified by the annual employee performance appraisal. The Board of Trustees is responsible for approving the total amount of funds available for salary increases, but is not responsible for approving individual employee merit increases, other than for the President/CEO. The President/CEO is responsible for implementing the individual employee merit increases.

1. The pay plan reflecting compensation for employees of the agency will be reviewed and approved annually by the Board of Trustees. Budgetary limitations may restrict the capability of Coastal Horizons Center to grant annual increases to all deserving employees.
2. Salary increase/decrease recommendations, other than merit increases, will be submitted by the President/CEO to the Board of Trustees for final approval. This includes annual cost of living increases.
3. Merit increases may be awarded to reward outstanding performance. These merit increases will be approved by the President/CEO based on availability of individual departmental funding and in accordance with annual job performance appraisals and recommendations by the Program Director. When awarded, merit increases will not exceed five percent (5%) per calendar year per individual, nor will they exceed Coastal Horizons Center's overall pay plan range for each position without expressed approval of the Board of Trustees.

Overtime

In accordance with the U.S. Department of Labor's Fair Labor Standards Act:, all non-exempt employees must receive overtime pay for hours worked in excess of 40 per work week at a rate not less than time and one-half their regular rates of pay. Each work week stands alone; therefore; averaging hours over two or more weeks is not permitted. All overtime worked must have prior approval from the Program Director.

All non-exempt employees and contractual staff who are required to report to work by the Program Director and/or the President/CEO, outside of normal business operations will be compensated at a rate of time and one-half.

Residential Employees

In accordance with the federal definition for residential care staff, who are required to obtain adequate sleep while "on-duty," all non-exempt, full- and part-time residential employees must receive overtime pay for residential shift hours in excess of 48 per work week at a rate not less than time and one-half their regular rates of pay.

Exempt Employees

Employees in this category include the President/CEO, members of Coastal Horizons Center's management team, administrative, learned professional, outside sales personnel, and certain computer related employees. Exempt employees are not eligible for overtime pay. These staff members may work any given number of hours which may be necessary to accomplish their assigned duties. These categories of employees shall

be exempt from receipt of overtime pay, regardless of number of hours worked in a pay period.

Non-Exempt Employees

All positions not described above are included in this category. The employee's supervisor must approve the performance of all work done in excess of scheduled hours.

Workweek

A workweek is a period of 168 hours during 7 consecutive 24-hour periods. The Agency workweek is defined as Friday, 5:31 p.m. to the following Friday, 5:30 p.m.

Section 13 - Payroll Services

Payroll Schedule

Coastal Horizons Center pays twice monthly on the fifteenth (15th) and the last day of each month. If the pay date falls on a Saturday, Sunday, or holiday, the pay date will be on the previous working day. Any employee who is paid for time not worked or otherwise receives compensation which is not due him/her shall have such overpayment deducted from his/her check in the following pay period. Any employee who works less than forty (40) hours weekly will be paid on a pro-rated basis.

Payroll Deductions

Mandatory deductions include state and federal withholding taxes and social security taxes. Voluntary deductions include, but are not limited to: retirement savings, contribution to health insurance, supplemental benefits, United Way, credit union, etc.

Payroll Procedures

Each employee will maintain a time sheet showing actual time worked and all time taken for various types of leave. Each employee's time sheet must be submitted within one working day following the pay date unless otherwise by the immediate supervisor.

Coastal Horizons Center utilizes a third party payroll service provider to process the payroll. All employees are required to utilize the direct deposit benefit made available through the payroll service provider. Payroll will not be distributed or deposited early, and only under specific circumstances can an employee request in writing, on Coastal Horizons Center letterhead, that the paycheck be mailed to the employee.

Paystubs will be distributed to Coastal Horizons Center employees on each respective payroll period.

Reporting Discrepancies in Pay Records

Employees are charged with the responsibility of promptly reviewing their paychecks to assure that they accurately reflect the employee's rate of pay, and number of hours worked, accrued/taken vacation, sick and/or holiday hours. All discrepancies are to be reported to the affected employee's supervisor within five (5) days of receipt of a paycheck. If no discrepancies are reported within five (5) days, the employee's paycheck shall be presumed accurate

Wage Garnishment/Child Support (added policy)

When an employee's wages are garnished by a court order, Coastal Horizons Center is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Coastal Horizons Center will, however, honor federal and state guidelines which protect a certain amount of the employee's income from being subject to garnishment.

Reimbursement Checks

Each employee must submit check requests for reimbursement, along with adequate documentation and supervisory signatures, prior to the deadlines established by the Chief Finance Officer. Reimbursement will not be made for expenses which are reimbursable by another organization, or source of funds.

Travel and Related Expenses

General Policy

Coastal Horizons Center related travel includes both local and out-of-area travel, both in personal vehicles and in Coastal Horizons Center vehicles, and may be a part of an employee's required job duties. Local travel is considered travel within the respective specific service area.

Personal Vehicles Travel/Mileage Reimbursement Policy

Coastal Horizons Center will reimburse its staff for the approved use of their personal automobile on official Coastal Horizons Center business that is properly authorized, reasonable and appropriately documented. The reimbursement rate for mileage is \$.38/mile.

The request for reimbursement must be submitted on a Travel/Mileage Log and Check Request for Reimbursement and must be typed and signed by appropriate employee, supervisor and program director.

The mileage should be turned in on the 15th and last day of the month to the Finance Office. If either of these days falls on a weekend or holiday, requests for reimbursement will be due to the Finance Office on the prior business day. The Finance Office will process mileage reimbursements every Monday. Mileage turned in on the 15th should include any mileage through the last day of the previous month. Mileage turned in on the last day of the month should include the 1st through the 15th of the current month. It is the responsibility of the employee to ensure that reimbursements have been approved and submitted to the Finance Office by the applicable due dates.

Coastal Horizons Center will not reimburse for any travel expenses that are submitted more than 30 days of when the expenses/mileage occurred.

Employees performing approved travel in personal vehicles are required to maintain and provide documentation of insurance coverage.

Employees seeking reimbursement from Coastal Horizons Center for mileage must leave from and return to the work location except when the least expensive or most convenient route dictates otherwise. Mileage reimbursement shall be for direct road map mileage between points on the employee's itinerary or actual odometer readings. Mileage rate shall be considered as full reimbursement for all costs incurred in the operation of a personal automobile, including, without limitation, wear and tear except for road, bridge and ferry tolls.

Transportation of Clients

Transportation of clients in personal vehicles is not allowed, except in cases of emergencies, or if the treatment program stipulates or requires transportation. Employees using personal vehicles to transport clients are primarily responsible for any accident or moving violations that may occur.

When employees are not on employed time, transportation of agency clients (within an employee's component) is prohibited, as this may put the agency at risk for legal liability or other unforeseen problems. Exceptions must have prior approval, except in cases of bona fide medical emergencies and this must be reported to the employee's supervisor, so that this can be documented should questions ever arise. Any employee who does not inform their supervisor of exceptions made in a timely manner may be subject to disciplinary action.

Coastal Horizons Center Vehicles

All travel in Coastal Horizons Center's vehicles should be for the purpose of assisting clients in their receipt of services, and for carrying out other organizational functions - subject to prior supervisory approval. Personal use of Coastal Horizons Center vehicles is prohibited. Exceptions must have prior approval, and must be reported to the employee's supervisor, so that this can be documented should questions or incidents ever arise. Any employee who does not inform his/her supervisor of exceptions made in a timely manner may be subject to disciplinary action.

The criteria for eligibility to use any Coastal Horizons Center vehicle is as follows:

- Must be a Coastal Horizons Center employee;
- Must have a valid NC Driver's License;
- Must be approved by Coastal Horizons Center and/or insurance company;
- Must receive training in the use of vehicle, alarm, phone system, credit card/gas purchases, location of registration, etc.; and
- Must have advanced supervisory approval, except in the event of bona fide emergencies.

Drivers shall observe all local and state ordinances pertaining to the operation of motor vehicles. Any fines imposed for any violation which was under the control of the driver shall be the responsibility of the driver.

Hitchhikers are prohibited from riding in Coastal Horizons Center vehicles. Non-Coastal Horizons Center employees may accompany employees in the vehicles when this serves Coastal Horizons Center's purposes upon approval.

Employees who operate Coastal Horizons Center vehicles shall have a continuing duty to report to Human Resources convictions of any moving violation or other traffic-related offenses which occur at any time after they accept employment with Coastal Horizons Center.

Distracted Driving Policy

To increase safety and minimize risks for its employees, Coastal Horizons Center has a Distracted Driving Policy. Coastal Horizons Center has created the following rules, which apply to any employee, intern and/or volunteer operating a personal or Coastal Horizons Center owned vehicle and using a cell phone while performing services on behalf of Coastal Horizons Center and its clients.

- Employees are required to be familiar with and comply with NC State and local laws before using a wireless device while operating a motor vehicle for business purposes. Safe operation of any vehicle in the performance of company business

is the responsibility of the driver and must be given appropriate attention at all times. Additionally, all employees are prohibited from using data services on their wireless devices, such as texting or accessing the mobile web or other distracting activities, while driving.

- Coastal Horizons Center employees, interns, and/or volunteers may not use a hand-held cell phone, or any other wireless hand held device for messaging purposes, while operating a vehicle in conjunction with performing the duties of their position – whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to, accessing mobile internet services, and reading or responding to emails, instant messages, and text messages.
- If a Coastal Horizons Center employee, intern, or volunteer needs to use their phone for messaging/texting purposes, or accessing internet service, they must drive to a safe location and put the vehicle in park to respond to and/or send messages.

Additionally, Coastal Horizons Center employees, interns, and volunteers are expected to:

- Turn cell phones off or put them on silent or vibrate before starting the vehicle.
- Consider modifying voice mail greetings to indicate that you are unavailable to answer calls or return messages while driving.
- Inform associates, business and community partners of this policy as an explanation of why calls may not be returned immediately.

Any Coastal Horizons Center employee, intern or volunteer who fails to abide by the guidelines of this policy can be subject to disciplinary actions in accordance with Coastal Horizons Center's Progressive Disciplinary Policies.

All employees acknowledge they have read and reviewed the Distracted Driving Policy, and they fully understand the terms of this policy, and that they agree to abide by these terms. All Coastal Horizons Center staff members, interns/volunteers understand their employment with Coastal Horizons Center is subject to the disciplinary policies in the Employee Policies Handbook for failing to follow and abide by this policy.

Subsistence & Other Travel Related Expenses

Subsistence

Reimbursement for subsistence expenses within respective specific program service area is not authorized except for specific occasions with prior approval.

Reimbursement for subsistence expenses (meals, tips for meals, lodging and taxes) - not already paid for by the training and/or meeting sponsor - will be made at the currently authorized rates established by the Board of Trustees, or based on actual reasonable expenses when supported by receipts.

Employees should limit tips/gratuities to the 20% standard for quality service, based on the total invoice (including taxes) for services rendered. It is expected that all staff entrusted with a company credit card will be responsible stewards of the organization's money. Anything over this percentage may result in disciplinary action, including reimbursement to the organization for the amount in excess.

A breakfast meal and/or dinner meal will not be reimbursed unless the employee departs before 8:00 a.m. and/or returns after 6:00 p.m.

Reimbursement will not be allowed for laundry, entertainment, alcoholic beverages, between meal snacks or refreshments, and/or any other personal expenses.

Reimbursement is allowed for official telephone calls under "other expenses" and is not included in subsistence allowance.

Reimbursement is made by an established per diem rate approved annually by the Board of Trustees. Exceptions to that rate must be approved by the President/CEO.

Travel Expenses

Reimbursement for air travel shall be for air coach or tourist class on commercial airlines unless such accommodations are not available.

Reimbursement for travel to an airline terminal and for parking shall include:

- Airport shuttle service - one (1) round trip fare at place of destination.
- Taxi - one (1) round trip at place of destination.
- Private automobile - parking fees up to forty-eight (48) hours. (Exceptions to that rate must be approved by the President/CEO.)

Authorization to use a rental automobile will be granted only when no Coastal Horizons Center or private automobile is available and when it is the most feasible and economical mode of transportation.

Section 14 - Supervision/Progressive Disciplinary Action/Termination

Evaluation and Rating Policies

The immediate supervisor and/or Program Director of each staff member shall evaluate the staff member's performance. Annual evaluations shall be completed in writing and shall remain a permanent part of the employee's personnel file. Each evaluation shall bear the necessary Coastal Horizons Center signatures.

Supervisory Action – Progressive Discipline

Supervisory action will be administered in a fair and equitable manner without prejudice or favoritism. Supervisory action may utilize the progressive steps listed below, although some actions may not necessarily follow the prescribed sequence. Coastal Horizons Center reserves the right to terminate, demote, or take other employment action without regard to the progressive discipline mechanism set forth below, for any reason or no reason, whatsoever; to the extent such action is consistent with applicable law.

Informal Counseling or Coaching (Step 1)

This step involves the supervisor providing verbal feedback to an employee concerning any aspect of their job performance. This feedback may be positive in nature, or may point out to the employee ways in which their job performance needs to be modified and improved. It will normally be done in private, and a written record may be kept by the supervisor.

Formal Counseling or Coaching (Step 2)

This step is used when a performance problem is repeated or persistent on the part of an employee or when informal counseling or coaching is not deemed to be sufficient. This supervisory action will almost always be conducted in private and will be documented in memo form to the employee. Documentation at this stage is not to be placed in the formal personnel file. However, should the performance problem continue, any memos of documentation may become part of the formal personnel file should further supervisory action be necessary.

Written Reprimand (Step 3)

A written reprimand is intended to formally document a serious and/or persistent performance problem. The Program Director/supervisor will meet with the employee and fully explain the nature of the reprimand, the reasons for it, and the possibility of being placed on probationary status.

The reprimand itself will appear in written form identified as such, and will become part of the formal personnel file. Upon receipt of a written reprimand, an employee has five (5) working days to elect to provide a written response, if they choose to, and to have that response placed in his/her personnel file.

Employees placed on written reprimand, or placed on probationary status, are not allowed to apply for other open positions within Coastal Horizons Center, until such time as their performance improves, and/or their probationary employment status is cleared.

Probationary Status for Regular Employees (Step 4)

Placing a regular employee on probationary status is utilized in the disciplinary process when there are serious doubts as to whether the employee can satisfactorily perform their job duties. The details of the probationary status will appear in written form identified as such and will become part of the formal personnel file. The length of probationary status will be at the discretion of the Program Director with final approval of the President/CEO, not to exceed twelve (12) consecutive months. Generally, employees on probationary status are not eligible to take vacation leave. Any exceptions to this must be approved by the President/CEO.

Suspension (Step 5)

An employee may be suspended for an indefinite period of time for cause by the President/CEO or his/her designee. In all cases, the supervisor must immediately notify the President/CEO of the requested suspension in order for the facts leading to the suspension are reviewed and a formal letter is given to the employee as soon as possible, not to exceed 72 hours, indicating the nature of the suspension, the length or duration of the suspension, and any other pertinent conditions and/or information. Suspensions may be either with pay, or without pay, at the discretion of the President/CEO.

Suspensions may also be used to allow Coastal Horizons Center time to investigate circumstances or allegations. In this case, the suspension would normally be "with pay" and the employee would be notified as soon as possible regarding his/her reinstatement or other determinations. During the suspension period, the affected employee is expected to make himself or herself available to his/her supervisor at reasonable intervals, or as requested, to respond to inquiries concerning the matters giving rise to the suspension. In all cases, documentation associated with suspension of an employee will become part of the personnel file. Employees who are suspended have the right to appeal to the President/CEO.

Involuntary Termination (Step 6)

Involuntary termination (for cause) can only be approved by the President/CEO or Board of Trustees. Reasons for this action will be thoroughly documented and become part of the employee's permanent personnel file. Employees terminated for cause shall have the right of appeal as outlined in the Grievance Policy – see page 45.

Termination of Employment

Voluntary Termination

Any non-management employee who voluntarily resigns from Coastal Horizons Center is required to give at least two (2) full weeks, equivalent to ten (10) business days, written notice of such resignation through his/her immediate supervisor in order to leave in good standing (as defined in Section 10 - page 28).

All members of Coastal Horizons Center's management team staff who voluntarily resign are required to give 20 working days written notice to the President/CEO.

In the case of the President/CEO, he/she is required to give 45 working days written notice to the Board of Trustees.

An exit interview may be extended to employees upon termination by the President/CEO. All employees may request an exit interview with the Board of Trustees Executive Committee upon termination.

Involuntary Termination

Employees being involuntarily terminated as a result of disciplinary action shall be given written notification from the President/CEO and/or designate. Any employee terminated for cause shall have the right of appeal as outlined in the Grievance Policy. The terminated employee will not receive payment for any accrued vacation time.

Reduction in Work Force

Involuntary termination may result from a reduction in Coastal Horizons Center's funding or reorganization within the organization. Dismissal under these circumstances is not considered to be supervisory action and should in no way reflect negatively on the employee. An advance notice, as advanced as possible, will be given to employees if this were to occur.

Disability

An employee may be terminated for disability when the employee cannot perform the essential functions of his/her, position because of a physical or mental impairment, with or without reasonable accommodation. Individuals who go on disability leave and are not able to work a minimum of 30 hours per week will lose all the benefits afforded to full time employees for the duration of the disability leave. Coastal Horizons Center may require an examination of the affected employee at the organization's expense and performed by an independent physician or allied health professional of its choice. Before an employee is involuntarily discharged for disability, an effort shall be made to continue the employee's service by making reasonable accommodations, including transfer of the employee to a vacant position for which the employee is qualified.

Grievance Policy

Definition

The goal of Coastal Horizons Center is to provide and maintain the best possible conditions of employment for all staff. It is the purpose of this grievance policy to establish a process for the prompt, fair settlement of problems and grievances that may arise. Every effort will be made by Coastal Horizons Center to see that no employee is subjected to unfair treatment for whatever reason while on staff with Coastal Horizons Center.

Policy

Each staff member of Coastal Horizons Center shall have the right to present his/her problem or grievance in accordance with these adopted procedures without fear of reprisal. This policy will include any cause for dissatisfaction outside the staff member's control, or anything connected with his/her job that can not be resolved through the supervisory chain of command. A staff member is not required to go to his/her immediate supervisor if the grievance is in reference to the immediate supervisor.

Formal Grievance Process

Step 1 - Discussions between Employee and Immediate Supervisor

The employee who has a problem or grievance will discuss it first with his/her immediate supervisor, and attempt to resolve the matter.

Step 2 - Discussions between Employee and Program Director

When unable to resolve the problem or grievance from discussions with the immediate supervisor, the employee should meet with his/her Program Director and put their

grievance or problem in writing. An employee will receive a response in writing from the program director within ten (10) working days upon receipt of the written grievance.

Step 3 - Appeal to the President/CEO

If the problem or grievance is still not resolved after Steps 1 and 2, then the employee has ten (10) working days to request in writing that the President/CEO consider the matter. A response in writing from the President/CEO to the employee is required within ten (10) working days upon receipt of the written grievance.

Step 4 - Appeal to the Executive Committee of the Board of Trustees

If the response from the President/CEO is not satisfactory to the employee, then the employee may request through the President/CEO a hearing by the executive committee of the Board of Trustees. The committee will review the matter and make recommendations within ten (10) working days. The Chairperson President of the Board of Trustees, will, in turn, issue a final decision to the President/CEO for implementation and communication to all parties involved.

Section 15 - Personnel Guidelines

Personnel Files/Records

For each employee, the Human Resources Department and its staff will maintain a separate employee file, which shall include all relevant correspondence, the completed application form, employment commencing date, wages, all evaluation forms, and other pertinent data. Each employee has the right to review his/her personnel record at their request in Coastal Horizons Center's Human Resources office during normal operating hours - in the presence of a Human Resources Department staff member. Under no circumstances will an employee be allowed to add, remove or alter any document. All reference checks or confidential reference letters and medical information will be removed from the file at the time the employee reviews his/her record and shall not be subject to inspection and photocopying.

Electronic Mail Access and Monitoring

Coastal Horizons Center recognizes your need to be able to communicate efficiently with fellow employees and with related business contacts. Therefore, Coastal Horizons Center provides an internal electronic mail (email) system to facilitate the transmittal of business-related information inside and outside the organization.

The E-Mail systems are provided for the convenience of Coastal Horizons Center and are for business use only. All electronic communications and stored information transmitted, received, or archived in Coastal Horizons Center's information system are the property of Coastal Horizons Center. Coastal Horizons Center reserves the right to access and disclose to appropriate persons all messages sent by e-mail. Each employee should have no expectation of privacy with regard to any information on a computer system that is owned by the employer or used on Coastal Horizons Center's email system, or utilizing the Agency's Internet access.

These systems are not to be used for personal communications or for non-job related solicitations including, but not limited to, religious or political causes. Employees are prohibited from the display or transmission of sexually-explicit images, messages, ethnic slurs, racial epithets or anything which could be construed as harassment or disparaging of others.

Employees shall not use unauthorized codes or passwords to gain access to others' files. Violation of this policy may result in disciplinary action, up to and including termination.

For business purposes, Management reserves the right to enter, search and/or monitor the Coastal Horizons Center email system and the files/transmission of any employee without advance notice or consent, consistent with applicable state and federal laws.

Internet Access and Monitoring

Access to the Internet has been provided to Coastal Horizons Center's employees for the benefit of the organization and its clients. It allows employees to connect to information resources around the world. Every employee has a responsibility to maintain and enhance Coastal Horizons Center's public image, and to use the Internet in a productive manner.

Employees accessing the Internet are representing Coastal Horizons Center. All communications and use should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical, and lawful manner. Access and visiting sites to view sexually explicit or other inappropriate web content is strictly prohibited.

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-Coastal Horizons Center business, or any use of the Internet for personal gain, is strictly prohibited. Use of the Internet must not disrupt the operation of Coastal Horizons Center's networks, servers, or those of other users.

All messages created, sent, or retrieved using Coastal Horizons Center's computer equipment are the property of Coastal Horizons Center, and should be considered public information. Coastal Horizons Center reserves the right to access and monitor all messages, files and website information on the computer equipment and systems as

deemed necessary and appropriate. All communications including text and images can be disclosed to law enforcement or other appropriate third parties without prior consent of the sender or the receiver.

Violations of any of the above guidelines may result in disciplinary action, up to and including, termination. If necessary, Coastal Horizons Center will advise appropriate legal authorities of any legal violations.

Voice Mail Monitoring

Coastal Horizons Center recognizes your need to be able to communicate efficiently with fellow employees and clients. Therefore, the organization has a voice mail system to facilitate the transmittal of business-related information inside and outside of Coastal Horizons Center and with our clients, business partners and community partners.

The voice mail system is for business use only. Coastal Horizons Center's voice mail system should not be used for personal communications or for non-job related solicitations including but not limited to, religious or political causes. Employees are also prohibited from the transmission of sexually-explicit messages, ethnic slurs, racial epithets or anything which could be construed as harassment or disparaging of others. Violation of this policy may result in disciplinary action, up to and including termination.

For business purposes, Coastal Horizons Center reserves the right to enter, search and/or monitor the voice mail system, and the voice mail of any employee without advance notice and consent, consistent with applicable state and federal laws

Staff - Client Relationships

Any relationship outside the therapeutic relationship between a staff member and a Coastal Horizons Center client has the potential to be detrimental to both parties, as well as to the organization. Therefore, Coastal Horizons Center staff shall, at all times, maintain professional relationships with clients so as to avoid conflicts of interest.

Coastal Horizons Center Managers and Supervisory staff shall not enter into, or allow to develop, relationships outside of the professional relationship with Coastal Horizons Center employees who are under their direct Managerial/Supervisory responsibilities. Failure to comply with this policy, or to disclose such relationship to the President/CEO or Human Resources, will result in disciplinary action, up to, and including termination.

Coastal Horizons Center staff shall not enter into, or allow to develop, relationships outside of the professional relationship with clients that receive services rendered within an employee's component. This will apply to, but not be limited to, the following examples:

- sexual intimacy or other romantic involvement;
- giving or receiving of personal gifts
- giving or receiving of money;
- personal loans of any type;
- showing favoritism in business or employment relationships;
- handling matters of confidentiality;
- providing transportation (except for emergencies or other exceptional circumstances)
- going to a client's home (except on Coastal Horizons Center business and then the employee must be accompanied by another Coastal Horizons Center employee or other professional staff)

There will be times when a Coastal Horizons Center staff member already has a prior relationship with a client. In these cases, staff should inform their supervisor of the specific situation. Coincidental contact between a staff member and a client may also occur at times in social, commercial, or other community situations - such as at AA/NA meetings or at church functions. In such cases, the staff member, while maintaining client confidentiality, should only interact with that client as is customary in that setting.

In all cases, sound judgment should be exercised to ensure that no conflicts of interest, no breaches of confidentiality, no appearances of impropriety, and no unprofessional behavior takes place during the course of and after the termination of services being provided to an agency client.

Conflicts of Interest

It is Coastal Horizons Center policy to avoid business contracts or transactions with any firm in which a Coastal Horizons Center employee or Board member has substantial business interest. This does not preclude conducting business with such a firm on a strictly competitive basis or where there is no other convenient source of supply.

Coastal Horizons Center staff and Board members shall not use their positions or influence to undermine the process of decision-making or to receive preferential treatment as pertains to the delivery of our organization's services.

Other activities and behaviors on the part of Coastal Horizons Center staff may constitute a conflict of interest if they seriously affect Coastal Horizons Center in presenting and carrying out its mission in the community.

Political Activity

Coastal Horizons Center staff may join or affiliate with civic organizations of a partisan or political nature, may attend political meetings, and may advocate and support the principles or policies of civic or political organizations in accordance with the Constitution

and Laws of both the State of North Carolina and the United States of America. Coastal Horizons Center staff and Board members are subject to the Hatch Act. However, no employee shall do any of the following:

- Engage in any political or partisan activity while on duty.
- Use official authority of influence for the purpose of interfering with or affecting the result of an election or a nomination for office.
- Be required as a duty of employment or as a condition for employment, promotion, or tenure of office to contribute funds for political or partisan purposes.
- Coerce or compel contributions for political or partisan purposes by another employee.
- Use any Coastal Horizons Center supplies or equipment for political or partisan purposes.

Outside Employment

Outside employment may affect an employee's standing within the organization if such employment affects or interferes with the employee's assigned job responsibilities, hampers the employee's job performance, or results in a conflict of interest for Coastal Horizons Center. Full-time employees are required to notify Coastal Horizons Center in writing prior to accepting on-going outside employment to obtain advance approval from their supervisor.

Representing Coastal Horizons Center

Media

All communications to the media that purport to be on behalf of Coastal Horizons Center should receive approval from the President/CEO prior to such communications being made. This policy is not intended to prevent Managers, Program Directors and delegated staff from supplying the news media with information concerning time, place, and purposes of scheduled meetings that are within Coastal Horizons Center's approved program of work. All communications with the Media, including online media, should comply with Coastal Horizons' policies against discrimination or harassment and must not contain any knowingly false or malicious content.

Communications with Board of Trustees

When a Coastal Horizons Center employee has written communications with any member of the Board of Trustees, including email correspondence, the President & CEO is to be copied on all documents.

When a Coastal Horizons Center employee has any planned phone communications on behalf, or related to, the organization with any member of the Board of Trustees, the

President & CEO should be given advance notification of the call, and its topic for discussion. If a Coastal Horizons Center Manager/Director/Supervisor, etc., supervised by the CEO, has a personnel issue involving the CEO and has exhausted all appropriate steps, per the company policies, that manager may contact the Board Chair without advising the President and CEO.

Confidential Information

No information will be released on current or past Coastal Horizons Center staff and clients without written consent of the staff or client for which the information is being requested and in accordance with State and Federal Standards on Confidentiality and North Carolina General Statutes.

Relationship with Others

Coastal Horizons Center staff shall treat co-workers and its clients respectfully. Coastal Horizons Center staff are expected to act in a manner which will support rather than obstruct co-workers in carrying out duties and the clients in receiving services. Any willful and malicious false statements or accusations made by staff concerning other staff will result in disciplinary action.

Personal Demeanor

Coastal Horizons Center staff are expected, at all times, to conduct themselves in a manner that will reflect favorably on the organization. Coastal Horizons Center staff are expected to speak in a manner that communicates professionalism, respect towards others, and sensitivity to the audience involved - without use of profane or abusive language. A staff member must report a criminal charge, arrest or conviction within 24 hours to the President/CEO or his/her designee.

Section 16 - Workplace Policies

SEXUAL HARRASSMENT POLICY

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964 which prohibits employment discrimination on the basis of sex, race, color, religion or national origin.

Coastal Horizons Center is strongly opposed to sexual harassment and such conduct is strictly prohibited. All employees, including all agents, supervisors, and non-supervisory personnel, are required to abide by this policy. This policy shall apply to the conduct of all employees in their dealings with other employees, third parties, and any other persons with whom employees have contact in connection with their employment.

Sexual harassment undermines the integrity of employees and negatively affects the morale and productivity of employees. All employees are required to treat each other with dignity, respect and sensitivity. This policy shall apply without regard to the motivations of the harassing party or sexual orientation or gender of any of the parties.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating a working environment which a reasonable person would find hostile, intimidating or offensive.

Examples of Prohibited Conduct

Sexually harassing behaviors may be overt or subtle, and include physical, verbal, and nonverbal acts of a sexual nature, if such conduct would reasonably be perceived as unwelcome, offensive, or abusive. The behaviors listed below are illustrative, though not exhaustive, of the types of behaviors that are prohibited by this Policy:

- Physical acts: Unnecessary touching, pinching, patting, fondling, massaging, kissing, hugging, grabbing, brushing against a person's body,
- blocking a person's path, exposing oneself, or coercing sexual intercourse or other sexual acts not amounting to sexual intercourse.
- Verbal behaviors: Profane or obscene language, sexual propositions, sexual innuendo, crude jokes about gender-specific traits, threats, discussing sexual activities, commenting on someone's physical attributes or spreading false rumors about a person's sex life.
- Nonverbal conduct: Sexually explicit pinups or calendars depicting nude or partially nude women or men, sexual graffiti, pornography, sexual cartoons, unseemly gestures or facial expressions, whistling, catcalls, suggestive noises, crude pranks, or giving gifts, letters, or cards of a sexual nature.

All employees are expected to refrain from such conduct.

Procedures for Reporting Complaints

Coastal Horizons Center cannot address matters that are not brought to its attention. All employees are responsible for helping to keep the organization free of unlawful sexual harassment. Any employee who believes she or he has been sexually harassed or who has witnessed sexual harassment or retaliation must immediately report it in writing to the

President & CEO and/or the Chairperson of the Board of Trustees. Coastal Horizons Center staff members making a report of sexual harassment should enclose an incident report. Complaints will be investigated promptly and addressed promptly (whenever possible, within ten days).

Prohibition Against Retaliation

Retaliation or reprisal against any employee who lodges a complaint of unlawful sexual harassment, participates as a witness, or assists in an investigation is strictly prohibited. Retaliation is also prohibited in cases where the charges are not substantiated.

Investigation Procedures

Unlawful sexual harassment is a serious offense and all complaints of such conduct will be promptly and thoroughly investigated by Coastal Horizons Center's designee. Where appropriate, Coastal Horizons Center shall take corrective action based upon the results of the investigation.

Confidentiality

Coastal Horizons Center shall take reasonable measures to ensure the confidentiality of all complainants and witnesses to unlawful sexually harassing conduct. Only those persons who have an immediate need to know for purposes of carrying out an investigation will be informed of the identity of those involved, unless the complainant or witness authorizes and directs the organization to disclose his or her identity to particular named individuals. Those persons who are notified of a complainant or witness identity shall be advised re-disclosure is strictly prohibited.

Disciplinary Actions for Violation of this Policy

Violations of the policy constitute inappropriate personal conduct for which no employee should expect a warning prior to disciplinary action. Employees who participate in unlawful sexual harassment or retaliation, who unnecessarily disclose the identity of a complainant or witness, or who refuse to cooperate in any investigation, will be sanctioned. Disciplinary action, up to and including suspension and dismissal, may be imposed upon any employee who violates this policy.

WORKPLACE VIOLENCE

Coastal Horizons Center strives, at all times, to provide a safe workplace for all employees. Coastal Horizons Center will not tolerate any type of workplace violence or hostility committed by or against employees. Employees are prohibited from making

threats or engaging in violent activities. The following are examples of, but not limited to, conduct that is prohibited:

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer property or property of another employee
- Possession of a weapon while on company property or while on company business
- Committing act motivated by, or related to, sexual harassment or domestic violence

Any potentially dangerous situation must be reported immediately to a Manager/supervisor, or the Human Resources Director. All reports of potentially dangerous situations will be investigated with the appropriate level of confidentiality, and information will be disclosed to others only on a need to know basis. Coastal Horizons Center will actively intervene at any indication of a possibly hostile or violent situation.

While Coastal Horizons Center does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform management and/or Human Resources if any employee exhibits behavior, which might be a sign of a potentially dangerous situation.

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a Manager/supervisor can be safely notified of the need for assistance, without endangering the safety of the employee or others, such notice should be given. Otherwise, cooperate and follow the instructions given. As stated, threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination.

Non-employees engaged in violent acts on Coastal Horizons Center's premises will be reported to the proper authorities and prosecuted to the full extent of the law.

DRUG & ALCOHOL FREE WORKPLACE POLICY

Coastal Horizons Center promotes choices for healthier lives and safer communities by providing a continuum of professional services for prevention, crisis intervention, sexual assault victims, criminal justice alternatives, and substance use and mental health disorders, and is committed to providing its employees a drug-free workplace. In order to achieve a drug-free workplace, it is the policy that:

All paid and non-paid members of the staff must submit to a drug screening test prior to beginning service. An applicant who refuses to submit to the test or whose test is positive will not be employed. Any current paid and non-paid employee may be required to submit to a drug test at any time. Refusal to submit to a drug test or any positive test indicating illegal drug use will result in disciplinary action.

Alcohol related impairment is unacceptable in the workplace and will result in disciplinary action up to and including termination. Furthermore alcohol use during normal workday hours is strictly prohibited - (including during lunches and all breaks).

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or illegal drug on Coastal Horizons Center premises, or while conducting Coastal Horizons Center business off premises, is absolutely prohibited. Violation of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.

Any employee suspected of possession of or use of controlled substances or illegal drugs is subject to a drug screening test to discern the possible presence of these substances in the body. If the employee refuses to participate in a screening test, random or for probable cause, this will result in disciplinary action, up to and including termination.

Employees must, as a condition of employment, abide by the terms of this policy and report any charge or conviction under criminal statute for violations to his/her immediate supervisor within 24 hours.

Coastal Horizons Center has established an Employee Assistance Program for employees with alcohol or drug abuse problems. (see Section 10 - page 26) Any employee who seeks help through the Employee Assistance Program for addiction to or dependence upon alcohol or drugs, legal or illegal, prior to being identified by management as an employee suspected of violation of the drug policy shall be able to do so without disciplinary action. An employee who seeks help will not avoid normal disciplinary action for violations of the policy which have already occurred or may occur in the future.

Employees taking medication prescribed by a doctor or non-prescription medication should adhere to any restrictions placed on the employee's activities by either the doctor or the manufacturer. and must inform his/her supervisor of any such restrictions. Failure to do so may subject the employee to disciplinary action.

Drug Testing Policy and Procedures

An employee's unlawful use of controlled substances, illegal drugs, or exhibiting alcohol impairment has numerous far-reaching adverse consequences, including, without limitation, damage to employee morale and the good will of the business, increased

absenteeism, heightened risk of harm to employee safety, and erosion of employer confidence. Coastal Horizons Center has zero tolerance for the unlawful use of controlled substances, illegal drugs, or exhibiting alcohol impairment. This policy is enacted for purposes of establishing reliable and minimally invasive examinations and screening procedures consistent with Coastal Horizons Center's interest in assuring the eradication and prevention of unlawful use of controlled substances, illegal drugs, or exhibiting alcohol impairment by its work force. This policy is intended to comply in all respects with the North Carolina Controlled Substance Examination Regulation Act and all other applicable state and federal laws, as the same may from time to time change.

Who Is Covered

All applicants and paid and non-paid employees shall be required to submit to drug testing, as described in these policies and procedures, as a condition of new employment or continued employment. In addition, employees shall be required to submit to drug testing, as described in these policies and procedures, under the following circumstances:

- Random testing shall occur without notice to the affected employees, upon random selection of testing subjects.
- For-cause testing shall occur when probable cause or reasonable suspicion exists that the employee is engaged in the use of unlawful use of controlled substances, illegal drugs, or exhibiting alcohol impairment.
- Post-accident testing shall occur after all vehicular accidents involving agency vehicles or while driving other vehicles on agency business. Post-accident testing will occur after other job related accidents when outside medical attention is required.
- In addition to the foregoing, Coastal Horizons Center may implement periodic announced testing, which may occur following advance notice to employees.

COASTAL HORIZONS CENTER RESERVES THE RIGHT TO TERMINATE CURRENT PAID AND NON-PAID EMPLOYEES BASED UPON THEIR REFUSAL TO TAKE ANY REQUIRED DRUG TEST CONTEMPLATED BY THIS POLICY.

Testing Procedures and Requirements

I. Samples for examination and screening shall be tested by a clinical chemistry laboratory which performs controlled substances testing and which has demonstrated satisfactory performance in the forensic urine drug testing programs of the United States Department of Health and Human Services of the College of American Pathologists for the type of tests and controlled substances being evaluated.

2. At the time of testing, examinees shall be encouraged to review this policy or another explanation of their rights under the North Carolina Controlled Substance Examination Regulation Act.

3. Samples shall be collected in a manner reasonably calculated to prevent substitution of samples and/or adulteration with the collection, examination, or screening of samples. The agency shall implement appropriate chain of custody in conjunction with the approved laboratory procedures to assure that samples are properly handled, labeled, and identified.

4. An approved laboratory shall confirm any sample that produces a positive result by a second examination of the sample, using a gas chromatography with mass spectrometry or an equivalent scientifically acceptable method.

5. A portion of every sample that produces a confirmed positive result shall be preserved by the laboratory that conducts the confirmatory examination for a period of at least 90 days from the time the results of the confirmed positive examination are mailed or otherwise delivered to Coastal Horizons Center.

6. Within 30 days of the time that results are mailed or otherwise delivered to Coastal Horizons Center, the organization shall give written notice to the affected applicant or employee of any positive result and the examinee's rights and responsibilities regarding retesting (set forth in #7 below).

7. In the event of a confirmed positive sample, the affected applicant or employee may, upon written request made within 90 days of the time the results of the confirmed positive examination are mailed to Coastal Horizons Center, specify another approved laboratory to which the sample is to be sent for re-testing. The affected individual shall bear all reasonable expenses for chain of custody procedures, shipping, and retesting.

8. Except as authorized in writing by the affected individual or as permitted by law, Coastal Horizons Center shall keep information relating to the examination, including, without limitation, information provided by the applicant or employee about their medical histories and lawful drug use, means that the information shall be limited to those within the agency that have a "a need to know."

9. Individuals who believe that the procedural requirements of the North Carolina Controlled Substances Examination Regulation Act have been violated may file a complaint with the North Carolina Department of Labor.

FRAUD POLICY

This policy addresses the responsibility of employees for detecting and reporting fraud or suspected fraud. Good business practice dictates that every suspected defalcation, misappropriation and other fiscal irregularity be promptly identified and investigated.

Coastal Horizons Center aims to be an honest and ethical organization. In order to minimize the risk and impact of fraud, Coastal Horizons Center's objectives are, firstly, to create a culture which deters fraudulent activity, encourages its prevention and promotes its detection and reporting and, secondly, to identify and promptly investigate any possibility of fraudulent or related dishonest activities against Coastal Horizons Center and, when appropriate, to pursue legal remedies available under the law.

This policy will attempt to clarify acts that are considered to be fraudulent, and describe the steps to be taken when fraud or other related dishonest activities are suspected. This policy also includes the procedures to follow in accounting for missing funds, restitution, and recoveries.

Coastal Horizons Center recognizes that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal or retaliation from those responsible for the waste, fraud, abuse and other wrongdoing. Coastal Horizons Center will not tolerate harassment or victimization and will take action to protect those who raise a concern in good faith.

Dishonest or fraudulent activities include, but are not limited to, the following:

- Dishonest, illegal, or fraudulent act involving Agency property;
- Forgery or alteration of documents (checks, promissory notes, time sheets, independent contractor agreements, purchase orders, etc.)
- Improprieties in the handling or reporting of money transactions.
- Forgery or alteration of employee benefit or salary related items such as time sheets, billings, claims, surrenders, assignments, changes in beneficiary, etc.;
- Misappropriation of funds, securities, supplies or any other asset;
- Acceptance or solicitation of any gift, favor, or service that might reasonably tend to influence the employee in the discharge of his or her official duties;
- Destruction or disappearance of records, furniture, fixtures, or equipment where theft is suspected.
- Authorizing or receiving payments for goods not received or services not performed.
- Authorizing or receiving payment for hours not worked.
- Any apparent violation of Federal, State, or local laws related to dishonest activities or fraud.
- Any similar or related activity.

Program Directors are responsible for detecting fraudulent or related dishonest activities in their areas of responsibility. Each Program Director should be familiar with the types of improprieties that might occur in his/her area and be alert for any indication that improper activity, misappropriation, or dishonest activity. When an improper activity is detected or suspected, the Program Director should determine whether an error or mistake has occurred or if there may be dishonest or fraudulent activity.

If a Program Director determines a suspected activity may involve fraud or related dishonest activity, he/she should contact the President/CEO and the Chief Finance Officer. The President/CEO or the Chief Finance Officer should contact the organization's auditor. The President/CEO should contact the Board President. The President/CEO should also immediately contact Law Enforcement and legal council, if necessary (for example, obvious theft has taken place, security is at risk, or immediate recovery is possible).

Great care must be taken in the dealing with suspected dishonest or fraudulent activities to avoid the following:

- Incorrect accusations.
- Alerting suspected individuals that an investigation is underway.
- Treating employees unfairly.
- Making statements that could lead to claims of false accusations or other offenses.
- Individuals who knowingly make false accusations may be subject to disciplinary action.

Responsibilities of the Program Director in handling dishonest or fraudulent activities include the following:

- Do not contact (unless requested) the suspected individual to determine facts or demand restitution. Under no circumstances should there be any reference to "what you did," "the crime," "the fraud," "the forgery," "the misappropriation," etc.
- Do not discuss the case, facts, suspicions, or allegations with anyone outside Coastal Horizons Center, unless specifically directed to do so by the President/CEO
- Do not discuss the case with anyone inside Coastal Horizons Center other than employees who have a need to know.
- Direct all inquiries from the suspected individual, or his or her representative, to the President/CEO.

Employee Responsibilities

When suspected fraudulent incidents or practices are observed by or made known to an employee, the following should be done:

- The incident or practice must be reported to his/her supervisor or Program Director. When the employee believes the supervisor may be involved in the inappropriate activity, the employee shall make the report directly to the next higher level of management and/or the Board of Directors.
- The reporting employee shall refrain from further investigation of the incident, confrontation of the alleged violator, or further discussion of the incident with anyone unless requested to by the President/CEO and/or law enforcement personnel.

Investigation

Coastal Horizons Center cannot address matters that are not brought to its attention. All employees are responsible for helping to keep Coastal Horizons Center free of waste, fraud, abuse and other wrongdoing. Any employee who believes she or he has witnessed waste, fraud, abuse and other wrongdoing or retaliation thereof must immediately report it in writing to the President/CEO and/or the Chairperson of the Board of Trustees. Coastal Horizons Center staff making a report of waste, fraud, abuse and other wrongdoing or retaliation thereof should enclose an incident report. Complaints will be investigated promptly and addressed promptly (whenever possible, within ten days).

Coastal Horizons Center's independent auditor will investigate situations involving possible fraud or related dishonest activity.

If warranted, a prompt investigation will be conducted to include detailed analyses of available records. The audit investigation requires the full cooperation of the departmental personnel. The Auditor will proceed as follows if evidence is uncovered showing possible dishonest or fraudulent activities.

The Auditor will discuss the findings with the President and CEO.

The President/CEO will advise Program Directors if the case involves staff members, to meet to determine if disciplinary actions should be taken.

LIGHTHOUSE SERVICES

Coastal Horizons Center has reinforced and supplemented this Fraud policy by engagement with Lighthouse Services, to provide an anonymous ethics and compliance hotline available to all employees of Coastal Horizons Center. The purpose of this service is to assure that any employee wishing to submit a report anonymously can do so without the fear of possible retribution.

Employees are encouraged to use this hotline service in cases where their anonymity is desired. Please follow the company standard practices for all reports or issues not requiring anonymity.

Please note that the information provided by you may be the basis of an internal and/or external investigation into the issue you are reporting and your anonymity will be protected to the extent possible by law by Lighthouse. However, your identity may become known during the course of the investigation because of the information you have provided. Reports are submitted by Lighthouse to a company designee for investigation according to our company policies.

Lighthouse Services toll free number and other methods of reporting are available 24 hours a day, 7 days a week for use by employees and staff.

Toll-Free Telephone:

English speaking USA and Canada:	844-380-0006
Spanish speaking USA and Canada:	800-216-1288
Spanish speaking Mexico:	01-800-681-5340
French speaking Canada:	855-725-0002

Website: www.lighthouse-services.com/coastalhorizons

Email: reports@lighthouse-services.com (include company name with report)

Fax: (215) 689-3885 (include company name with report)

Upholding of Agency Policies

Coastal Horizons Center staff are expected to uphold the organization's policies at all times. All reports of policy violations from Coastal Horizons Center staff should be accompanied by a written incident report submitted to the Program Director and to the President/CEO. Reports will be reviewed promptly and responded to - where possible, within ten (10) working days. Coastal Horizons Center staff who present such claims of policy violations will be free from interference, coercion, restraint, discrimination, or reprisal by the organization.

Coastal Horizons Center staff accused of policy violations will be given opportunity to respond to any and all charges through the review process. Coastal Horizons Center staff who are accused of policy violations will also be free from interference, coercion, restraint, discrimination, or reprisal by the organization.

In cases where policy violations are substantiated, Coastal Horizons Center will take appropriate disciplinary action, up to and including termination of employment.

WHISTLEBLOWER POLICY

This policy governs both the reporting and investigation of allegations of suspected unlawful activities and the protection of whistleblowers from retaliation. It describes the procedures for investigating known or suspected improper activities and addressing complaints of retaliation for raising such issues.

Policy

Coastal Horizons Center has a responsibility for the stewardship of its resources and the public and private support that enables it to pursue its mission. Our internal controls are intended to detect and to prevent or deter improper activities. However, intentional and unintentional violations of laws, regulations, policies and procedures may occur and may constitute unlawful activities. Coastal Horizons Center has a responsibility to investigate and report to appropriate parties allegations of suspected improper activities, and to protect those employees who, in good faith, report these activities to the appropriate authority.

Coastal Horizons Center shall not discharge, threaten, or otherwise discriminate against and employee regarding the employee's compensation, terms, conditions, location, or privileges of employment because the employee, or a person acting on behalf of the employee, reports or is about to report, verbally or in writing, a violation or a suspected violation of a law or regulation or rule promulgated pursuant to law of this state, a political subdivision of this state, or the United States to a public body, unless the employee knows that the report is false, or because an employee is requested by a public body to participate in an investigation, hearing, or inquiry held by that public body, or a court action.

Procedure

Filing a Report of Suspected Improper Activities

1. Any person may report allegations of suspected illegal activities. Knowledge or suspicion of improper activities may originate from employees, staff, or administrators, internal or external auditors, regulatory agencies, and clients, vendors, or other third parties. Allegations of suspected improper activities may also be reported anonymously.
2. Allegations of suspected improper activities should be made in writing so as to assure a clear understanding of the issues raised, but may be made orally. Such reports should be factual and contain as much specific information as possible.
3. Normally, a report by an employee of allegations of a suspected improper activity should be made to the reporting employee's immediate Supervisor or other appropriate Administrator or Supervisor. However, when there is a potential conflict of interest or for other reasons, such reports may be made to another Coastal Horizons Center official whom the reporting employee may reasonably expect to have either responsibility over the affected area or the authority to review the alleged improper activity on behalf of Coastal Horizons Center.

4. When a person reports allegations of suspected improper activities to an appropriate authority, the report is known as a protected disclosure. Coastal Horizons Center employees and other persons who make a protected disclosure are protected from retaliation.

Protection from Retaliation

Any employee who believes he or she has been (1) subjected to or affected by a retaliatory conduct for reporting suspected unlawful activity, or (2) for refusing to engage in activity that would result in a violation of law, should report such conduct to the appropriate supervisory personnel (if such supervisory personnel is not the source of or otherwise involved in the retaliatory conduct). Any Supervisory employee who receives such a report, or who otherwise is aware of retaliatory conduct, is required to advise Human Resources, of any such report or knowledge of retaliatory conduct. If an employee believes that reporting such conduct to the appropriate Supervisor is for any reason inappropriate, unacceptable or will be ineffectual, or if the report to the supervisor has been made and the retaliatory conduct has not ended, the employee should report the incident directly to the President/Chief Executive Officer.

All internal complaints will be investigated promptly and with discretion, and all information obtained will be handled on a “need to know” basis. At the conclusion of an investigation, as appropriate, remedial and/or disciplinary action will be taken where the allegations are verified and/or otherwise substantiated.

Other Remedies and Appropriate Agencies

In addition to the internal complaint process set forth above, any employee who has information concerning allegedly unlawful conduct may contact the appropriate government agency.

RISK MANAGEMENT POLICY

Safety Precautions and Requirement for Facility Areas

It is the policy of Coastal Horizons Center to establish a safety program to ensure hazard free environments for staff and clients, to prevent accidents, and reduce potential OSHA penalties. Hazard free environments encompass inside each facility, around the perimeter of each facility or what is considered the general grounds of each facility, walkways, outside activity areas and within Coastal Horizons Center vehicles.

Each facility shall have a Safety Committee made up of one Program Director and a minimum of two staff members. The committee will meet quarterly to review:

- A. Policies;
- B. Address complaints or suggestions for improvements;
- C. Component’s compliance to codes in areas of fire safety, hazards in the workplace, record keeping, etc.; and

D. Assure written problems or non-compliance issues are reviewed with the Quality Improvement Committee specifically and hazards are eliminated within 30 days of notice.

The Program Director is responsible for appointing a program employee to conduct and maintain written minutes for the meetings.

The Program Director is responsible for appointing a program employee to conduct monthly safety inspections of each environment previously noted, including interviewing specific staff in conjunction with monthly inspections.

The committee is responsible for making sure that all employees are trained in OSHA safety standards, including blood borne pathogens in coordination with the medical services coordinator.

The committee will schedule evacuation drills for the year, along with designating a person responsible for alerting staff and monitoring the drill.

The Program Director at each facility will be responsible for documenting a report evacuation drills to include: date of the drill, time of drill, staff involved, clients involved, length of drill. This report shall be forwarded to the Administrative component of the agency.

The staff are responsible for assisting Coastal Horizons Center in controlling potential hazards by reporting potential or existing problems to their supervisors in writing on the incident report form immediately, abiding by the safety policy, and attending the annual safety training.

All incident reports are to be forwarded to the Program Director and then the President/CEO for review and response. Corrections must be made within 30 days of the date of the incident.

The Program Director is responsible for training component staff of safety precautions, regulations, etc., and quarterly fire drills. The Program Director will maintain a hazard free workplace, respond immediately to existing or potential hazards, file factual information regarding incidents, and to take safety issues seriously. Coastal Horizons Center is responsible for providing annual safety trainings for the staff.

Financial Internal Controls

Coastal Horizons Center's board of trustees, management and other agency personnel, shall maintain a process designed to provide a reasonable assurance regarding the achievement of objectives in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Safeguard agency assets
- Compliance with applicable laws and regulation
- Identify risks in a timely fashion
- Evaluation and analysis of loss exposures
- Identification of how to rectify identified exposures
- Monitoring of actions to reduce risk

To prevent potential failure in continuity of services to consumers as a result of financial shortfalls:

- Conduct ongoing review of revenues compared to budget
- Keep Board of Trustees informed of critical unmet needs and potential funding reductions or shortages.
- Provide monthly financial reporting to the Finance Committee of the Board of Trustees on all problem areas.
- All employees in “positions of trust” (positions that may be required to handle money) are required to undergo a State/Federal criminal records check.
- Continue to work with LME to identify problem areas for state and Medicaid billings and authorizations.

To address lack of adequate building space resulting in diminished quality of services or inadequate service levels:

- Evaluate current and expected space needs
- Identify potential locations for move when current space no longer meets the needs of service delivery to consumers.
- Continue to review options for Expansion within Willie Stargell Office Park.
- Continue to work with LME to identify problem areas for state and Medicaid billings and authorizations.

The process is communicated through written and unwritten policies and procedures, management’s leadership and the board of trustee’s guidance. It is understood that each member of the agency has a responsibility to meet these objectives, make recommendations to improve upon the success in achieving the objectives and to report any deficiencies or irregularities in established internal controls, policies and procedures to the Finance Committee of the Board of Trustees.

ACKNOWLEDGMENT

I have reviewed the Coastal Horizons Center Agency Employee/Personnel Policies Manual, online on the Coastal Horizons Center's website (www.coastalhorizons.org) and/or via hard copy.

I understand the Coastal Horizons Center Employee/Personnel Policies describe important information concerning my employment with Coastal Horizons Center. I also understand that the manual is not an employment contract and, notwithstanding any policy or procedure to the contrary, my employment relationship with Coastal Horizons Center is "at-will," meaning that Coastal Horizons Center or I can terminate the relationship at any time, for any or no reason whatsoever, except as provided by applicable law. I further understand that Coastal Horizons Center reserves the right to revise or eliminate personnel policies, or to depart from the application of those personnel policies where, as determined in the sole discretion of Coastal Horizons Center, circumstances warrant.

Employee's Signature: _____ Date: _____

Employee's Name (Print): _____