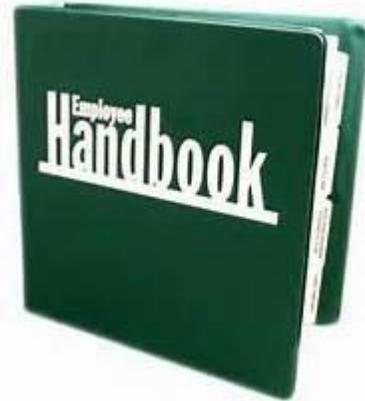

Fountain of Hope Family Services Inc.

10326 Greenbriar Parkway, Oklahoma City, Ok 73159
405-759-3860



CLIENT INFORMATION HANDBOOK
ASPIRE TO EXCELLENCE
SECTION (1.J.36) POLICY # ATE/175
Revised 10/10/2020

Therapist's Name:

Phone number:

Executive Director, emergency or after hours contact: **Michael Oladipo, LPC**
405-759-3860

Emergency Numbers: **9-1-1**
Heartland Help Line 2-1-1
Employee Orientation & Handbook

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Welcome from: **Michael Oladipo**

Dear: Colleague

Welcome to: Fountain of Hope Family Services Inc.

159.01: Introduction

This employee handbook is intended to provide employees with a general understanding of **Fountain of Hope Family Services, (FOHFS)** personnel policies. The information in this handbook should be helpful in familiarizing employees with **FOHFS**.

This handbook, however, cannot anticipate every situation or answer every question about employment. It is not an employment contract or a legal document. In order to retain necessary flexibility in the administration of policies and procedures, **FOHFS** reserves the right to change or revise policies, procedures and benefits described in this handbook, other than the employment-at-will provisions, whenever the Agency determines that such action is warranted. None of the following policies or standards of conduct are intended, nor shall they have the effect, of interfering or inhibiting any employee in the exercise of any right guaranteed or protected by law.

159.04: Equal Employment Opportunity Policy

We are an equal opportunity employer. It is our policy to provide equal employment opportunities to all qualified individuals regardless of race, color, creed, religion, national origin, sex, age, disability, veteran status or other status protected by law. We will provide reasonable accommodation to qualified employees with a known protected disability or for an employee's religious beliefs providing the accommodation does not cause undue hardship to Agency or cause a direct threat to health and safety as defined by the Americans with Disabilities Act or applicable state law.

159.05: Employment at Will

It is the goal of the **FOHFS** to provide a positive work environment and a solid economic foundation upon which all employees may build a future. However, **FOHFS** also recognizes that employees and management alike must sometimes initiate change. In this regard it is expressly understood that your employment is "at will." Thus, you retain the right to terminate your employment with the Agency at any time for any reason and the Agency retains a corresponding right to end the employment relationship at any time for any reason. This handbook is not intended as a formal or exhaustive statement of employee rights and responsibilities, nor is it a contract of employment. This handbook is composed of general statements of the Agency's current policies, rules, procedures and benefits. We feel strongly that we must retain flexibility to meet future economic heritage. Accordingly, the Agency reserves the right to amend, modify and/or eliminate any of these policies, rules, procedures and benefits at any time at the Agency's sole discretion, with or without prior notice. On termination for any reason, you are only entitled to those benefits that are offered at the time your separation takes place. Any benefits offered in this manual apply only so long as the manual is current. They do not provide vested rights.

This handbook supersedes any previous oral or written provisions, descriptions or understandings of the Agency's policies, rules, procedures and benefits. Any variation from these policies will only be made upon written approval from Executive Director of the Agency.

159.06: Introductory Period

All new employees are in an introductory period during their first **90 days** of employment. During the introductory period, Agency evaluates the employee's work performance, including attendance and other work-related factors. Agency is the sole judge in making all evaluations. We will continue to evaluate the work performance of each employee who completes the introductory period.

Employees should use this introductory period to learn about the Agency in order to understand what we expect of our workers and understand the benefits of being an employee.

159.07: Policy Against Harassment

FOHFS prohibits harassment or offensive conduct in any form, including harassment or offensive conduct directed toward the protected status of an employee, customer, vendor, contractor or their relatives, friends or associates. "Protected status" includes race, color, religion, gender, national origin, veteran's status, age, disability and any other status protected by law.

Agency will actively enforce its policy against harassment. The policy applies to all conduct on Agency property or Agency time and to all conduct off the job that affects an individual's work environment. This policy also prohibits harassment or offensive conduct directed toward any employee by customers, vendors or contractors or their relatives, friends or associates. Agency considers violation of this policy a serious offense that will lead to discipline, up to and including discharge.

Harassment is any offensive action directed at a person's protected status. Some examples of prohibited conduct, if directed at a person's protected status, include foul language, jokes, slurs, derogatory comments, negative stereotyping, threatening or intimidating acts or posting or circulating offensive written or visual material. Additional examples of harassment include unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. Agency prohibits such conduct if:

- The conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment or of unreasonably interfering with an employee's work performance; or
- Submitting to such conduct is made a term or condition of employment; or
- Submitting to or rejecting such conduct is used as the basis for employment decisions affecting that individual; or the conduct otherwise adversely affects an individual's employment opportunities.

All other physical contact other than a handshake is prohibited.

The Agency will not tolerate unwanted touching under any circumstances.

Agency expects employees to conduct themselves in a manner that another person or group of persons will not interpret as offensive. The Agency requires every person to show sound judgment and respect for the feelings of all other employees. All management personnel are responsible for enforcing this policy.

If an employee feels that someone's conduct is harassing or improperly offensive, the employee should promptly and firmly tell the offender that the behavior is unwelcome. Although not required, doing so places the offender on notice that someone considers his or her conduct inappropriate. The Agency encourages any employee who believes he or she has been subject to harassment or offensive conduct or any employee who witnesses a violation of this policy, to report the offense immediately to either **Michael Oladipo Executive Director, 10326 Greenbriar Parkway, Oklahoma City, Ok 73159** or **Felicia Oladipo Clinical Director, 10326 Green Briar Parkway, Oklahoma City, Ok 73159**.

FOHFS will keep complaints confidential to the extent possible, while allowing the investigation to proceed (meaning information may be revealed on a "need to know" basis). Agency will investigate all complaints promptly.

Any employee whom the Agency finds after investigation to have violated this policy will be subject to appropriate sanctions, depending on the circumstances, up to and including termination. If the harasser is a non-employee, the Agency will take reasonable steps to address the situation. The Agency will design its action to provide redress, to eliminate the harassment or offensive conduct, to prevent retaliation against the person who made the complaint and to prevent retaliation against any employee for providing information as a witness or participating in the investigation.

Any form of retaliation, including derogatory comments, against people who make harassment complaints, against witnesses or any other employees who are involved in complaints, is against the Agency's policy. Agency will strictly enforce this policy and will treat retaliatory action as a violation that is subject to the same disciplinary measures, up to and including termination.

The question of whether a particular action is prohibited or merely the result of a personality conflict that produces no discriminatory effect on someone's employment requires a determination based on all the facts. Given the serious nature of harassment and discriminatory offensive conduct, we trust that all employees of Agency will continue to act responsibly in order to establish and maintain a pleasant working environment. Agency encourages every employee to raise any question that he or she may have about this policy against harassment or any other matter that relates to equal employment opportunity. For answers to such questions, employees should contact **Michael Oladipo Executive Director, 10326 Greenbriar Parkway, Oklahoma City, Ok 73159** or **Felicia Oladipo Clinical Director, 10326 Green Briar Parkway, Oklahoma City, Ok 73159**

159.08: Employee Classifications

159.08.1: New Employees

All new employees must complete a **90 days** introductory period. The introductory period is a trial period during which a supervisor carefully observes and evaluates job performance.

159.08.2: Regular Employees

A regular employee is an employee who is regularly scheduled to work **40** or more hours per week.

159.08.3: Part-Time Employees

Part-time employees are regularly scheduled to work less than 40 hours per week, which include a vacation, holiday, seniority, pension, medical insurance, bonuses, etc.

159.08.4: Temporary Employees

Temporary employees are scheduled to work for a predetermined, limited period of time or are employees hired through an outside agency, as set forth in each individual's temporary employment agreement. Has no benefit such as eligibility, including vacation, holiday, seniority, pension, medical insurance, bonuses, etc.

159.08.5: Open Door Policy

FOHFS believes it is extremely important that you have an effective means of addressing work-related issues. We strongly believe that by working together, we can resolve most any question or concern that may arise. If you have a problem or concern, we want you to tell us.

Please use the following procedure in expressing your concerns:

- **First**, talk to your supervisor. Your supervisor is your principal contact with management. Supervisors have a considerable amount of technical knowledge and experience in the industry. Our supervisors are trained to deal with problems. They are very familiar with Agency policies and will handle matters in a confidential manner. If you are uncomfortable or unable to discuss an issue with your supervisor, you may ask to meet with **Michael Oladipo Executive Director** or the **Clinical Director person or position**.
- You and your supervisor can satisfactorily resolve most problems. You should first present any questions or concerns about policies, procedures, equipment, safety or other matters to your supervisor.
- If you are not satisfied with the answer from your supervisor or you feel that you cannot discuss the issue with your supervisor, you should talk to the **Executive Director**.
- After taking the steps described above, submit any issue remaining unresolved to **Michael Oladipo**. He or she will carefully review the facts, consider your position and make a final and binding decision.

Agency prohibits retaliation against any employee for exercising his/her right to bring issues to the attention of management.

159.08.6: Performance and Pay Reviews

Agency expects all employees to perform their job duties in a safe and productive manner. Each employee's supervisor will use an ongoing performance evaluation to accomplish the following objectives.

Employees will understand what job duties they are expected to perform and the performance standards they are expected to meet. Employees will be aware of whether they are meeting or exceeding the performance standards and will have an opportunity for open communication and interaction with their supervisor about their job performance.

Employees who meet or exceed the performance standards will have the opportunity for

training and career development. Employees who are not meeting the performance standards will be subject to the Agency policy.

Every employee is responsible to participate actively in the ongoing performance appraisal process with his or her supervisor. A supervisor's performance appraisal is only one of the factors Agency uses to make decisions on compensation, bonus, promotion and retention. Agency also considers other factors such as availability of raw material, market availability, demand for the Agency's products and services, product transportation and other economic factors.

159.08.7: Hours of Work, Pay and Timecards

Hours of Work for Nonexempt Staff

159.08.8: Workweek

For purposes of the **Fair Labor Standards Act**, the workweek consists of seven (7) days beginning immediately after **12:00 midnight** on Saturday and ending at 12:00 midnight the following Saturday.

159.08.9: Regular Workday

A regular workday normally consists of eight (8) hours of actual work in a workday. The Agency reserves the right to change the hours that constitute a regular workday. Your supervisor will inform you of your scheduled hours and any changes to that schedule.

159.08.10: Rest and Meal Periods

You will have one 30-minute unpaid meal period and two 10-minute paid rest periods during the course of a regular workday. Your supervisor will instruct you when your meal and rest periods will occur.

159.08.11: Overtime Work for Nonexempt Staff

The Agency will determine when overtime is necessary and who will work overtime. Before requiring you to work overtime, we will request volunteers from among the employees in the appropriate job classification(s) in which overtime will be worked.

You will be paid at the rate of one and one-half (**1½**) times your regular straight-time rate of pay for all hours you actually work in excess of **8** hours in day and in excess of **40** hours in a workweek.

159.08.13: Employee Benefits

159.08.13.1: Retirement Plan

Agency sponsors a **401(k)** retirement plan for eligible employees. Employees should refer to their copy of the **Summary Plan Description** (SPD) for details on eligibility, enrollment (contribution requirements, if applicable), vesting, plan benefits and how to access benefits. Employees can obtain a copy of the SPD from and direct questions to **Michael Oladipo** office Agency reserves the right to interpret, amends, modifies or terminates any and all of the terms and conditions of the retirement plan.

159.08.14: Sick Leave

159.08.14.2: Eligibility

All full-time and part-time nonexempt employees, whose regular work schedule consists of 40 to 30 or more hours each week, are eligible for Sick Pay Entitlement following completion of

90 calendar days of continuous service. You must personally notify your supervisor Payroll Manager at least 30 minutes before the start of your shift if you are unable to work due to unanticipated injury or illness. You must give your supervisor notice 5 days in advance of all foreseeable medically related absences. Medical appointments must be arranged in advance with your supervisor. It is your responsibility to communicate return-to-work plans with your supervisor. Failure to maintain contact with your supervisor as instructed may result in disciplinary action up to and including termination.

If, upon completion of **90** calendar days of service, you are not at work due to a non-work-related injury or illness, eligibility to participate in this plan will become effective upon your return to active employment. Your inability to work and ability to return to work must be established to the satisfaction of your supervisor who may require written evidence from your attending physician.

Payment under this policy is not considered time worked for computing overtime pay. Abuse or violation of this policy may result in disciplinary action.

159.08.15: Sick Leave Applied to FMLA or State Leave

Agency complies with federal and state leave laws to the extent required by law. Sick leave may only be applied as required by law. Agency’s sick leave, federal leaves and state leaves run concurrently when applicable. Check with your supervisor or Human Resources Manager if you have any questions about your leave rights.

159.08.16: Vacation Policy

In the interest of morale, health and efficiency, it is Agency's policy that you take advantage of your vacation by taking time off from work.

159.08.16.2: Eligibility

Employees become eligible for paid vacation time off from work on their anniversary date of hire.

159.08.16.3: Vacation Schedule

The paid vacation time off is determined by years of service and the number of hours you worked in the preceding years in accordance with the schedule below.

Service Year(s)	Number of hours worked in preceding year		
	1400 hours or more	1120 through 1399	840 through 1119
1 Year	40 hours	32 hours	24 hours
2-4	80 hours	64 hours	48 hours
5-14	120 hours	96 hours	72 hours
15+	160 hours	120 hours	96 hours

Employees can accumulate up to a maximum of **160** paid vacation hours.

159.08.16.4: Schedules

You may schedule vacations in conjunction with breaks, holidays and/or regularly scheduled days off with the approval of your supervisor.

Vacation requests are approved on a first come first served basis. As such, you are encouraged to plan your vacations as far in advance as possible. If there is any conflict in scheduling a particular date, the employee whose employment date is senior has the first choice.

Agency encourages you to take all of your vacation at one time versus breaking it up into several different periods. However, you may take your vacation one-half day increments with prior approval of your supervisor or for approved family and medical leave.

159.08.16.5: Vacation Pay

Vacation pay is computed at a rate equal to your straight time hourly rate at the time the vacation is taken. Employees with less than a full year of service at the end of the base year will receive pro rata vacation accrued at the rate of **5 day(s)** per month worked/ 40 vacation hours per hours worked.

Whenever a Agency approved holiday falls within an employee's vacation period, the Agency does not count it as part of the employee's vacation.

159.08.16.6: Holidays

The Agency grants the following holidays as paid holidays to qualified employees:

- Martin Luther King Day
- Memorial Day
- Labor Day
- Independence Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

In the event that a designated holiday falls on a non-workday, the holiday will be observed on the next day if the holiday falls on a Saturday it will be observed the preceding Friday and if the holiday falls on a Sunday, it will be observed on the following Monday.

An employee is qualified for holiday pay if he or she meets all the following conditions:

- The employee has worked for Agency for at least 60 days prior to the paid holiday; and
- The employee worked the last regularly scheduled workday before and the first regularly scheduled workday after the holiday unless excused in writing by the Agency; and
- The employee is a regular full-time employee, not a temporary or part-time employee.
- Holiday pay shall be paid at the qualified employee's regular straight time rate of pay.
- An employee working on a paid holiday shall be paid one-and-one-half or two times his or her regular rate of pay for hours worked on the paid holiday. The Agency may require that work be scheduled on these days as operations, markets, etc. may demand.

159.08.17.1: Leaves of Absence

159.8.17.2: Disability Leave

Short-term disability pay is available to eligible employees who suffer a non-work-related injury or illness that prevents them from working. Employees are eligible for short-term disability pay if they have been continuously employed by the Agency at least [time frame, e.g., 90 calendar days]. Short-term disability pay begins on the 11th calendar day of disability

and can last up to a maximum of **90** calendar days.” Payment is made at the rate of [percentage] of your regular non-overtime weekly wages. If you are disabled for longer than 90 days, you may be eligible for long-term disability pay.

To verify the need for disability leave, the Agency may request medical certification from your treating physician or from a physician selected by the Agency. Upon returning from disability leave, you must provide a fitness-for-duty certification from your health care provider.

159.08.17.3: Jury Duty

The Agency supports your civic duty to serve on juries when called. As required by federal law, *exempt* employees who work part of a week and perform jury duty the remainder of the week will be paid for the full workweek. For nonexempt employees and for exempt employees who do not work during the week, jury duty is unpaid, but employees may use their accrued paid vacation.” Or: “For eligible nonexempt employees and for eligible exempt employees who do not work during the week, paid jury leave may be available. For employees who have been continuously employed by the Agency more than one year, the Agency provides up to two workweeks of paid leave per calendar/fiscal year for jury duty. The amount of pay is your regular wage minus the reimbursement provided by the court and minus any actual wages paid for that shift. If you exhaust your paid jury duty leave, you may use your accrued paid vacation.

You must notify your supervisor as soon as you know the dates of scheduled jury service. If you are on day shift and you are released from jury service before lunchtime for your scheduled shift, you must promptly report to work for the remaining portion of your shift. If you are on the swing or graveyard shift, you must report for the second half of your shift if you are released from jury service before noon, unless you make other arrangements with your supervisor.

159.08.17.4: Witness Duty

You must promptly inform your supervisor if you are subpoenaed to appear as a witness in legal proceedings during work hours. The time off will be unpaid, unless you ask to use accrued paid vacation. If the Agency subpoenas you to appear on the Agency’s behalf at a legal proceeding, the time will be counted as hours worked.

159.08.17.5: Military Leave

Employees who serve in the United States military will be granted a protected leave of absence in accordance with federal law. You must promptly inform your supervisor as soon as you know the scheduled dates of military service.

159.08.17.6: Bereavement Leave

You must be continuously employed by the Agency at least three months or one year to be eligible for paid/unpaid bereavement leave. In the event of the death of a close family member, the Agency will grant up to **5** days of paid bereavement leave per employee per calendar/fiscal year. You must notify your supervisor as soon as possible of the need for leave. The Agency may require documentation of the death and of the family relationship. Close family members are defined as include: spouses, children (biological, adopted, live-in foster children or live-in stepchildren), parents, parents-in-law, siblings, grandparents, grandchildren, nieces, nephews, aunts, uncles and “significant others” (live-in adult companions with whom the employee was in a committed, exclusive, loving relationship).

159.08.17.7: Personal Leave

Requests for unpaid personal leaves of absence will be evaluated on a case-by-case basis and generally will not extend longer than **30** calendar days.

159.08.18: AGENCY WORK RULES

Violation of any rule of the Agency may result in discipline, up to and including discharge. The list of rules below does not contain every rule or possible standard of conduct expected from our employees, but it states many of the more fundamental rules. If you are unsure about what is expected of you in a certain circumstance, please ask your supervisor.

Nothing in this listing of Agency work rules is intended to conflict with the Employment at Will Policy on page 4 of this Handbook. The Agency's interpretation and judgment of whether or not a rule has been violated is final and binding on both you and the Agency.

159.08.18.1: Prohibited conduct includes:

1. Violating safety rules or safety practices.
2. Violating substance abuse policy.
3. Engaging in horseplay, scuffling or throwing things.
4. Failing to immediately and accurately report an industrial injury.
5. Being tardy or absent without authorization or notification.
6. Missing three consecutive scheduled workdays without notifying the Agency.
7. Contributing to unsanitary conditions or poor housekeeping.
8. Smoking in unauthorized areas.
9. Causing loss or waste of material or parts due to carelessness.
10. Unauthorized use of Agency phones.
11. Posting, altering or removing any matter on bulletin boards on Agency property unless specifically authorized.
12. Being dishonest or committing a fraudulent act or breach of trust.
13. Recklessly driving or exceeding safe driving rules while on Agency property.
14. Threatening, intimidating, coercing or interfering with fellow employees on Agency property or on Agency business.
15. Using profane, abusive or threatening language.
16. Leaving the plant during the work shift without permission.
17. Working overtime without authorization or failure to work assigned overtime.
18. Failing to follow job instructions, verbal or written, insubordination.
19. Stealing, misusing, destroying or removing from Agency premises without authorization any Agency property or the property of any employee.
20. Using Agency's facilities, equipment time or materials without authorization.
21. Restricting production or causing, creating or participating in a disruption of any kind during work time or on Agency property.
22. Provoking or instigating a fight or fighting during work hours, on Agency property or on Agency business.
23. Engaging in criminal conduct whether or not it is related to job performance.
24. Sleeping on the job during work hours.
25. Falsifying any Agency records, including employment information.

26. Recording the work time of another employee, allowing any other employee to record your work time or allowing falsification of any time card, whether you're own or another employee's.
27. Engaging in any other conduct or omission that the Agency, in its sole discretion, believes to be adverse to the best interest of the Agency.
28. Carrying firearms or any other dangerous weapons at any time on Agency property.
29. Violating any Agency rule, policy or procedure.

Misconduct or violation of Agency policies, rules or procedures may result in a verbal or written warning, a suspension with or without pay or termination. The Agency will base the type of discipline it administers upon the facts of each particular case as determined by the Agency.

None of the above standards of conduct or work rules are intended, nor shall they have the effect, of interfering or inhibiting any employee in the exercise of any right guaranteed or protected by law.

Executive Director

Michael Oladipo 7/12/2017

Michael Oladipo

-----Cut Line-----

Acknowledgement of Receipt of the Employee Hand Book

The personnel handbook describes important information about **Fountain of Hope Family Services**, and I understand that I should consult the **Executive Director** regarding any questions not answered in the handbook.

Since the information, policies, and benefits described herein are necessarily subject to change, I acknowledge that revisions to the personnel handbook may occur. All such changes will be communicated through **official notices** and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I acknowledge that this handbook is not a contract of employment. I have received the personnel handbook and I understand that it is my responsibility to read and comply with the policies contained in this personnel handbook.

Employee Name Printed

Employee Signature

Date