



Henderson Haven, Inc.
Employee Handbook
Florida

ABOUT THIS HANDBOOK / DISCLAIMER

We prepared this handbook to assist you in finding the answers to many questions that you may have regarding your employment with Henderson Haven, Inc. Please take the necessary time to read it.

We do not expect this handbook to answer all of your questions. Your Supervisor and Human Resources also will be a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative, is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation nor does it confer any contractual rights whatsoever. Henderson Haven, Inc. adheres to the policy of employment at will, which permits the Organization or the employee to terminate the employment relationship at any time, for any reason, with or without cause or notice.

No Organization representative may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Organization documents. These Organization documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Organization guidelines. The Organization may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to terminate employment at will.

This handbook supersedes all prior handbooks.

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Welcome Statement

For those of you who are commencing employment with Henderson Haven, Inc. (“Henderson Haven, Inc.” or “the Organization”), on behalf of Henderson Haven, Inc., let me extend a warm and sincere welcome. We hope you will enjoy your work here. I am glad to have you with us.

For those of you, who have been with us, thank you for your past and continued service.

I extend to you my personal best wishes for your success and happiness here at Henderson Haven, Inc. I understand that it is our employees who provide the services that our customers rely upon, and who will grow and enable us to create new opportunities in the years to come.

Lee Henderson, President & CEO

Section 1 - Governing Principles of Employment

1-1. Equal Employment Opportunity

Henderson Haven, Inc. is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

The Organization will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the Organization's operations. If you wish to request such an accommodation, please speak to the CEO.

Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees or their family members.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the CEO. The Organization will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

1-2. Americans with Disabilities Act (ADA)

Henderson Haven, Inc. complies with all applicable federal, state laws, and other laws concerning the employment of persons with disabilities. Henderson Haven, Inc. does not discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. Henderson Haven, Inc. will not tolerate harassment on the basis of disability. Any concerns regarding discrimination or harassment on the basis of disability should be reported to the CEO and are protected under Henderson Haven, Inc.'s policies forbidding retaliation.

Henderson Haven, Inc. will provide reasonable accommodations to qualified individuals with disabilities who need them to perform the essential functions of their jobs. Employees who may need accommodations should notify CEO. Employees are expected to cooperate with Henderson Haven, Inc. and engage in an interactive process to determine what reasonable accommodations might be available.”

1-3. Non-Harassment

It is Henderson Haven, Inc.'s policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the COO. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his/her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-4. Sexual Harassment

It is Henderson Haven, Inc.'s policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Organization. It is to ensure that at the Organization all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the COO. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his/her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will

result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-5. Drug and Alcohol-Free Workplace

Purpose and Goal

Henderson Haven, Inc. is committed to protecting the safety, health and well being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. This restriction does not apply to responsible drinking of alcohol at business meetings and related social outings.

This Organization encourages employees to voluntarily seek help with drug and alcohol problems.

Covered Workers

Any individual who conducts business for the Organization, is applying for a position or is conducting business on the Organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to all employees and any individual conducting business on behalf of the Organization.

Applicability

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the Organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the Organization, while on Organization property and at Organization-sponsored events.

Prohibited Behavior

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any employee taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. If the use of a medication could compromise the safety of the employee, fellow employees or the public, it is the employee's responsibility to use appropriate personnel procedures (e.g., call in sick, use leave, request change of duty, notify Supervisor, notify Organization doctor) to avoid unsafe workplace practices.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur.

Notification of Convictions

Any employee who is convicted of a criminal drug violation in the workplace must notify the Organization in writing within five calendar days of the conviction. The Organization will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate.

Searches

Entering the Organization's property constitutes consent to searches and inspections. If an individual is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of pockets and clothing, lockers, wallets, purses, briefcases and lunchboxes, desks and work stations and vehicles and equipment.

Drug Testing

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.

All drug-testing information will be maintained in separate confidential records.

Each employee, as a condition of employment, will be required to participate in random, post-accident and reasonable suspicion testing upon selection or request of Management.

The substances that will be tested for are: Amphetamines, Cannabinoids (THC), Cocaine, Opiates, Phencyclidine (PCP), Alcohol, Barbiturates, Benzodiazepines, Methaqualone, Methadone and Propoxyphene.

Testing for the presence of alcohol will be conducted by analysis of blood.

Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.

An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

Consequences

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.

In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may reapply after one year and must successfully pass a pre-employment drug test.

If an employee violates the policy, he or she will be subject to progressive disciplinary action, up to and including termination of employment, and may be required to enter rehabilitation. An employee required to enter rehabilitation who fails to successfully complete the program and/or repeatedly violates the policy will be terminated from employment. Nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

The Organization maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any Organization employee, including themselves.

Return-to-Work Agreements

Following a violation of the drug-free workplace policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment.

Assistance

Henderson Haven, Inc. recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Allows the use of accrued paid leave while seeking treatment for alcohol and other drug problems.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

Confidentiality

All information received by the Organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and Management policies.

Shared Responsibility

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and Management have important roles to play.

All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

In addition, employees are encouraged to:

- Be concerned about working in a safe environment.
- Support fellow workers in seeking help.
- Report dangerous behavior to their Supervisor.

It is the Supervisor's responsibility to:

- Inform employees of the drug-free workplace policy.
- Observe employee performance.
- Investigate reports of dangerous practices.
- Document negative changes and problems in performance.
- Counsel employees as to expected performance improvement.
- Clearly state consequences of policy violations.

Communication

Communicating our drug-free workplace policy to both Supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

- All employees will receive a written copy of the policy.
- Every Supervisor will receive training to help him/her recognize and address employees with alcohol and other drug problems.

1-6. Workplace Violence

Henderson Haven, Inc. is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Organization and personal property.

We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Organization policies and procedures; personality conflicts with co-workers; obsession or

preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Organization employee **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy. If the Organization determines, after an appropriate good faith investigation, that someone has violated this policy, the Organization will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

Section 2 - Operational Policies

2-1. Immigration Law Compliance

Your Employer is committed to employing only United States citizens and aliens who are authorized to work in the United States while at the same time recognizing its obligation to avoid discrimination on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, and other applicable federal laws, you must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility as a condition of employment. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Organization within the past three years or if their previous I-9 is no longer retained or valid.

The Organization will periodically review I-9 documentation to re-verify employment eligibility. Employees may be required to provide updated documentation to support continued employment.

You may raise questions or complaints about immigration law compliance without fear of reprisal.

2-2. Employment Applications

Your Employer relies upon the accuracy of information contained in your employment application, as well as the accuracy of other data presented throughout the hiring process or obtained during employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in disqualification from further consideration for employment or, if you have been hired, termination of employment.

2-3. Employee Classifications

For purposes of this handbook, all employees fall within one of the classifications below.

- **Full-Time Employees** - Employees who regularly work at least thirty (30) hours or more per week who were not hired on a temporary basis.
- **Part-Time Employees** - Employees who regularly work fewer than thirty (30) hours per week who were not hired on a temporary basis.
- **Temporary Employees** - Employees who were hired for a specific short-term project, or on a per diem or temporary basis. Temporary Employees generally are not eligible for Organization benefits, but are eligible to receive statutory benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. You will be informed of your classifications upon hire and informed of any subsequent changes to your classifications.

2-4. Introductory Period

The first ninety (90) days of your employment is an introductory period. This is an opportunity for the Organization to evaluate your performance. It also is an opportunity for you to decide whether you are happy being employed by the Organization. The Organization may extend the introductory period if it desires. Completion of the introductory period does not alter an employee's at-will status. Henderson Haven, Inc. will endeavor to conduct a formal performance review at the end of the introductory period.

2-5. Employee Service Credit

“Length of service” refers to the length of time that our employees spend as active full-time employee working thirty (30) hours or more per week or part-time employee working less than thirty (30) hours per week with Henderson Haven, Inc. Service begins on the day you become a full-time or part-time Employee.

Length of service may be used in determining certain employee benefits, such as time-off benefits. Employees will not lose credit for service with the Organization provided their last day of service was within thirty (30) days of again becoming an active employee. Human Resources will discuss this issue with any rehired employee upon hire.

2-6. Your Employment Records

In order to obtain your position, you provided us with personal information, such as your address and telephone number. This information is contained in your personnel file.

Please keep your personnel file up to date by informing the CEO of any changes. Also, please inform the CEO of any specialized training or skills you may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Further, an “out of date” emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problem.

Certain positions may require licenses, certifications and/or testing, i.e., CPR certification. You will be asked to maintain such licenses, certifications, etc., and present them to management in accordance with position requirements. Any changes in the status of such items must be reported immediately to the CEO.

2-7. Working Hours and Schedule

Henderson Haven, Inc. normally is open for business twenty (24) hours a day, seven (7) days a week. You will be assigned a work schedule and you will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. Your Supervisor will provide further details.

2-8. Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by Management.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not start work until their scheduled starting time.

It is your responsibility to sign your time record to certify the accuracy of all time recorded. Any errors in your time record should be reported immediately to your Supervisor, who will attempt to correct legitimate errors.

2-9. Overtime

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Your Supervisor is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1½) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

Employees may work overtime only with prior Management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins on Tuesday and ends on the following Monday.

2-10. Safe Harbor Policy for Exempt Employees

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours you may work for the Organization. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons other than sickness or disability.
- Full-day absences for sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to sickness or disability.
- Full-day disciplinary suspensions for infractions of our written policies and procedures.
- Family and Medical Leave absences (either full- or partial-day absences).
- To offset amounts received as payment from the courts for jury and witness fees or from the military for military pay.
- The first or last week of employment in the event you work less than a full week.
- Any full work week in which you do not perform any work.

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Your absence on a day because your employer has decided to close a facility on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to your accumulated leave for full- or partial-day absences for personal reasons, sickness or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your Supervisor. If the Supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the CEO or any other Supervisor in the Organization with whom you feel comfortable.

2-11. Your Paycheck

You will be paid bi-weekly or monthly, depending on your position, for all the time you have worked during the past pay period.

Your payroll stub itemizes deductions made from your gross earnings. By law, the Organization is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in your pay, bring the matter to the attention of the COO immediately so the Organization can resolve the matter quickly and amicably.

Your paycheck will be given only to you, unless you request that it be mailed, or authorize in writing another person to accept your check for you.

If your paycheck is lost, you must notify COO immediately to ensure a new check may be issued. You may be charged for any fee associated with stopping payment on the check.

2-12. Direct Deposit

Henderson Haven, Inc. strongly encourages employees to use direct deposit. Authorization forms are available from the CEO or the Oasis Outsourcing Employee Services website.

2-13. Salary Advances

Henderson Haven, Inc. does not permit advances on paychecks or against accumulated paid time off.

Advance pay for a scheduled, approved vacation is not permitted. Employee will receive this pay on their regularly scheduled payday.

2-14. Performance Reviews

Depending on your position and classification, Henderson Haven, Inc. endeavors to review your performance upon completion of the ninety (90) days introductory period and annually thereafter. However, please understand that a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of Management.

In addition to these formal performance evaluations, the Organization encourages you and your Supervisor to discuss your job performance on a frequent and ongoing basis.

2-15. Record Retention

The Organization acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against the Organization and its employees and possible disciplinary action against responsible individuals (up to and including termination of employment). Each employee has an obligation to contact the CEO to inform them of a potential or actual litigation, external audit, investigation or similar proceeding involving the Organization that may have an impact on record retention protocols.

2-16. Employee Referral Awards

The Organization encourages all employees to refer qualified job applicants for available job openings. Other than Managers in the line of authority and all Human Resources personnel, all employees are eligible to receive employee referral awards. When making referrals instruct the applicant to list your name on their employment application as the referral source. If your referral is hired and completes three (3) months of service and you are still an employee of the Organization, you are eligible to receive a monetary award. The reward is currently a gross amount of \$100 for regular part-time hires and \$100 for regular full-time hires working thirty (30) hours or more per week.

Section 3 - Benefits

3-1. Holidays

Full-time working thirty (30) hours per week employees will be paid for the following holidays:

Regular, non-exempt, full-time working thirty (30) hours per week employees will be paid for the following holidays upon completion of the ninety (90) days introductory period. Exempt employees will be paid in accordance with the requirements of the Federal Fair Labor Standards Act (FLSA):

New Year's Day
Thanksgiving Day
Christmas Day

When holidays fall or are celebrated on a regular work day, eligible employees will receive one (1) day's pay at their regular straight-time rate. Eligible employees who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate, and an additional payment of straight-time for the actual time they work that day, or the eligible employee will receive an additional day off for working on the holiday at the option of the Organization.

Usually these holidays are observed on the actual date of the holiday. However, when one of the above holidays falls on a Saturday, the holiday will generally be observed on the preceding Friday; if the holiday falls on a Sunday, it will generally be observed on the following Monday.

Unless previously approved by Management, employees must work their entire shift on their regularly scheduled work day preceding and following the holiday to be eligible to receive pay for the holiday.

If a holiday falls within an eligible employee's approved vacation period, the eligible employee will be paid for the holiday (at the regular straight-time rate). If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate).

3-2. Vacations

Vacation time off with pay is available to regular full-time working thirty (30) hours per week employees upon the completion of the ninety (90) days introductory period.

Employee Accumulation:

Years of Service	Maximum Accumulation Amount
1 to 5 Years	5 Days Per Year
5 + Years	10 Days Per Year

During an extended personal or medical leave of absence, you will not accumulate vacation time.

The length of eligible service is calculated on the basis of the benefit year starting on the employee's anniversary date.

Except as otherwise allowed by law, paid vacation time can be used in minimum increments of one (1) hour.

To take vacation, employees must request approval from their Supervisor at least two (2) weeks in advance of the anticipated time off. Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Although we will attempt to accommodate a timely vacation request, we cannot guarantee that such a request will be granted on all occasions. In case of a conflict between two vacation requests, we will use length of service with the Organization as a baseline for determination, although certain exceptions may apply in a particular case.

Vacation time off is paid at the employee's base pay rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

Vacation time will not be counted as hours worked for the purposes of determining overtime pay.

Unused accumulated vacation will not be carried over and the employee will not be entitled to pay for this unused time. Upon termination of employment, employees will not be eligible for unused accumulated vacation unless otherwise mandated by state law.

3-3. Personal Days

Full-time and part-time employees are eligible to accumulate up to five (5) days of paid personal days per anniversary year. During an extended personal or medical leave of absence, you will not accumulate personal time.

Any additional personal time that must be taken by eligible employees generally will be unpaid.

Accumulated, unused personal days are not forfeited at the end of the calendar year; the employee can carry over but expires in sixty (60) days. Personal days are not paid out at separation unless otherwise required by law.

Personal days must be used in at least four (4) hours increments.

Personal days must be scheduled at least two (2) weeks in advance except in cases of illness or emergency. Management reserves the right in its sole discretion to deny any requests.

3-4. Insurance Programs

Participation in any Oasis Outsourcing sponsored benefits plans is available to those employees who are scheduled and regularly work 30 or more hours per week.

Employees should contact their work site Supervisor or the Oasis Outsourcing Benefits Department at (888) 627-4735 for any questions you may have regarding your eligibility and what health benefits are available to you, as well as the details and information about those insurance plans.

3-5. Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your Supervisor. Failure to follow Organization procedures may affect your ability to receive Workers' Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

3-6. Bereavement Leave

We know the death of a family member is a time when you wish to be with the rest of your family. If you are a full-time or a part-time employee and you lose a close relative, you will be allowed unpaid time off (can use personal days) of up to four (4) days to assist in attending to your obligations and commitments. For the purposes of this policy, a close relative includes a spouse, domestic partner, child, parent, grandparent, sibling, spouse's parent, spouse's child, or spouse's sibling or any other relation required by applicable law. Paid leave days only may be taken on regularly scheduled, consecutive workdays following the day of death. You must inform your Supervisor prior to commencing bereavement leave. In administering this policy, the Organization may require verification of death.

3-7. Jury Duty Leave

Henderson Haven, Inc. realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law.

You are expected, however, to provide the Organization with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep Management informed of the expected length of your jury duty service and to report to work for the major portion of the day if you are excused by the court. If the required absence presents a serious conflict for Management, you may be asked to try to postpone your jury duty. Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which they perform any work for the Organization.

3-8. Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, if required by state law, the employee may take off enough working time to vote. Such time will be paid if required by state law. This time should be taken at the beginning or end of

the regular work schedule. Where possible, your Supervisor should be notified at least two days prior to the voting day.

3-9. Lactation Breaks

The Organization will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child, for one (1) year after the child's birth, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid, subject to applicable law.

The Organization will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall for the employee to express milk in private that is free from intrusion from co-workers and the public that includes access to an electrical outlet. This location may be the employee's private office, if applicable. The Organization may not be able to provide additional break time if doing so would seriously disrupt the Organization's operations, subject to applicable law. Please consult the Human Resources Department if you have questions regarding this policy.

Please advise management if you need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

3-10. Retirement Plan

Employees may be eligible to participate in the 401(k) Retirement Savings Plan. Participation in the plan is voluntary. For more details on the plan specifics, employees should consult their worksite employer.

Employees may be eligible to participate in the plan after completing the service eligibility requirements set by the plan. Eligible employees may participate in the 401(k) plan subject to all terms and conditions of the plan.

The 401(k) savings plan allows you to elect how much of your salary, within the limits of the plan, to defer and provides for self-directed investment of your plan accounts, so you can tailor your own retirement package to meet your individual needs. Employee elections can be made as a percentage or flat dollar amount per pay period.

Because your deferral to a 401(k) plan is automatically deducted from your pay before federal and state tax withholdings are calculated, you save tax dollars now by having your current taxable amount reduced. The amounts deducted generally will be taxed when they are finally distributed.

Section 4 - Leaves of Absence

In addition to the leave of absence policies listed in this section of the employee handbook, you may also be eligible for additional leave considerations under the Americans with Disabilities Act (ADA).

4-1. Personal Leave

If you are ineligible for any other Organization leave of absence, Henderson Haven, Inc., under certain circumstances, may grant you a personal leave of absence without pay. A written request for a personal leave should be presented to Management at least four (4) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and you are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. Your request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as your performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. Under unusual circumstances a personal leave may be extended if, prior to the end of your leave, you submit a written request for an extension to Management and the request is granted. During your leave, you will not accumulate PTO, vacation, personal, or sick time.

When you anticipate your return to work, please notify Management of your expected return date. This notification should be made at least one week before the end of your leave.

Upon completion of your personal leave of absence, the Organization will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise Management of your availability to return to work, failure to return to work when notified, or your continued absence from work beyond the time approved by the Organization may be considered a voluntary resignation of your employment.

4-2. Military Leave

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide Management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accumulate seniority and benefits in accordance with applicable federal and state laws. Please ask Management for further information about your eligibility for Military Leave.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give Management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

4-3. Family and Medical Leave

At the time of the printing of this handbook, Henderson Haven, Inc. does not have 50 employees and does not provide Family and Medical Leave under the Family and Medical Leave Act (FMLA). The policy will remain in the handbook for informational purposes only. For information regarding FMLA, call the Oasis Human Resource Service Center, (888)818-9797.

Oasis Outsourcing and the worksite employer comply with the Family and Medical Leave Act of 1993 (FMLA). The federal Family & Medical Leave Act of 1993 as amended in 2008 requires employers with 50 or more employees to provide eligible employees with unpaid leave. There are two types of leave available, including the basic 12-week leave entitlement (Basic FMLA Leave), as well as the military family leave entitlements (Military Family Leave) described in this policy.

In addition to FMLA leave, you may also be eligible for leave under a similar state law. For information regarding eligibility, call the Oasis Human Resource Service Center, (888) 818-9797.

Eligibility for FMLA Leave

Employees are eligible for FMLA leave if they:

1. Have worked for the Organization for at least 12 months;
2. Have worked at least 1,250 hours for the Organization during the 12 calendar months immediately preceding the request for leave; *and*
3. Are employed at a work site that has 50 or more employees within a 75-mile radius.

Basic FMLA Leave

Eligible employees may take up to twelve weeks of leave during a twelve-month period as specified herein under FMLA. We use a rolling twelve- (12) month period measured backwards from the date the employee uses FMLA leave when available FMLA is calculated. Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of unpaid leave during any 12-month period for one of the following reasons:

1. To care for the employee's son or daughter during the first 12 months following birth;
2. To care for a child during the first 12 months following placement with the employee for adoption or foster care;
3. To care for a spouse, son, daughter, or parent ("covered relation") with a serious health condition;
4. For incapacity due to the employee's pregnancy, prenatal medical or child birth; *or*
5. Because of the employee's own serious health condition that renders the employee unable to perform an essential function of his or her position.

Married Couples

Married couples who are eligible for FMLA leave and are employed by the same covered employer may be limited to a *combined total* of 12 weeks of leave during any 12-month period if the leave is taken for the placement of the employee's son or daughter or to care for the child after placement, for the birth of the employee's son or daughter or to care for the child after birth, or to care for the employee's parent with a serious health condition.

The definition of spouse is those individuals that are in a lawfully recognized opposite sex, same-sex, or common law-marriage, regardless of where they live.

Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Military Family Leave

There are two types of Military Family Leave available.

1. Qualifying Exigency Leave - Employees meeting the eligibility requirements described above may be entitled to use up to 12 weeks of their Basic FMLA Leave entitlement to address certain qualifying exigencies. Leave may be used if the employee's spouse, son, daughter or parent, is on covered active duty or called to covered active duty. "Covered active duty" generally applies to members of the Regular Armed Forces during deployment of the member with the Armed Forces to a foreign country, or for members of the Reserve components of the Armed Forces (members of the National Guard and Reserves) during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in support of a contingency operation. "Covered active duty" may also include other contingency operations as declared by Congress or the President pursuant to applicable law. "Deployment to a foreign country" includes deployment to international waters.

Qualifying exigencies may include:

- Short-notice deployment (up to 7 days of leave)
- Attending certain military events
- Arranging for alternative childcare or parental care
- Addressing certain financial and legal arrangements
- Periods of rest and recuperation for the service member (up to 15 days of leave)
- Attending certain counseling sessions
- Attending post-deployment activities (available for up to 90 days after the termination of the covered service member's active duty status)
- Other activities arising out of the service member's active duty or call to active duty and agreed upon by the Organization and the employee

2. Leave to care for a covered service member and veterans. There is also a special leave entitlement that permits employees who meet the eligibility requirements for FMLA leave to take

up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is either: (1) a current member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness; or (2) a veteran of the Armed Forces (including the National Guard or Reserves) discharged within the five-year period before the family member first takes military caregiver leave to care for the veteran and who is undergoing medical treatment, recuperation, or therapy for a qualifying serious injury or illness. A veteran who was dishonorably discharged does not meet the FMLA definition of a covered service member. A “serious injury or illness” includes not only a serious injury or illness that was incurred by the member in line of duty on active duty but also a serious injury or illness that 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 that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating.

For veterans, a “serious injury or illness” is generally a qualifying 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 manifested itself before or after the member became a veteran.

When both married individuals work for the same employer, the aggregate amount of leave that can be taken by the married individuals to care for a covered service member or veteran is 26 weeks in a single 12-month period.

Use of leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer’s operations.

Military Family Leave due to qualifying exigencies may also be taken on an intermittent basis. Leave may not be taken on an intermittent basis when used to care for the employee’s own child during the first year following birth, or to care for a child placed with the employee for foster care or adoption, unless both the employer and employee agree to such intermittent leave.

Employee Responsibilities when requesting FMLA leave

If the need to use FMLA leave is foreseeable, the employee must give the Organization at least 30 days’ prior notice of the need to take leave. When 30 days’ notice is not possible, the employee must give notice as soon as practicable (within 1 or 2 business days of learning of the need for leave except in extenuating circumstances). Failure to provide such notice may be grounds for delaying the start of the FMLA leave. Whenever possible, requests for FMLA leave should be submitted to the employee’s worksite using the Employee Application for Leave form available from Human Resources or the employee’s supervisor.

When submitting a request for leave, the employee must provide sufficient information for the Organization to determine if the leave might qualify as FMLA leave, and also provide information on the anticipated date when the leave would start as well as the duration of the leave. Sufficient

information may include that the employee is unable to perform job functions; that a family member is unable to perform daily activities; that the employee or family member needs hospitalization or continuing treatment by a healthcare provider; or the circumstances supporting the need for military family leave. Employees also must inform the Organization if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also will be required to provide a certification and periodic recertification supporting the need for leave.

Medical Certification

If the employee is requesting leave because of the employee's own or a covered relation's serious health condition, the employee and the relevant healthcare provider must supply appropriate medical certification. Employees will obtain a Medical Certification form from the Oasis Outsourcing HR Service Center. When the employee requests leave, the Organization will notify the employee of the requirement for medical certification and when it is due no more than five (5) days after the employee requests leave. If the employee provides at least 30 days' notice of medical leave, he/she should also provide the medical certification before leave begins.

Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The Organization, at its expense, may require an examination by a second healthcare provider designated by the Organization, if it reasonably doubts the medical certification initially provided. If the second healthcare provider's opinion conflicts with the original medical certification, the Organization, at its expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. The Organization may require subsequent medical recertification. Failure to provide requested certification within 15 days, except in extenuating circumstances, may result in the delay of further leave until it is provided.

Employer Responsibilities

When an employee requests leave the Organization will inform the employee whether he/she is eligible. If the employee is eligible, the employee will be given a written notice that includes details on any additional information he/she will be required to provide. If the employee is not eligible under the FMLA, the Organization will provide the employee with a written notice indicating the reason for ineligibility. If leave will be designated as FMLA-protected, Oasis will inform the employee in writing and provide information on the amount of leave that will be counted against their 12 or 26 week entitlement.

Pay, Benefits, and Protections during FMLA Leave

Leave is unpaid - Family medical leave is unpaid if leave is taken because of an employee's own serious health condition (although employees may be eligible for short or long-term disability payments and/or workers' compensation benefits under those insurance plans).

Substitution of paid time off for unpaid leave - If an employee does not choose to substitute accumulated paid leave, the employer may require the employee to substitute accumulated paid leave for unpaid FMLA leave, as determined by the terms and conditions of the worksite employer's leave policy.

For leave taken for a qualifying exigency, an employee may elect or the worksite employer may require substitution of paid personal, vacation, or family leave time for unpaid FMLA leave. The same rules apply as if the employee took FMLA leave to care for a family member with a serious health condition or for the birth or placement of a child.

For leave to care for a seriously injured or ill family member in the military an employee may substitute paid personal, vacation, family leave, sick, or medical leave time for unpaid FMLA leave. The same rules apply as if the employee took leave for his/her own serious health condition. The worksite employer will not provide paid sick leave or paid medical leave in any situation in which the worksite employer would not normally provide any such paid leave.

Workers' compensation leave runs concurrent with FMLA. For a leave due to a workers' compensation injury the employee will be placed on FMLA leave automatically without a specific request from the employee (medical certification) if the injury meets FMLA criteria.

Medical and other benefits - During an approved family medical leave, the Organization will maintain the employee's health benefits as if the employee continued to be actively employed. If paid leave is substituted for unpaid family medical leave, the Organization will deduct the employee's portion of the health plan premium as a regular payroll deduction. Health insurance benefits will not be maintained after the twelve (12) week FMLA period expires if the employee does not return to work; however, the employee will be entitled to his/her applicable rights under COBRA.

During FMLA leave, the worksite employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Seniority and employment benefits do not accumulate during an FMLA, but any such benefits that have accumulated before the leave is taken will not be lost.

Return to job at end of FMLA leave - Upon return from FMLA leave, employees will be restored to their original or equivalent position with equivalent pay, benefits, and other employment terms.

If an employee fails to return to work on the day noted on the leave request (or on such date subsequently agreed for return), it will be considered a voluntary resignation by the employee. A leave request may be investigated at the discretion of the Organization and any deliberate falsification of an FMLA leave request or medical certification may result in disciplinary action, up to and including termination. Employee with questions about their rights or responsibilities under the FMLA should ask their supervisor or contact the Oasis HR Service Center at (888) 818-9797.

Intermittent and Reduced-Schedule Leave

Leave because of a serious health condition, or either type of family military leave may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced schedule leave (reducing the usual number of hours worked per workweek or workday) if medically necessary. If leave is unpaid, the Organization will reduce the employee's salary based on the amount of time actually worked. In addition, while an employee is on an intermittent or reduced-schedule leave that is based on planned medical treatment, or period of recovery, for the employee, a family member, or a covered service member, or if the Organization agrees to permit intermittent

or reduced schedule for the birth of a child or for placement of a child for adoption or foster care, the Organization may temporarily transfer the employee to an available alternative position that better accommodates the recurring leave and which has equivalent pay and benefits.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

Other leaves of absences, such as bereavement, personal, and sick (not considered under FMLA) are determined by the worksite employer. FMLA will run concurrently, where required, with any State mandated leave laws. This policy supersedes any policies that may have been issued prior to the revision date shown below.

Section 5 - General Standards of Conduct

5-1. Workplace Conduct

Henderson Haven, Inc. endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Organization's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing Henderson Haven, Inc. property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Dishonesty.
5. Violation of safety rules and policies.
6. Violation of Henderson Haven, Inc.'s Drug and Alcohol-Free Workplace Policy.
7. Fighting on the job or serious breach of acceptable behavior, including but not limited to using obscene, abusive, or threatening language, gestures.
8. Disrupting the work of others.
9. Any violation of Henderson Haven, Inc.'s Workplace Violence Policy.
10. Theft, attempted theft, unauthorized removal or unauthorized possession of the Employer's property or property of other employees or customers.
11. Insubordination or disobedience of a lawful Management directive.
12. Deliberate omission, falsification, or fraudulent alteration of any document or record.
13. Failure to report to work after the expiration of a leave of absence.
14. Use of foul or inappropriate language.
15. Loitering or loafing during work time, or leaving a work area without the permission of Management.
16. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
17. Gambling on Organization property.
18. Stopping work prior to the end of any shift without Management's permission.
19. Willful or careless destruction or damage to Organization assets or to the equipment or possessions of another employee.
20. Excessive, unnecessary, or unauthorized use of the Employer's property and supplies, particularly for personal purposes.
21. Performing work of a personal nature during working time.
22. Aiding a competitor or any act that intends to inflict injury upon the Employer.
23. Violation of the Solicitation and Distribution Policy.
24. Violation of Henderson Haven, Inc.'s Harassment or Equal Employment Opportunity Policies.
25. Violation of the Communication and Computer Systems Policy.

- 26. Unsatisfactory job performance.
- 27. Any other violation of Organization policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and Henderson Haven, Inc. reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Organization will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, Henderson Haven, Inc. will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

5-2. Punctuality and Attendance

You were hired to perform an important function at Henderson Haven, Inc.. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, your attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow employees and your Supervisor. We expect excellent attendance from each of you. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize, however, that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your Supervisor as early as possible, but no later than the start of your work day. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Please call, stating the nature of your illness and its expected duration, every day that you are absent.

Unreported absences of three consecutive work days generally will be considered a voluntary resignation of your employment with the Organization.

5-3. Abuse and Neglect Policy

The Organization feels it is important that all employees understand our guidelines and Florida statutes around Abuse and Neglect.

Abuse is defined as the intentional act of a caregiver, relative or household member, which causes or could cause physical or psychological or sexual abuse.

Neglect is defined as the failure of the caregiver to provide care, services, supervisor or protection to maintain the person's health and safety. Neglect also means the failure of a caregiver to make reasonable effort to protect a disabled person from abuse, neglect or exploitation by others.

Self-neglect is the person's failure to maintain his/her physical or mental health in a manner that is considered essential for a person's well being.

Exploitation is defined as a person in trust purposefully deceiving or using threats to take a person's belongings and/or money to give to someone else or keep for him or herself.

Florida statute 827-09 prohibits abuse of individuals who are developmentally disabled.

All employees must understand that the Agency for Persons with Disabilities requires the Organization's employees to immediately report any cases of alleged abuse/neglect/exploitation to the Abuse Registry as mandated in Chapter 415 of the Florida Statutes.

All employees must understand that any employee he/she services has the right to report abusive practices. The Abuse Hotline number will be located in the individual's home and the employee will help the individual make the report to the Abuse Registry should help be needed.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

5-4. Use of Communication and Computer Systems

Henderson Haven, Inc.'s communication and computer systems are intended for business purposes; however limited personal usage, during non-working time, is permitted if it does not hinder performance of job duties or violate any other Organization policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the systems.

Henderson Haven, Inc. may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Organization deems it appropriate to do so. The reasons for which the Organization may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Organization operations continue appropriately during an employee's absence.

Further, Henderson Haven, Inc. may review Internet usage to ensure that such use with Organization property, or communications sent via the Internet with Organization property, are appropriate. The reasons for which the Organization may review employees' use of the Internet with Organization property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Organization operations continue appropriately during an employee's absence.

The Organization may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Organization's policies prohibiting harassment, in their entirety, apply to the use of the Organization's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other

characteristic protected by federal, state or local law.

Since the Organization's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations.

Further, since the Organization's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords. Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

5-5. Inspections

Henderson Haven, Inc. reserves the right, as permitted by law and dictated by the circumstances at hand, to require employees while on Organization property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Organization or client property, and work areas. This includes, as permitted by law and dictated by the circumstances at hand, lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Organization or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

5-6. Use of Social Media

Henderson Haven, Inc. respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect the Organization interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking, Twitter or similar site during working time or at any time with Organization equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Twitter and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Twitter or similar site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions the Organization and also expresses either a political opinion or an opinion regarding the Organization's actions, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Organization's position. This is necessary to preserve the Organization's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or threatening is forbidden. Organization policies apply equally to employee social media usage. Employees should review their Employee Handbook for further guidance.

Henderson Haven, Inc. encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including termination. Nothing in the policy is intended to conflict with any rights contained in the National Labor Relations Act.

5-7. Smoking

In keeping with Henderson Haven, Inc. intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace, in families' homes, on families' property, or in employee vehicles if individuals receiving services are present in the vehicle.

This policy applies equally to all employees, customers, and visitors.

5-8. Telephone Calls, Postage and Personal Visits

Employees should practice discretion when making local personal calls. Personal use of the telephone for long-distance and toll calls is not permitted. Violation of this policy may be subject to disciplinary action, up to and including termination and reimbursement of charges to Henderson Haven, Inc.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

The use of Organization-paid postage for personal correspondence is not permitted.

To provide for the safety and security of employees, the facilities, and to maintain safety standards, protect against theft, ensure security of equipment, protect confidential information, safeguard employee welfare, and avoid potential distractions and disturbances at Henderson Haven, Inc., family and friends of employees are prohibited from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area. If an unauthorized individual is observed on the Organization's premises, employees should immediately notify their Supervisor or, if necessary, direct the individual to the reception area.

5-9. Camera Phones/Recording Devices

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, no employee may use a camera phone function on any phone on Organization property

or while performing work for the Organization.

The use of tape recorders or other types of voice recording devices anywhere on Organization property, including to record conversations or activities of other employees or management, or while performing work for the Organization, is also strictly prohibited, unless the device was provided to you by the Organization and is used solely for legitimate business purposes.

5-10. Solicitation and Distribution

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on working time. "Working time" is the time an employee is engaged, or should be engaged, in performing his/her work tasks for Henderson Haven, Inc. Solicitation of any kind by non-employees on Organization premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Organization is prohibited at all times. Distribution of literature by non-employees on Organization premises is prohibited at all times.

5-11. Confidential Organization Information

During the course of work, an employee may become aware of confidential information about Henderson Haven, Inc.'s business, including but not limited to information regarding Organization finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers and potential customers, and knowledge, skills and abilities of personnel. An employee also may become aware of similar confidential information belonging to the Organization's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Organization may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

5-12. Conflict of Interest and Business Ethics

It is Henderson Haven, Inc.'s policy that all employees avoid any conflict between their personal interests and those of the Organization. The purpose of this policy is to ensure that the Organization's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Organization.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Organization, by any employee who is in a position to directly or indirectly influence either the Organization's decision to do business,

- or the terms upon which business would be done with such organization.
2. Holding any interest in an organization that competes with the Organization.
 3. Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Organization or which competes with the Organization.
 4. Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Organization.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value. It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Organization.

5-13. Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your Supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of the Organization's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Organization is not responsible for any damage to employees' personal belongings.

5-14. Health and Safety

The health and safety of employees and others on Organization property are of critical concern to Henderson Haven, Inc. The Organization intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to Management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Organization's premises, or in a product, facility, piece of equipment, process or

business practice for which the Organization is responsible should be brought to the attention of Management immediately.

Periodically, the Organization may issue rules and guidelines governing workplace safety and health. The Organization may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected. Any workplace injury, accident, or illness must be reported to the employee's Supervisor as soon as possible, regardless of the severity of the injury or accident.

5-15. Publicity/Statements to the Media

All media inquiries regarding the position of the Organization as to any issues must be referred to the CEO. Only the CEO is authorized to make or approve public statements on behalf of the Organization. No employees, unless specifically designated by the CEO, are authorized to make those statements on behalf of Organization. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Organization must first obtain approval from the CEO.

5-16. Operation of Vehicles

All employees authorized to drive Organization-owned or leased vehicles or personal vehicles in conducting Organization business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to Management immediately.

A valid driver's license must be in your possession while operating a vehicle off or on Organization property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Organization-owned or leased vehicles may be used only as authorized by Management.

Portable Communication Device Use While Driving

Employees who drive on Organization business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants, while driving. Further, even if use is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a PCD while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

5-17. Business Expense Reimbursement

Employees may be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by your Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the CEO along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. You should contact your Supervisor in advance if you have any questions about whether an expense will be reimbursed.

5-18. Hiring Relatives/Employee Relationships

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Henderson Haven, Inc. may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases such as personal relationships where a conflict or the potential for conflict arises, even if there is no Supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of the Organization. Accordingly, all parties to any type of intimate personal relationship must inform Management.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The Organization generally will attempt to identify other available positions, but if no alternate position is available, the Organization retains the right to decide which employee will remain with the Organization.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

5-19. Dress Code/Uniform Policy

You are expected to report to work well groomed, clean, and dressed according to the requirements of your position. Employees will receive one company uniform shirt and may be required to wear the uniform shirt when attending “official meetings” or when meeting with individuals in the community, Service Coordinators or individual’s family members.

For Safety reasons, inappropriate attire includes: Open toed shoes, hoop\hanging earrings, necklaces, face piercings, etc.

We also do not allow any visible tattoos over 3 inches in diameter with “vulgar” or any symbols (religious or otherwise) that may be deemed offensive.

Please contact your Supervisor for specific information regarding acceptable attire for your position. If you report to work dressed or groomed inappropriately, you may be prevented from working until you return to work well-groomed and wearing the proper attire.

5-20. References

Henderson Haven, Inc. will respond to reference requests through the COO. The Organization will provide general information concerning the employee such as date of hire, date of termination, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to COO. **Only the COO may provide references.**

5-21. If You Must Leave Us

Should you decide to leave the Organization, we ask that you provide your Supervisor with at least two (2) weeks advance notice of your departure. Your thoughtfulness will be appreciated.

All Organization property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc. must be returned at separation. Employees also must return all of the Organization’s Confidential Information upon separation. To the extent permitted by law, employees will be required to repay the Organization (through payroll deduction, if lawful) for any lost or damaged Organization property caused by a dishonest or willful act or gross negligence. Employees will be required to sign a pre- and post-tax deduction authorization form for this payroll deduction. Lawful deductions from an employee's wages will not reduce the employee's earnings below the required minimum wage or overtime compensation. As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

5-22. Exit Interview

Employees who resign are requested to participate in an exit interview with CEO, if possible.

5-23. A Few Closing Words

This handbook is intended to give employees a broad summary of things they should know about the Organization. The information in this handbook is general in nature and, should questions arise, any member of Management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, the Organization, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook except for the rights of the parties to terminate employment at will. Please do not hesitate to speak to Management regarding any questions about the Organization or its personnel policies and practices.

Section 6 - Co-Employment with Oasis Outsourcing

6-1. Introduction

Welcome to the world of co-employment! This means that you will have two employers instead of one and we would like to take just a moment to explain how it works. Oasis Outsourcing is a professional employer organization (PEO) that will be your Administrative Employer and "Employer of Record" for purposes related to recordkeeping and complying with applicable federal, state and local law governing co-employment arrangements. Your Worksite Employer will set your wages, working hours, and all terms and conditions of your employment. You will report to work at your Worksite Employer's jobsite and follow your Worksite Employer's policies and procedures to the extent it decides to supplement the general policies contained in this Handbook.

It is important to understand what Oasis Outsourcing does and what it does not do. Oasis Outsourcing is not a joint employer, partner, or related company of your Worksite Employer. Instead, Oasis Outsourcing is an unrelated, independent company that contracts to provide administrative services to your Worksite Employer such as processing payroll, issuing paychecks and year-end W-2 forms, collecting and paying employment taxes, processing new hire paperwork, assisting in the production of this handbook, administering workers' compensation and unemployment compensation claims, providing general assistance with human resource issues, and administering the health insurance and other benefits chosen by your Worksite Employer.

Oasis Outsourcing does not set your pay rate, work schedule, job duties, performance expectations, or determine the specific terms and conditions of your employment, including the type and level of benefits that you will receive (e.g., how much vacation or sick leave you will receive, whether health insurance will be available and upon what terms, or whether you will be entitled to a benefit based on a specific set of circumstances that may arise during your employment). Instead, these matters will be determined by your Worksite Employer and Oasis Outsourcing merely administers the compensation, benefits and other programs that your Worksite Employer has chosen to make available to you.

Your Worksite Employer will provide you with training and supervision at the worksite, advise you of your specific job duties and monitor your performance, and make all employment-related decisions related to your advancement opportunities, work assignments, compensation and benefits. Your supervisor or other representative of management at the Worksite Employer is the best source for specific information on your job and should be able to answer most of your day-to-day questions. However, Oasis Outsourcing is available to answer specific questions you may have on the administrative matters that it will be handling for your Worksite Employer.

The staff hours of Oasis Outsourcing are Monday through Friday, 9:00 a.m. to 5:00 p.m. EST. The HR Service Center hours of operation are 8:00 a.m. to 8:00 p.m. EST.

Sincerely,
Oasis Outsourcing

6-2. Benefits Overview

Eligible employees are provided a wide range of benefits. A number of the programs (such as Social Security, Workers' Compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible.

The Company reserves the right to amend or withdraw any or all of the benefits programs at its sole discretion at any time, with or without notice.

6-3. Unemployment Compensation

In accordance with the provisions of the state's Unemployment Act, employees who become unemployed due to lack of work, provided they meet the requirements of the Act, may be eligible for weekly benefits. In the event an employee's employment is terminated due to reduction in workforce or lay off, the employee must contact the Employee Service Center at (800) 822-8704 within 48 hours (not including weekends) for possible reassignment.

Failure to comply could result in the employee becoming ineligible for unemployment compensation.

6-4. Workers' Compensation

According to the laws of the state in which we operate, Workers' Compensation Insurance is provided to all employees, which applies to all accidental injuries to an employee while at work. Workers' Compensation is carried to cover expenses and earnings lost due to injury while you are on the job. The individual laws of your state regulate the amount you are entitled to receive to cover medical expenses and to make up part of any loss in earnings.

A safe environment is everyone's responsibility. If you are aware of any safety problems, it is your responsibility to report your concerns to your work site supervisor immediately.

1. You must immediately report any work-related injury to your work site supervisor. Failure to report the incident may jeopardize your benefits and your employment.
2. The Work Site Employer has the right to obtain an alcohol and/or drug test at any time including, but not limited to, after an on-the-job injury. Positive results may jeopardize your benefits and your employment.
3. If the Work Site Employer requires the use of personal protective clothing, shoes, glasses, or equipment, failure to use these items may result in a reduction in your benefits and termination of your employment.

Your awareness and compliance with safety measures will help promote a safe working environment for you and your co-workers. Many states require a waiting period before payment under Workers' Compensation begins.

6-5. Section 125 Cafeteria Plan

Eligible employees may also participate in the Medical and/or Dependent Care Reimbursement Account(s). Reimbursement accounts offer employees a tax savings opportunity by allowing employees to set aside pre-tax money to pay for certain medical and childcare expenses. The Section 125 Plan is most commonly used to pay for the portion of the health care premiums paid by the employee. Because Oasis manages your health care benefits, deductions will be taken from gross earnings, before payroll taxes are applied.

There are two types of reimbursement accounts, Health Care and Dependent Care. Employees can put money into one or both accounts, but they are considered separate accounts.

Because the reimbursement accounts are covered under IRS Code Section 125, there are strict rules and regulations about how the accounts can be used. The most important thing to remember about reimbursement accounts is that although they offer the opportunity for significant tax savings, you need to plan your deferrals very carefully. Once you have declared the amount of money you want to go into your reimbursement account, the election is irrevocable for that calendar year. This means that it remains in effect the entire twelve (12) months of the year except for family status changes. Changes in family status must be reported to the Benefits Administrator within thirty (30) days of the event in order to modify or revoke this benefit election. IRS regulations state that any money left in your reimbursement account at the end of the calendar year, after all eligible claims have been paid, will be forfeited.

Contact Oasis for additional information.

6-6. Section 132 Parking and Transit

As a result of federal regulations, parking and transit costs can now be set-up on a pre-tax basis. Employee can decide how much will be deducted from his/her paycheck and when he/she incurs parking or transit costs, employees must submit receipts for reimbursement.

There are two types of reimbursement accounts, Qualified Parking and Transit Passes. Funds from the two different accounts cannot be commingled.

1. Qualified Parking on or near the workplace, at or near a location from which employees commute to work by mass transit or vanpool.
2. Transit Passes tokens, fare-care, voucher, toll or similar item or vanpooling in a commuter vanpool from the employee's residence to their place of employment.

There is a maximum monthly reimbursement set by federal regulations that changes each year. Contact Oasis for additional information.

6-7. Credit and Employment Verification

Credit information on an employee is occasionally requested by financial institutions, government agencies, credit unions, banks, and finance companies.

The Company offers two options for obtaining employee information, either by web or phone. Both options are available 24 hours a day.

Please follow the following procedures for employment verification using the Automated Employment Verification line, called "The Work Number".

Employment Verification: To have your employment information such as employment date, title, and status verified, give the person requesting this information your Social Security number and the website www.theworknumber.com or Requester Instruction number: (800) 367-5690. They will be able to receive the employment information within minutes via web, phone or fax.

Employment and Payroll Verification: If it is necessary to give the person your payroll information, you must first establish a Salary Key using the following procedure:

1. Log onto www.theworknumber.com or call the special Employment Set-up number: (800)367-2884.
2. Enter the Employer Code 11556
3. Enter your Social Security number and follow the instructions.
4. Enter your PIN number (the last four digits of your Social Security Number).
5. Select the "Create a Salary Key" option. Write down the six-digit Salary Key provided by the system.
6. Give the person that needs your employment and payroll information the Salary Key, your Social Security number, the Employer Code (11556) and the website, www.theworknumber.com, or the Requester number: (800) 367-5690.

Within minutes, the person requesting your Employment and Payroll information will be able to view the information on the web, listen to the information over the phone, or receive the information by fax.

Government Agencies: If you are seeking assistance from a government agency, please tell the person you are working with at the agency to access the special Government Agency Employment Verification by logging onto www.theworknumber.com/socialservices or by calling (800) 660-3399. The Government Agency must pre-register by calling (800) 996-7566 to use either method.

Frequently Asked Questions:

- Do I have to do anything to update my employment verification?
No, the employment and payroll information is automatically updated after every payday.
- Can I still get my employment verified by calling or writing to the Human Resources or Payroll Departments?
No, the Employment Verification InfoLine will be the only means to verify your employment.
- Who will have access to my employment verification?
Only those you wish to give access. You give a requester access to your information by providing your Social Security number and the Requester InfoLine telephone number.

- What if I have problems using The Work Number? What if I need the assistance of a translator?

You may contact The Work Number Client Service team by calling 800-996-7566. They are available Monday through Friday 8:00 a.m. to 9:00 p.m. Eastern time, except major holidays.

Website: www.theworknumber.com
Employee: (800)367-2884
Requester: (800)367-5690
Government Agency: (800)660-3399

6-8. Contact Information

For questions regarding work site issues such as hours of work, schedule, work procedures, or training, contact your work site supervisor or manager.

For questions regarding your paycheck or benefits, please call the Company's payroll team or Oasis Corporate Office at (888) 627-4735.

For questions regarding work-related injuries, please call the Company's Risk Management Department at (800) 329-7823.

If you have any questions regarding the contents of this document, please ask your work site supervisor or contact:

Oasis Outsourcing
Attn: HR Service Center
2054 Vista Parkway, Suite 300
West Palm Beach, FL 33411
(888) 818-9797

General Handbook Acknowledgment

This Employee Handbook is an important document intended to help you become acquainted with Henderson Haven, Inc. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Organization's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of Management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook.

I have received and read a copy of Henderson Haven, Inc.'s Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Organization at any time.

I further understand that my employment is terminable at will, either by myself or the Organization, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" status. I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Organization's Employee Handbook.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgment should be given to Management - it will be filed in your personnel file.

Receipt of Sexual Harassment Policy

It is Henderson Haven, Inc.'s policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Organization. It is to ensure that at the Organization all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the COO. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his/her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to Management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

I have read and I understand Henderson Haven, Inc.'s Sexual Harassment Policy.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this receipt should be given to Management - it will be filed in your personnel file

Receipt of Non-Harassment Policy

It is Henderson Haven, Inc.'s policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the COO. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his/her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to Management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

I have read and I understand Henderson Haven, Inc.'s Non-Harassment Policy.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this receipt should be given to Management - it will be filed in your personnel file.

Receipt of Abuse and Neglect Policy

The Organization feels it is important that all employees understand our guidelines and Florida statutes around Abuse and Neglect.

Abuse is defined as the intentional act of a caregiver, relative or household member, which causes or could cause physical or psychological or sexual abuse.

Neglect is defined as the failure of the caregiver to provide care, services, supervisor or protection to maintain the person's health and safety. Neglect also means the failure of a caregiver to make reasonable effort to protect a disabled person from abuse, neglect or exploitation by others.

Self-neglect is the person's failure to maintain his/her physical or mental health in a manner that is considered essential for a person's well-being.

Exploitation is defined as a person in trust purposefully deceiving or using threats to take a person's belongings and/or money to give to someone else or keep for him or herself.

Florida statute 827-09 prohibits abuse of individuals who are developmentally disabled.

All employees must understand that the Agency for Persons with Disabilities requires the Organization's employees to immediately report any cases of alleged abuse/neglect/exploitation to the Abuse Registry as mandated in Chapter 415 of the Florida Statutes.

All employees must understand that any employee he/she services has the right to report abusive practices. The Abuse Hotline number will be located in the individual's home and the employee will help the individual make the report to the Abuse Registry should help be needed.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

I have read and I understand Henderson Haven, Inc.'s Abuse and Neglect Policy.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this receipt should be given to Management - it will be filed in your personnel file.

Receipt of Dress Code/Uniform Policy

I have reviewed the Dress Code/Uniform policy and understand that I will receive one uniform shirt from Henderson Haven, Inc.

I understand that while I am not required to wear the shirt each day that I work, I will be required to wear it on initial contacts with individuals in the community, "official meetings" or when meeting with individuals in the community, Service Coordinators or individual's family members.

I understand that should I fail to return the shirt upon my separation from Henderson Haven, Inc. I will have \$25 deducted from my final paycheck as allowed by applicable state law. I also understand that lawful deductions from my wages will not reduce my earnings below the required minimum wage or overtime compensation.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgment should be given to Management - it will be filed in your personnel file.