



Aurora Community Services

Aurora Community Services

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Core Policies

1.0 Welcome

1.1 A Welcome Policy

Welcome! You have just joined a dedicated organization. We hope that your employment with Aurora Community Services will be rewarding and challenging. We take pride in our employees as well as in the services we provide. By joining Aurora, you have entered into an experience that will impact your life. Many of us have had jobs that have put food on the table but provide little else. This job will not only put food on your table but will also feed your soul.

There is a very special sense of accomplishment that goes along with helping another to accomplish their dream. When you end your workday, you will leave with a sense of having done something significant. There will be days you will be filled with a sense of accomplishment from seeing an individual you serve learn a new skill, enjoy a new experience, or show you just how much you mean to them.

We are happy that you have chosen to share your talent, skills, and life with the customers Aurora serves. We assure you your work will be deeply appreciated. Thank you for becoming a member of the Aurora team and bringing with you your special abilities that will further develop our services.

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

The employment policies and/or benefits summaries in this handbook are written for all employees.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Organization reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact our Employee Services Director.

We wish you success in your employment here at Aurora Community Services!

All the best,

Dave Barnard, CEO Aurora Community Services

1.2 At-Will Employment

Your employment with Aurora Community Services is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Organization at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Organization document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the CEO has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the CEO.

If a written contract between you and the Organization is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

This policy may not be appropriate in its entirety for employees working in Montana.

2.0 Introductory Language and Policies

2.1 About the Company

Aurora Community Services was "born" on April 18, 1986, in Menomonie, Wisconsin. On this day, Dave Barnard and Jim Neuman – the two founders of Aurora Community Services – stood in the rain at an auction, waiting to bid on two beds for the new residential home they were opening in the community. Dave and Jim stood in the rain because they were committed to a unique vision of serving people with disabilities. They believed that those with disabilities deserved to live in the communities of their choosing and that support programs should be built around them and support their individual needs. Not finding this type of support widely available, they left their jobs in a local health facility where they had worked together for years and launched Aurora Community Services. Since that first day in 1986, Aurora has grown from a single organization with two employees into a diverse family of companies with a hundreds of employees, servicing thousands of individuals in their communities. Despite this growth, Aurora remains committed to "building programs around people" regardless of what service or resource is being provided.

Our Mission is to support people in creating their "New Beginning."

Our Values:

- Resilient - capable of adjusting easily to change
- Integrity - firm belief in our principles
- Courageous - bravery, acting with conviction
- Compassionate - caring, helpful, advocate for others
- Loyal - faithful to our commitment to others
- Passionate - capable of expressing intense feelings
- Responsive - readily react appropriately

Our Family of Companies

Aurora Community Services (ACS) - ACS is the Aurora umbrella company under which the other companies reside. The corporate office is located in Menomonie, Wisconsin.

Aurora Residential Alternatives (ARA) - ARA was founded in 1986 and has more than 35 years experience in providing compassionate and professional residential alternatives for individuals with developmental disabilities, chronic mental illness, and traumatic brain injuries (TBI). ARA provides homes and hourly support services to hundreds of individuals through residential homes in Wisconsin and Colorado. We emphasize that programs should serve people and be customized for each individual.

Aurora Community Health (ACH) -ACH is a state licensed, Medicaid/Medicare certified Home Health Agency, which began services in 1996. Our Registered Nurses (RN's) have a combination of 25+ years of nursing experience with varied populations, including developmental disabilities, chronic mental illness, traumatic brain injury as well as the frail elderly. ACH's community based (versus hospital based) experience has made each nurse a strong advocate for individuals living in the community. Age of Tomorrow is a care management service designed to assist senior individuals maintain their autonomy, dignity, and residency in their own homes.

Aurora Community Counseling (ACC) - ACC was established in 1996. ACC currently operates state licensed outpatient mental health clinics. ACC Therapists work with individuals, couples, families, groups, and employees. Specialists of our therapists range from AODA, brain injuries, LGBTQ+ community, military, and law enforcement.

Aurora Vocational Services (AVS) - Aurora has provided vocational services since 1998 and was established as a separate company in 2009. AVS provides individualized vocational services to assist individuals in obtaining employment which matches their skill levels. AVS contracts with the Division of Vocational Rehabilitation (DVR) and several county agencies or Care Management Organizations to provide employment assessments, job placement, and vocational coaching. AVS also operates three Day Service Centers where consumers learn life skills and vocational skills which can be used in the workplace.

Aurora Integrated Management (AIM) - AIM Wisconsin originated in 2009 and consists of the management group for Aurora Community Services. Aurora's management is a diverse and experienced group of professionals with backgrounds in the medical, mental health, educations, financial, and business fields.

We are a passionate and diverse human service agency committed to helping individuals live fuller, richer lives while helping businesses to thrive and flourish. It is our mission is to support people in creating their "New Beginning." The driving force behind Aurora Community Services and all that we do is our LIFE philosophy. LIFE stands for:

- LEARNING
- INTERACTIVELY
- FINDING
- EMPOWERMENT

Living the LIFE Philosophy means that we believe in providing services and products that support the real-life needs of the individuals and organizations being served. This means that our services are **customized, dynamic, and fluid**, and we will adjust our approach as often as necessary to find the **right fit** for each customer. LIFE also reflects our belief that businesses and communities thrive most when each individual is free to express their own unique talents and abilities.

LIFE embodies the energy and passion that Aurora and every one of our employees bring to what we do every day. We foster an environment of learning and empowerment for our employees so that they can express their passion in the work they do and provide excellent services to our customers.

Aurora is an Employee Owned company and values the contributions of each employee in achieving the BEST services to our customers.

2.2 Company Facilities

Aurora's corporate office is located in Menomonie, WI. In Wisconsin, we have offices in New Richmond, Eau Claire, LaCrosse, Spooner, Schofield with residential services provided in these and surrounding communities. Counseling clinics are located in Eau Claire, Menomonie, Siren, Spooner, Ladysmith, Phillips, and Chippewa Falls. Day Services are provided in New Richmond, Menomonie, Eau Claire, and Schofield. In Colorado we provide services in Colorado Springs, Parker, and Castle Rock.

2.3 Mission Statement

We are a passionate and diverse human service agency committed to helping individuals live fuller, richer lives while helping businesses to thrive and flourish. Discover more about our creative and cutting-edge solutions for you, your family, or your organization.

It is our mission is to support people in creating their "New Beginning."

2.4 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Aurora policies and procedures. The handbook is not a contract. The organization reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

3.0 Hiring and Orientation Policies

3.1 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

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

Examples of reasonable accommodations include:

- Additional break time for restroom use, meals, hydration, and rest.
- Seating options allowing for sitting or standing as needed.
- Schedule changes, part-time work, and paid and unpaid leave.
- Flexible work hours to accommodate medical appointments and physical needs.
- Telework (remote work).
- Closer parking spots to the workplace entrance.
- Light duty.
- Making existing facilities accessible or modifying the work environment.

- Job restructuring.
- Temporarily suspending one or more essential functions of your job.
- Acquiring or modifying equipment, uniforms, or devices.
- Adjusting or modifying examinations or policies.

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

- The reason an accommodation is needed.
- A description of the proposed accommodation.
- Information on how the accommodation will effectively address your limitations.

Medical documentation will not be required in the following situations:

- When the limitation and need for an accommodation is obvious.
- If the Organization is already aware of the limitation due to previous disclosures.
- When requesting accommodations such as additional restroom breaks, fluid intake, food breaks, or seating arrangements, which are considered presumptively reasonable.
- For any lactation accommodations.
- When a similar accommodation has been provided to other employees without requiring documentation.

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

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act (FMLA) and/or any other applicable leave as permitted by law.

The Organization strictly prohibits retaliation against employees who request or utilize an accommodation under this policy.

3.2 Conflicts of Interest

Aurora Community Services is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Organization, you must disclose it to your Supervisor. If an actual or potential conflict of interest is determined to exist, the Organization will take such steps as it deems necessary to reduce or eliminate this conflict. Refer to Aurora Policy 1.A.29, Conflicts of Interest for more information.

3.3 Disability Accommodation

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

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

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

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

The Organization encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Organization is not required to make the specific accommodation requested by you and may provide an alternative

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

Where state or local law provides greater protections to employees than federal law, the Organization will apply the law that provides the greatest benefit to employees.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Organization will not discriminate or retaliate against employees for requesting an accommodation.

3.4 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Aurora Community Services. If you are currently employed and have not complied with this requirement or if your status has changed, inform your Supervisor.

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

3.5 Job Descriptions

Aurora Community Services attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Supervisor.

Job descriptions prepared by the Organization serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Organization may have to revise, add to, or delete from your job duties per business needs. On occasion, the Organization may need to revise job descriptions with or without advance notice to employees.

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

3.6 Posting of Openings

Aurora Community Services desires to promote qualified employees from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. All job openings are generally posted on the employee webpage and our HR Platform, UKG.

3.7 Religious Accommodation

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

Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, make the request with our HR Administrator in the Corporate Office. You may be asked to include relevant information such as:

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

After receiving your request, the Organization will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Organization encourages you to suggest

specific reasonable accommodations. However, the Organization is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Organization.

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

3.8 Training Program

Aurora provides all new employees an orientation session, web based and in person training according to the employee's position and state and federal regulations. Additionally, training employees is done on an individual basis by the department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your Supervisor or the Employee Services Director. Refer to Aurora Policy 1.A.01 for more information.

4.0 Wage and Hour Policies

4.1 Attendance

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

If you are not going to arrive at work or return from a break on time, you must notify your DSC, Call Center, or Supervisor as soon as possible but at least 60 minutes before your scheduled start time.

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

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your DSC, Call Center or Supervisor immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

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

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

If you fail to report to work for 3 or more consecutive days and have not provided proper notification, Aurora will assume that you have voluntarily resigned your position and will proceed with the termination process.

4.2 Direct Deposit

Aurora Community Services encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, complete form P26, Direct Deposit Authorization. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you have selected the direct deposit payroll service, a written explanation of your deductions will be given to you on paydays described in the preceding sections in lieu of a check.

If you choose not to enroll in direct deposit, your payroll check will be mailed from the corporate office on the day prior to payday. Aurora is not responsible for the delivery of the check on payday. Refer to Aurora Policy 1.A.13, Lost Paychecks, for more information.

4.3 Employment Classifications

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

- **Exempt Employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt Employees.** Nonexempt employees are entitled to minimum wage and overtime pay.

The Organization also assigns each employee to one of the following categories:

- **Regular Full-Time Employees.** Regular full-time employees are normally scheduled to work at least 40 hours per workweek, except for approved time off. Full-time employees are eligible for most Organization benefits.
- **Regular Part-Time Employees.** Regular part-time employees are normally scheduled to work 39 hours or less per workweek. Part-time employees are not eligible for most Organization benefits.

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

4.4 Introduction to Wage and Hour Policies

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

4.5 Paycheck Deductions

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

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

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

The Organization will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.6 Posting of Work Schedules

Consult with your supervisor for questions about your work schedule. For direct support professionals, you can access your schedule via UKG Workforce Dimensions. Changes to your work schedule must be approved by your Direct Support Coordinator or Supervisor.

4.7 Recording Time

Aurora Community Services is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Organization has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using UKG Dimensions. Exempt employees may also be required to track days or time worked. Speak with your Supervisor for specific instructions.

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

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

If you are required to timestamp, you should timestamp no more than five minutes ahead of your start time and no later than five minutes after your quitting time.

Notify your Supervisor of any pay discrepancies, unrecorded or misrecorded work hours.

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

5.0 Performance, Discipline, Layoff, and Termination

5.1 Criminal Activity/Arrests

Aurora Community Services conducts criminal and caregiver background checks on all new employees upon hire and every 4 years thereafter. Convictions that are directly related to the position for which the employee was hired may result in withdrawal of employment offer or termination of employment. Aurora will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Organization, whether on or off Organization property, may result in corrective action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to corrective action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

Employees are required to report any criminal charges/convictions to their Supervisor within 24 hours.

Refer to Aurora Policy 1.A.02, Background Character Verification for more information.

5.2 Disciplinary Process

Violation of Aurora Community Services's policies or procedures may result in corrective action, including demotion, transfer, leave without pay, or termination of employment. Aurora may administer corrective action or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

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

5.3 Employment Verification

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

No individual employees are authorized to provide employment references. If a letter of recommendation is requested, it must be reviewed by Employee Services and released only after approval to the employee.

5.4 Open Door/Conflict Resolution Process

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

If you believe there is inappropriate conduct or activity on the part of the Organization, management, its employees, vendors, customers, or any other persons or entities related to the Organization, bring your concerns to the attention of the involved party when possible to resolve the matter. If necessary, employees may involve their Supervisor to schedule a meeting at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate Supervisor. If you have already brought this matter to the attention of your Supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Employee Services or upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any

suggested solution you may have.

Refer to Aurora Policy 1.A.25, Problem Resolution for more information.

5.5 Outside Employment

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

While on a leave of absence, you may not work or be gainfully employed either for yourself or by another employer unless express, written permission to perform such outside work has been granted by the Organization. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to corrective action up to and including termination.

5.6 Performance Reviews

Aurora Community Services will make efforts to periodically review your work performance. The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative, etc.). The performance review process will take place annually, or as business needs dictate.

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

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

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

5.7 Resignation Policy

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

Notice

The Organization requests that you provide a minimum of two weeks' notice of your resignation. If you are a Supervisor, you are requested to provide a minimum of four weeks' notice. Provide a written resignation letter to your Supervisor. If you provide less notice than requested, the Organization may deem you to be ineligible for rehire or vacation pay out, depending on the circumstances of the notice given.

The Organization reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

The Organization will pay separated employees in accordance with applicable laws and other sections of this handbook.

Notify the Organization if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

Return of Property

Return all Organization property at the time of separation, including cellphones, keys, tools, laptops, headsets, credit cards, gas cards,

etc.. Failure to return some items may result in deductions from your final paycheck where state law allows. In some circumstances, the Organization may pursue criminal charges for failure to return Organization property.

Refer to Aurora Policy 1.A. 36, Employees In Good Standing, for more information.

5.8 Standards of Conduct

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

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

Examples of inappropriate conduct include:

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

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

Refer to Aurora Policy 1.A.35, Workplace Conduct, for more information.

5.9 Transfers

Aurora Community Services may transfer your employment from one position to another with or without notice, on a temporary or permanent basis, as required by service needs, or upon request by you and with management approval. Transfers in excess of 90 days may be considered final and your paycheck may be increased or decreased consistent with the pay scale for your new position.

Refer to Aurora Policy 1.A.03, Employee Assignments and Transfers, for more information.

6.0 General Policies

6.1 Authorization for Use of Personal Vehicle

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

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

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

Refer to Aurora Vehicle Policies for more information.

6.2 Computer Security and Copying of Software

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

All software acquired for or on behalf of the Organization, or developed by Organization employees or contract personnel on behalf of the Organization, is and will be deemed Organization property. It is the policy of the Organization to respect all computer software rights and to adhere to the terms of all software licenses to which the Organization is a party. The IT Director is responsible for enforcing these guidelines.

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

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

Refer to Aurora Policy 1.A.30, Electronic Communication, for more information.

6.3 Driving Record

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

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

Refer to Aurora Policy 4.A.06, Driver Selection for more information.

6.4 Employer-Provided Cell Phones/Mobile Devices

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

The Organization owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them. You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Organization in operable condition.

Violation of this policy may result in corrective action, up to and including termination of employment.

6.5 Nonsolicitation/Nondistribution Policy

Aurora Community Services prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our nonsolicitation/nondistribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

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

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

Distribution

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

Statutory Rights and Communication

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

Reporting Violations

If you become aware of violations of this policy, report them to your Supervisor.

We appreciate your cooperation in maintaining a respectful and focused work environment.

6.6 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Aurora Community Services. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. Use common sense and good judgment in determining what to wear to work.

Sweatshirts, caps, other apparel that promotes alcoholic beverages, illicit drug use, sex, vulgar or obscene messages, short shorts, half-shirts, ill-fitting, tight, see through, torn or stained clothing, low cut or revealing shirts, etc. will not be tolerated at work. Surgical scrubs are prohibited.

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

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

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

Refer to Aurora Policy 2.B.14 Dress Code, for more information.

6.7 Personal Cell Phone/Mobile Device Use

While Aurora Community Services permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Organization property as it is a violation of consumer rights. This policy is not intended to interfere with your rights under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Organization policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Organization requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to corrective action up to and including termination of employment for violation of this policy.

6.8 Personal Data Changes

It is your obligation to provide Aurora Community Services with your current contact information, including current mailing address and telephone number. Inform the Organization of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. You may change this information in your UKG profile or contact any Aurora office for assistance.

6.9 Security

All employees are responsible for helping to make Aurora Community Services a secure work environment. Upon leaving your work location (whether it's for the day or you're returning), lock all desks, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys to your Supervisor immediately. Refrain from discussing specifics regarding Organization security systems, alarms, passwords, etc. with those outside of the Organization.

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

6.10 Social Media

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

- Violate confidentiality rights of consumers, clients, employees
- Pose risks to the Organization's confidential and proprietary information, reputation, and brand;
- Expose the Organization to discrimination, harassment, and other claims; and
- Jeopardize the Organization's compliance with business rules and laws.

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

Social Media

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

Use Good Judgment

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

Guidelines for Posting on Social Media

When posting:

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

Using Social Media at Work

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

Media Contacts

If you are not authorized to speak on behalf of the Organization, do not speak to the media on behalf of the Organization. Direct all media inquiries for official Organization responses to Employee Services or the CEO.

Retaliation

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

Violations

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

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

6.11 Telephone Use

Aurora Community Services phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Organization telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

6.12 Third Party Disclosures

From time to time, Aurora Community Services may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Organization and should refer any call requesting the position of the Organization to the Executive Director of People and Culture. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Executive Director of People and Culture.

Refer to Aurora Policy 2.B.06, Media Release, for more information.

6.13 Use of Company Technology

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

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

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.

General Provisions

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

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

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

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

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

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

Equipment Care

Employees who are provided company owned or leased equipment are expected to care for it and report any problems with it to IT immediately. Upon separation of employment, employees are expected to return equipment in satisfactory condition. Failure to return equipment will result in a payroll deduction to cover replacement cost of it.

Violations

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

6.14 Use of Employer Vehicles

Company vehicles are to be used for Aurora Community Services business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

If you drive a Organization vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your Supervisor.

When a Organization vehicle cannot be operated, is unsafe for use, or has been damaged, notify your Supervisor immediately.

As the driver of a Organization vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered. Only Aurora employees and consumers or clients are permitted in company vehicles.

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Multiple driving moving violations that appear on the annual state department of motor vehicle check may result in suspension of rights to drive a Organization vehicle or drive a personal vehicle on Organization business. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

6.15 Workplace Privacy and Right to Inspect

Aurora Community Services property, including but not limited to phones, computers, tablets, desks, work place areas, vehicles, or machinery, live in quarters remains under the control of the Organization and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Organization premises including that kept in offices and desks. Please do not bring personal items of value into your workplace - leave them at home or in a locked vehicle.

7.0 Benefits

7.1 401(k) Plan

Eligible employees may participate in the Aurora Community Services 401(k) plan after completing any applicable waiting period as defined in the plan. Refer to your Summary Plan Description (SPD) for specific information.

The Organization will notify you if you are eligible to participate in the 401(k) plan. Contact the Payroll Administrator to understand your eligibility requirements. This benefit may be canceled or changed at the discretion of the Organization, unless otherwise required by law.

7.2 Bereavement Leave

Aurora Community Services recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, the Organization will provide bereavement leave as follows:

Employees who have successfully completed one or more years of service with Aurora with at least 1200 hours worked within that year are eligible to receive up to 16 hours of bereavement time per death.

Immediate family is defined as an employee's: father, mother, brother, sister, husband, wife, domestic partner, son, daughter, grandparents, grandchildren and immediate in-laws.

You must provide notice of your need for bereavement leave as far in advance as possible. The Organization may require documentation supporting your need for bereavement leave.

Refer to Aurora Policy 1.B.06, Paid Bereavement Leave and your Benefit Summary for additional information.

7.3 COBRA

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

Contact the Payroll Administrator to learn more about your COBRA rights.

7.4 Dental Insurance

All regular full-time employees who have completed the plan's defined waiting period at Aurora Community Services are eligible for the

Organization dental plan. Dental plan benefits are described in detail in the Summary Plan Description (SPD).

7.5 Employee Assistance Program (EAP)

Aurora Community Services provides confidential assistance through its employee achievement program (EAP), REALiving, to all eligible employees and their family members/dependents. The EAP provides confidential access to professional counseling services for help with personal concerns that may impact job performance. These concerns may include, but are not limited to, health, marital, family, financial, legal, emotional, alcohol abuse, and drug use. The EAP can help assess the problem, offer guidance, and provide a referral to quality care. EAP services are also available to professional coaching, professional development and other resources.

Voluntary participation in the EAP will not jeopardize your opportunities for promotion or employment. You can contact the EAP directly at 877-256-9302. Any information about your contact, participation, or any recommended treatment is confidential and will not be disclosed to the Organization.

In certain circumstances, you may be referred to the EAP by your Supervisor due to job performance issues.

EAP services are available to eligible participants without charge; however, the cost of referrals to treatment or rehabilitation is your responsibility if not completely covered by insurance.

EAP services can be initiated by contacting the EAP service provider, REALiving, at: 877-256-9302.

7.6 Family and Medical Leave (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), Aurora Community Services provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

- Have worked for the Organization for at least 12 months, although that time need not be consecutive;
- Have worked at least 1,250 hours in the last 12 months; and
- Be employed at a worksite that has 50 or more employees within 75 miles.

Reasons for Leave

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period, which is generally 12 months rolling forward from an initial leave for any of the following reasons:

- The birth of a child and to care for that child (leave must be completed within one year of the child's birth);
- The adoption or foster care placement of a child with you and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition that makes you unable to perform the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave, to care for a spouse, child, parent, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service.

As used in this policy:

- **Spouse** means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.
- **Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.
- **Parent** means a biological, adoptive, step, or foster parent, or any other individual who stood in loco parentis to you when you were a child.
- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order:

brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as their caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

Notice

If the need for leave is foreseeable because of an expected birth, adoption, or a planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practical (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to a planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must first consult with the Organization regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the Organization.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including requests for absences under this policy. Failure to provide appropriate notice may result in the delay or denial of leave.

For more information or to discuss your need for leave, please contact the HR Administrator in the Corporate Office.

Certification

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant healthcare provider must supply appropriate medical certification. You may obtain medical certification forms from the HR Administrator. When you request leave, the Organization will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the Organization may require an examination by a second healthcare provider designated by us. If the second healthcare provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practical, may delay further leave until it is provided.

The Organization also reserves the right to require certification from a covered military member's healthcare provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid; however, you will be required to use available paid vacation after the first 2 weeks of leave during FMLA leave as permitted by law.

FMLA leave runs concurrently with other leaves, such as accrued paid leave that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by applicable law. The substitution of paid leave for unpaid FMLA leave does not extend the 12 or 26 weeks (whichever is applicable) of FMLA leave. In addition, the substitution of paid leave for unpaid leave may not result in you receiving more than 100% of your salary.

If you are receiving short- or long-term disability or workers' compensation benefits during a personal medical leave, you will not be required to use accrued paid leave. However, where state law permits, you may elect to use accrued paid leave to supplement these benefits.

Leave Increments

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the Organization will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the Organization may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

Leave for the birth or placement of a child may be taken in a single block or intermittently with the Organization's approval. Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a healthcare provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced schedule basis.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until certification is provided.

Health Insurance

Maintaining Coverage During Leave

Your health insurance coverage will be maintained by the Organization during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage lapses that coverage will terminate unless payments are promptly made.

Payment of Premiums

Alternatively, at our option, the Organization may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the Organization may require reimbursement for the health insurance premiums paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If both you and your spouse work at the Organization, you are collectively eligible for 12 weeks of leave for the birth or placement of a child or to care for a parent with a serious health condition. Similarly, spouses employed by the Organization will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The Organization is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

Alternative Employment

You may not work or be gainfully employed for yourself or another employer while on a leave of absence unless express, written permission to perform such work has been granted by the Organization. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to corrective action up to and including termination.

Interaction with State and Local Laws

Where state or local laws intersect with the FMLA, the Organization will comply with the law that is the most favorable to you.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to corrective action, up to and including termination.

Designation of Leave

If the Organization becomes aware of any qualifying reason for FMLA leave, the Organization will designate it as such. You may not refuse FMLA designation under this policy.

Retaliation

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

Required Notice

The Organization is required to provide you with a copy of the *Your Employee Rights Under the Family and Medical Leave Act* notice, which is attached as an addendum at the end of this handbook.

7.7 Federal Jury Duty Leave

Aurora Community Services encourages employees to fulfill their civic duties related to federal jury duty service. If you are summoned for federal jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

Time spent for federal jury duty service is unpaid; however, if you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. You may opt to use [PTO/vacation] in place of unpaid leave.]]

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

7.8 Health Insurance

Aurora Community Services offers group health insurance benefits to all eligible employees and their eligible dependents after the plan's defined waiting period. Health insurance benefits are described in detail in the Summary Plan Description (SPD), which may be obtained from the Payroll Administrator. When employees are eligible for benefits, enrollment information will be provided you.

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

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

7.9 Holidays

Aurora Community Services offers paid holidays each year based on position and department. Refer to your Benefit Summary for more information.

You will be compensated for holidays in accordance with federal and state law.

7.10 Life Insurance

Aurora Community Services provides life insurance to all eligible employees after the plan's defined waiting period. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

7.11 Military Leave (USERRA)

Aurora Community Services complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the

need for leave to Employee Services. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Employee Services.

7.12 Personal Leave of Absence

Aurora Community Services recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Eligibility

All employees employed for at least 180 days are eligible to apply for an unpaid personal leave of absence of no more than 90 days.

Requesting Leave

Requests for unpaid personal leave must be submitted via UKG Dimensions for employees who timestamp or to your Supervisor in writing at least 2 weeks in advance where practical. In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the Organization.

You will be required to use all available paid leave balances prior to taking an unpaid personal leave of absence/You may substitute any applicable and available paid leave for all or a portion of your unpaid personal leave.

Vacation time and other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least 2 weeks in advance of the return date. Leave extensions will be considered on a case-by-case basis. If the Organization denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

Failure to Return from Leave

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned your employment.

Refer to Aurora Policy 1.B.15, Temporary Leave of Absence for more information.

7.13 Stock Option Plan

All employees who meet the eligibility requirements:

- Must be employed for one full year.
- Must be at least 21 years of age.
- Must work at least 1000 hours per year.
- Must be employed at the time of the annual stock distribution.

are eligible to participate in the stock option plan. Refer to the Employee Stock Option Plan (ESOP) Policy 1.B.05 for more information. This benefit, as well as other benefits, may be cancelled or changed at the discretion of the Organization, unless otherwise required by law.

7.14 Unemployment Compensation Insurance

Unemployment compensation insurance is paid for by Aurora Community Services and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons

for your separation from the Organization.

7.15 Vacation

Aurora Community Services provides employees with paid vacation.

Eligibility

All full-time regular and some part-time employees are eligible to receive vacation time. Refer to the Benefit Summary for your position/department for details and Aurora Policy 1.B.03, Employee Vacation and Time Off.

Deposits Into Your Leave Account

Vacation is calculated according to date of hire.

The amount of vacation received each year is based on your length of service and is granted in a lump sum at the beginning of each designated period.

Leave Usage and Requests for Leave

Organization encourages you to use your vacation time. You are eligible to use your vacation time after it has been awarded to you.

For employees who timestamp in Aurora's timekeeping software, vacation is requested through the software at least 3 weeks in advance.

Employees who do not timestamp are to request vacation from their Supervisors at least 3 weeks in advance.

Refer to the policy for additional information.

During a Leave of Absence

Organization may require you to use any unused vacation during family medical leave, or any other leave of absence, where permissible under local, state, and federal law.

7.16 Workers' Compensation Insurance

Accidents and injuries can be prevented. Safety is the responsibility of everyone. Aurora's leadership is strongly committed to providing a safe working environment. No task must ever become so routine or so urgent that every safety precaution is not observed. The prevention of accidents, injuries and damage to property must always remain a priority in the mind of every employee. Therefore, it is the policy of Aurora to provide a safe working environment, and a comprehensive system for the reporting, investigation and case management of work related injuries to our employees. Workers Compensation Benefits are provided to all employees injured while engaged in job related activities. A Return to Work Program is provided to assist employees with post-injury transition back to the job.

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

To report a work related illness or injury, notify the Aurora Response and Support Center at 888-589-6492 immediately.

Refer to Aurora Policy 1.A.07, Injury Management for additional information.

8.0 Safety and Loss Prevention

8.1 Business Closure and Emergencies

Aurora Community Services recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

Company Closure

Examples of emergencies when the Organization may close include, but are not limited to, power outage, blizzard conditions, storms, natural disasters, etc..

Notification

In an emergency, the Organization will make every effort to notify you of the closing by phone, text, or email. These notification efforts assume that you have access to electricity, the internet and/or phone service.

When the Organization is unable to notify you of the closure, use common sense to assess the safety and practicality of the situation. In a regional power outage, for example, the Organization is likely to have no power. If there is reported flash flooding in your area, report to work only if you can make it safely.

Partial-Day Closure

If an emergency event such as inclement weather or a power outage occurs, the Organization may decide to close midday. When the Organization closes midday, you will be instructed to leave immediately so that the conditions do not further deteriorate and affect your ability to travel safely.

If you are exempt and are working at home with prior permission, or at the office on the day of the partial day closure, you will be paid your normal salary for the week. If you are nonexempt, you will be paid for the hours you worked, unless state law dictates otherwise.

Notified of Closure Prior to Reporting to Work

If you are nonexempt and are notified of a closure prior to reporting to work, you will not be paid during the closure, unless state law dictates otherwise. If you are exempt, you will be paid your normal salary for the week.

Benefits Coverage

Your health insurance coverage will be maintained by the Organization during the closure on the same basis as if you were still working.

Extending Leave

When the Organization closure ends, you are expected to report to work. Contact your Supervisor if you cannot return to work at the end of the closure. The Organization recognizes that you may need additional time off to repair extensive home damage or for other emergency situations. These will be assessed on a case-by-case basis.

If You Cannot Get to Work

Unique circumstances may affect your ability to come to work even when the Organization is able to remain open. The Organization recognizes that in a severe national or regional disaster, all methods of communication may be unavailable; however, you should continue to try and contact your Supervisor, by any method possible.

Time missed under circumstances where the Organization remains open and you are unable to report to work is to be used as vacation time, personal time, or is unpaid. There may be alternate work available in such circumstances.

8.2 Drug and Alcohol Policy

Aurora Community Services is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Organization to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

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

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

- The illegal use or abuse of prescription drugs.

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

Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

Refer to Aurora Policy, 1.A.09, Drug Free Workplace for additional information.

8.3 General Safety

It is the responsibility of all Aurora Community Services employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the Organization health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The Organization also requires that all occupational illnesses or injuries be reported to the Aurora Response and Support Center at 888-589-6492 as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

Additionally, Aurora prohibits the lifting of individuals! Always use available equipment, obtain assistance from another team member, and/or call the office or local law enforcement/fire department for assistance. Lifting individuals is unsafe for the consumer and the employee. Refer to ARA or AVS Policy 2.A.23, Safe Handling and Movement of Consumers for more information.

8.4 Workplace Tobacco Usage

Aurora Community Services is concerned about the detrimental effects of smoking and secondhand smoke inhalation. Smoking (including the use of electronic vaping products such as e-cigarettes) is prohibited in the following:

- Organization offices.
- Organization vehicles.
- Restrooms.
- Areas where signs are posted prohibiting smoking.
- Other areas defined by the employer.

The Organization also prohibits the use of smokeless tobacco (e.g., chewing tobacco, dip, and snuff) in such areas.

8.5 Workplace Violence

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

Zero Tolerance Policy

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

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

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.

- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Organization property or while performing Organization business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

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

Violations

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

Retaliation

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

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

If you believe you have been wrongfully retaliated against, immediately report the matter to Employee Services.

Refer to Aurora Policy 1.A.22, Workplace Violence for additional information.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, Aurora Community Services employees are required to protect the confidentiality of Organization trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Organization. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Supervisor or the Employee Services Department.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

Refer to Aurora Policy 1.A.34, Confidentiality and Nondisclosure of Proprietary Information, for more information.

Wisconsin Policies

Hiring and Orientation Policies

EEO Statement and Nonharassment Policy

Equal Opportunity Statement

Aurora Community Services is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race, color, creed, ancestry, national origin, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), AIDS/HIV status, handicap or disability, arrest/conviction record, marital status, military service, use/nonuse of lawful products, or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

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

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

Policy Against Workplace Harassment

Aurora Community Services has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or another person's body;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Organization or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's membership in a protected class.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

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

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify the Executive Director of People and Culture in the Corporate Office or any member of management.

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

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

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

Wage and Hour Policies

Accommodations for Nursing Mothers

Aurora Community Services will provide nursing mothers reasonable break time to express milk for their infant child for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. You may also bring a personal cooler for storage.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock in and out for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid where permissible by applicable law.

You must make reasonable efforts not to disrupt Organization operations.

You are encouraged to discuss the length and frequency of these breaks with your Supervisor.

The Organization will not discriminate or retaliate against employees who express breast milk in the workplace in accordance with this policy.

Overtime

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

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and personal days do not count as time worked for computing overtime.

Pay Period

At Aurora Community Services, the standard pay period is semimonthly for all employees. Pay dates are either the 15th and last day of

the month or 10th and 25th of the month. If a pay date falls on a holiday, you will be paid on the preceding workday. If a pay date falls on a Saturday or Sunday, you will be paid on the preceding Friday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your Supervisor if this type of date arises.

Review your paycheck for accuracy. If you find an issue, report it to your Supervisor immediately.

General Policies

Access to Personnel and Medical Records Files

Aurora Community Services maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only. Supervisors and others in management may have access to your personnel record for possible employment-related decisions.

Employees have access to their personnel records through UKG and can access them any time.

Upon written request, the Organization will permit you to inspect your personal medical record (see exceptions below). The Organization will grant at least two requests by you to inspect your records per calendar year. Inspection will take place at a location reasonably near your place of employment and during normal working hours.

Your right, or the right of your designated representative, to inspect your personnel record does not apply to:

- Records relating to the investigation of possible criminal offenses committed by you.
- Letters of reference for you.
- Materials used by the Organization for staff management planning, including judgments or recommendations concerning future salary increases and other wage treatments, management bonus plans, promotions and job assignments, or other comments or ratings used for planning purposes.
- Information of a personal nature about a person other than you if disclosure of the information would constitute a clearly unwarranted invasion of the other person's privacy.
- Records relevant to any other pending claim between you and the Organization, which may be discovered in a judicial proceeding.

Your right, or the right of your designated representative, to inspect your records includes the right to copy or receive a copy of the records. You may be charged a reasonable fee per page for making a copy of your records, whether the records are paper or electronic records.

All requests by an outside party for information contained in your personnel file will be directed to the Employee Services, which is the only department authorized to give out such information.

Benefits

Bone Marrow and Organ Donation Leave

Aurora Community Services will provide eligible employees up to six weeks of unpaid, job-protected leave in a 12-month period for the purpose of serving as an organ or bone marrow donor. Leave may only be taken for the period necessary to undergo the donation procedure and to recover from the procedure.

You are eligible for this leave if you have worked for the Organization for 52 consecutive weeks and have worked at least 1,000 hours during those weeks.

If you intend to take leave under this policy, you must:

- Make a reasonable effort to schedule the bone marrow or organ donation so as to not unduly disrupt Organization operations, subject to the approval of your health care provider.
- Provide the Organization advance notice of the need for leave in a reasonable and practicable manner.

Notice should be provided to your Supervisor.

As a condition of approving leave, the Organization may require medical certification stating all of the following:

- That the donee has a serious health condition that necessitates a bone marrow or organ transplant.
- That you are eligible and have agreed to be a bone marrow or organ donor for the donee.
- The expected amount of time necessary for you to recover from the donation procedure.

The Organization will maintain your group health insurance during the approved leave if you had coverage under the plan immediately prior to leave.

Upon return from leave, you will be returned to your former position, or if that position is not vacant, you will be returned to a position with equivalent pay, benefits, working shift, hours, and other terms and conditions of employment. If you wish to return to work prior to the end of the scheduled leave, you will be returned to work within a reasonable time.

When taking donor leave, you are not entitled to any right, employment benefit, or position to which you would not otherwise have been entitled had leave not been taken. You are also not entitled to the accrual of any seniority or employment benefit during a donor leave.

Upon mutual agreement, you may be allowed to work in an alternative employment position while recovering from your procedure. Any period of time that you work in alternative employment does not reduce your leave entitlement.

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

Civil Air Patrol Leave

Aurora Community Services will provide eligible employees with unpaid Civil Air Patrol leave to participate in an "emergency service operation" of the Civil Air Patrol, as defined under applicable law.

Eligibility

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

- Be a member of the Civil Air Patrol; and
- Prior to the emergency service operation, notify the Organization in writing that you are a member of the Civil Air Patrol.

Use of Leave

You may take no more than five consecutive workdays of leave and no more than 15 total workdays of leave in any year.

Leave must not unduly disrupt the Organization's operations.

Notice

If the emergency service operation begins before you are required to report to work, the Organization may require you to provide a written statement from your commander, or the designated representative of your commander, certifying that you were participating in an emergency service operation at the time of your absence from work.

If the emergency service operation begins after you have reported to work, you must also secure permission from the Organization to leave work before responding to the emergency service operation.

Restoration

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

Retaliation

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

Election Official Leave

Aurora Community Services will provide employees who have been appointed as election officials with unpaid leave to fulfill their duties

on Election Day. Leave is for the entire 24 hours of each Election Day.

You must provide at least seven days' notice of your need to take leave. The Organization may request verification of your appointment as an election official from the municipal clerk.

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

Jury Duty Leave

Aurora Community Services encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use vacation time in place of unpaid leave.

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

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

Voting Leave

Aurora Community Services encourages all employees to exercise their right to vote. Generally, employees are able to find time to vote either before or after work. If you are unable to vote during your non-working hours, the Organization will provide you with up to three consecutive hours of unpaid leave to vote.

You must provide written notice of your need for leave prior to Election Day. The time when you can go to vote will be at the discretion of your Supervisor, consistent with applicable legal requirements.

Witness Leave

Aurora Community Services will provide leave to employees who are subpoenaed to testify in court.

You must provide notice of your need for leave under this policy on the first business day after receiving the subpoena.

The Organization reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

Leave under this policy is generally unpaid; however, leave will be paid if you are subpoenaed to testify in an action or proceeding resulting from:

- A crime against the Organization; or
- Your involvement in a work-related incident.

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

Custom Policies

Custom Policies

COVID-19 and Infection Control

Employees are expected to meet Aurora's infection control standards. Because recommendations are periodically changing, employees are encouraged to access the most recent recommendations at their work locations. These standards address Mask and other , Symptom Checking, Staff Reporting Hotline, PPE Use, Handwashing, Social Distancing, Cleaning and Santizing Standards. Aurora recommends vaccination of employees and consumers. Refer to Aurora Policy 1.A.40, COVID 19 and Infection Control for more information.

Employee Advocacy

Employees are expected to advocate for the needs of consumers. This policy outlines the procedure for communicating concerns so those needs can be resolved. Refer to Aurora Policy 1.A.19 for more information.

Employee Grievance

Employees who believe their rights have been violated have recourse through informal and formal means to have grievances heard and resolved. Refer to Aurora Policy 1.A.20 form more information.

Employee Travel - Hourly Employees

Direct Support employees who travel to another work location for training or work are paid their regular hourly rate for time beyond 1 hour in 1 direction. For example, if an employee travels to the corporate office and it take 1 1/2 hours of travel, the employee will be paid for 1/2 hour each way, so a total of 1 hour.

Finder's Fee

Aurora employees are the best recruiters of new employees. Aurora pays a bonus to referring employees for each new hire who successfully completes the initial period of employment. Bonus amounts and criteria are subject to change.

Refer to Aurora Policy 1.B.07, Finder's Fee, for more information.

Firearms, Bows, Knives, Fireworks

Weapons on the premises of any Aurora work location are prohibited. Employees who carry such weapons must leave them secured and out of sight in their vehicles while on the premises. Refer to Aurora Policy 2.B.19 for more information.

Giving and Receiving Gifts

Employees are prohibited from giving and receiving gifts from customers. This position prevents misunderstandings and to maintain professional boundaries. Refer to Aurora Policy 2.B.17 Giving and Receiving Gifts for more information.

Health Insurance Portability and Accountability Act (HIPAA)

Federal HIPAA laws restrict the information that can be released about consumers and employees. Failure to comply with these laws can lead to corrective action up to and including discharge as well as civil and criminal prosecution. Be sure you are permitted to release any information before doing so. Refer to Aurora Policy 1.A.28 for more information.

Prevention of Abuse, Neglect, Exploitation

All employees are expected to treat consumers with the utmost dignity and respect. Any employee who witnesses or suspects abuse, neglect, or exploitation of a customer by any individual is to report it immediately for investigation. Failure to report will lead to corrective action up to, and including, termination of employment. Refer to Aurora Policy 2.A.13, Abuse, Neglect, and Exploitation for more information.

Recordings of Customers/Conversations

Audio and video recording of customers is generally prohibited. The only exception is a documented therapeutic program. Unauthorized

recording is grounds for corrective action up to and including discharge. Refer to Aurora Policy 2.B.30 for more information.

Selling, Purchasing, Renting to or from a Customer

Employees are prohibited from engaging in any financial transactions with a customer without written authorization from a customer's guardian, case manager, and the employee's supervisor. Refer to Aurora Policy 2.B.24 for more information.

Translator/Interpreter Services

Communication is critically important among team members and for consumers. Aurora will provide translation and/or interpreting services as necessary. Refer to Aurora Policy 1.A.18 for more information.

Whistleblower Protections

Any employee who, in good faith, reports wrongdoing to any agency will not be retaliated against by Aurora. Refer to Aurora Policy 1.A.21 for more information.

Closing Statement

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

Dave Barnard, CEO

Aurora Community Services

Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the Aurora Community Services Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Organization has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the Executive Director of the Organization. I also understand that any delay or failure by the Organization to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Organization or affect the right of the Organization to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Organization representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA).

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Aurora Community Services.

If I have any questions about the content or interpretation of this handbook, I will contact Employee Services Director.

Signature

Date

Print Name

APPENDIX

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, **to request FMLA leave you must:**

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

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

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must:**

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing:**

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call **1-866-487-9243** or visit **dol.gov/fmla** to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

SCAN ME

