



Team Member Handbook *2025-2027*



Welcome to Helping Hands Family. As you begin your career with us, we want you to feel well-informed about the organization you have joined—our mission, practices and policies, commitment to you, and expectations from you.

That's why we've put together the HHF Team Member Handbook – your go-to guide for all things HHF.

We are ***privileged to be entrusted with caring for and improving the lives of the children and families who need our services.*** This handbook is a key tool designed to support you in your daily responsibilities and commitments. It serves as the cornerstone, our foundation, helping us do the best work we can in changing the lives of children.

If you need any clarification on policies in the handbook, your supervisor and our support team are here to help. We want your career with us to be enjoyable and rewarding, and ***we are dedicated to your ongoing professional growth and development*** so you can thrive.

We are so glad you have chosen to join our team, and I look forward to all we will accomplish together.



Warmly,

Fali Sidhva

Fali Sidhva, CEO
Helping Hands Family



Notice

This Team Member Handbook (“Handbook”) is designed to summarize certain policies and benefits of Helping Hands Family Autism Services (the “HHF”), and to acquaint team members with many of the rules concerning employment with HHF. This Handbook applies to all team members, and compliance with HHF’s policies is a condition of employment. This Handbook supersedes all previous employment policies, written and oral, expressed, and implied. HHF reserves the right to modify, rescind, delete, or add to the provisions of this Handbook from time to time in its sole and absolute discretion. This Handbook is not a binding contract, nor is it intended to alter the at-will employment. HHF reserves the right to interpret the policies in this Handbook and to deviate from them when, in its discretion, it determines it is appropriate.

Violating the HHF policies will result in HHF following the outlined performance management process, which may include immediate termination. These policies and workplace expectations exist to protect you and the clients we serve.



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1.1. Who We Are

Helping Hands Family is an Autism Services Provider using the American Medical Association-endorsed Applied Behavior Analysis (ABA) practice to help children with autism reach life-changing milestones. We use a child-led and play-based approach to ABA. Our goal is to foster data-backed continuous improvement during our autism treatment.

Each child’s care plan is unique and tailored to attain individual, achievable goals. After an initial assessment, we work with each family to establish a set of ABA goals based on various functions, including communication, maladaptive behavior reduction, school readiness, and social skills. We then use industry-leading, customized data-tracking software to update and track progress on each child’s personalized goals.

1.2. Commitment to Care

HHF is committed to providing high-quality care in our communities and advocates a responsive management style, as well as a client-first philosophy based on integrity and competence. We treat our clients respectfully and with dignity, providing high-quality, compassionate care in a clean, safe environment.

1.3. Our Values





1.4. Mission Statement

WE. CHANGE. LIVES.

We believe in a simple philosophy:

“Take care of the kids, take care of the team, and the business will take care of itself.”

What we mean by this is by taking care of the kids and taking care of the team, our business will continually advance and thrive.

1.5. Code of Ethics

HHF is committed to upholding the highest ethical standards and our core service principles. Our Code of Ethics reminds and encourages all team members to "always do the right thing and perform to the highest standards." By following these recommendations, we can foster a positive culture built on trust and openness.

As an organization dedicated to bettering the lives of children, we expect team members to lead by example, be accountable, treat others respectfully, and demonstrate a passion for our clients. As a valued member of our team and our best ambassadors, we require team members to conduct themselves in a way that will not harm HHF or other team members, and we hold everyone to the highest level of accountability to always treat our clients and each other with respect.

For more details on the policy and how it is applied [click here](#)

1.6. Our Commitment to Diversity

At HHF we are committed to a workplace where all team members, regardless of their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, are valued and respected.

We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all our departments and clinics.

1.7. Onboarding and Orientation for New Hires

Starting a new job is exciting and brings many things to learn to support you in your role each day. During your initial weeks at HHF, to help acclimate you to our organization and culture, you should anticipate comprehensive onboarding sessions, introductions to team members, and colleague assistance. **During your first 90 days, any time off requests that are not due to illness, bereavement, religious observance, or jury duty will not be approved.** Our aim is to equip you with the essential tools and resources to excel in your position and positively impact our clients' success. Exceptions will be made on a case-by-case basis based on legal and religious obligations. We encourage you to ask questions, seek advice, and fully engage in our culture. Together, we'll achieve remarkable accomplishments!



Please refer to the PTO policy section of the handbook for more information. For questions about your training schedule, reach out to your clinic leadership team.

1.8. Open Door Policy

In keeping with Helping Hands Family’s philosophy of open communication, and *robust* dialogue, all Team Members have the right to, and are encouraged to, speak to leaders about their job-related concerns. We urge you to go directly to your supervisor to discuss your job-related ideas, recommendations, concerns and other issues which are important to you. The most important relationship you will develop at Helping Hands Family will be between you and your supervisor. However, should you need support from someone other than your supervisor, the entire management team, including Senior Leadership, is committed to resolving your individual concerns in a timely and appropriate manner.

1.9. Commitment to Compliance

HHF is committed to full compliance with all applicable laws and regulations. Failure to comply with these requirements constitutes a serious event, and will subject individuals to disciplinary action, up to and including termination. HHF and its clinics have developed policies and procedures that describe how the duties and obligations of HHF team members are to be performed. HHF team members are required to know, understand, and follow all policies and procedures that apply to their work, and to seek clarification from their supervisor if they have any questions.

1.10. Immigration Compliance

As a new team member, it is important to note that as a condition of employment, you must complete the Employment Eligibility Verification Form I-9 on the date of hire and present documentation establishing identity and employment eligibility within three business days of date of hire. Former team members who are rehired must also complete an I-9 form if they have not completed an I-9 form with HHF within the past three years, or if their previous I-9 form is no longer retained or valid. Depending on your immigration status, reverification may be required.



THE HELPING HANDS WORKPLACE

At Helping Hands Family, we're committed to fostering a workplace that values job satisfaction, integrity, and mutual respect—for both our team members and the clients we serve. Each of us contributes to building a positive environment where everyone can thrive.

By joining the HHF team, you agree to uphold our guidelines and practices, which are designed to ensure a supportive and productive work experience. This section offers helpful guidance, and you'll find links to detailed policies if you need more information. Together, let's continue making HHF a great place to work and grow.

2.0. Code of Conduct

At HHF, how we present ourselves to our clients and to each other sets the standard of expectation for the care we provide. We encourage all team members to conduct themselves in a professional manner at all times in our interactions with peers, supervisors, clients, and customers. We strive to exemplify and deliver high-quality service through our work. Our professionalism is part of the foundation of our commitment to excellence and we empower and encourage our teams to bring their best to work, every day.

As members of the HHF team, we take pride in our employees and set a high bar for professionalism. We encourage team members to familiarize themselves with the examples of conduct violations that may lead to disciplinary action, leading up to and including termination. While we cannot list every possible example, we have provided an overview below. This policy retains our rights to discipline or terminate team members for lawful reasons.

Examples of Code of Conduct violations:

- Possessing, using, distributing, or selling illegal drugs or other controlled substances.
- The use of marijuana products in or around our clinics and offices
- Being under the influence of alcohol or other unauthorized substances on HHF property or in client sessions in home or the community. *See ADA Accommodation process for the use of prescribed medication.*
- Inaccurate reporting of hours worked by you or any other Team Members.
- Personal cellphone usage during work hours when not for direct patient care
- Stealing or destroying HHF property.
- Possession of potentially hazardous or dangerous materials on our property is strictly prohibited. These include but are not limited to: firearms, weapons, explosive devices.
- Fighting with, or harassment of any fellow team member or client.
- 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, and/or unexcused absences.
- Working unauthorized overtime.
- Any unauthorized solicitation of fellow team members on HHF premises during working hours.
- Failure to dress appropriately and according to dress code policy.
- Use of obscene or harassing language in the workplace, either written or verbal.
- Gambling on HHF premises.
- Lending keys or keycards to HHF property to persons not assigned to use.
- Disclosure of HHF trade secrets and proprietary and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, client lists, patents, trademarks, etc.). Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of HHF 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.
- Failure to comply with social media and electronic use policies
- Violation of the policies and procedures set forth in this handbook.

While this is not an exhaustive list, it provides examples of the expected behavior. 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.

2.1. Employee Classification

[Click here](#) to read through HHF's employee classification.

2.2. Workweek and Hours of Work

In our clinics, excellence in care is our daily commitment. Our regular operating hours run Monday to Friday, 8 a.m. to 6 p.m., with weekend hours scheduled as needed to accommodate our diverse client needs. While these are the standard hours of operation, clinic hours and days may vary based on location and client needs. To confirm the schedule for your specific location, please consult with your clinic leadership. Detailed schedules, including specific dates and times, are also posted at each location.

Our Support Center operates Monday to Friday, from 8 a.m. to 5 p.m.

Team members' schedules are thoughtfully arranged to align with clinic demands. While your specific hours and breaks may vary based on location and role, we prioritize fostering a supportive work environment for all.

Your dedication and punctuality are key in our collective mission to provide exceptional care

to those we serve.

2.3. Meals and Rest Breaks

All team members working six or more hours in a day must take a 30-minute unpaid meal break. This is scheduled for all team members. Operational needs may necessitate variations to this practice, which will be treated as exceptions rather than part of a standard schedule. Any task that team members receive compensation for is not considered a break. For example, drive time, session notes, etc. tasks cannot be done during lunch breaks.

- **Break Requirements:** Meal breaks are unpaid and do not count toward hours worked. During this time, team members must be completely relieved of all work duties.
- **Work During Breaks:** If a nonexempt team member is required to perform any work during their meal break, they must be compensated for that time, which will count toward their total hours worked and is not counted as a meal break. Meal breaks cannot include any work tasks.

Clinic leaders are responsible for scheduling meal and rest breaks. Team members who fail to return on time from their meal break may face disciplinary action and pay deductions for the time missed.

2.4. Tracking Your Time

HHF is required by applicable federal, state, and local regulations to keep accurate records of hours worked by specific team members. To guarantee accuracy in timekeeping and ensure proper compensation for all hours worked, hourly team members must record their working hours using the company's electronic time system. For detailed instructions on time tracking, consult your supervisor or reference the full policy [here](#).

HHF strongly discourages any form of falsifying time entries, including working "off the clock." If you manipulate your own or your colleagues' time records, work off the clock, or engage in unauthorized hours, disciplinary measures may be enforced up to and including termination. It's crucial to immediately report any time entry falsification to your supervisor or People Operations. Likewise, if you witness, or are encouraged to falsify time entries or work off the clock, it's important to report it promptly.

2.5. Overtime

A supervisor must approve all overtime in advance. Overtime will be compensated based on federal, state, and local laws. Working unapproved overtime could lead to discipline, including termination of employment.

- Team members are required to obtain approval from their direct supervisor prior to the use of overtime.
- Team members who anticipate the need for overtime to complete the week's work must notify their supervisor in advance and obtain approval before working hours beyond their normal schedule.

2.6. Converting Session Time

Your time and contributions are valuable. To ensure proper compensation, it's essential to promptly and accurately record all hours worked. Currently, HHF utilizes Central Reach as the system of record for clinical team members. To capture your work hours accurately, log into the system at the start of your session, document session notes as the session progresses, and log out upon session completion. **All time must be converted in Central Reach on the day that the work is done.**

It is your responsibility to ensure that your logged time is accurate. Your supervisor will review the logged time for approval. Notify your supervisor of any pay discrepancies.

2.7. Compensation and Payroll

At Helping Hands Family, we recognize that providing fair and equitable pay and benefits for our team is paramount to recruitment and retention. Our success is built on our team members' dedication, expertise, and passion. Our compensation philosophy is designed to attract, retain, and motivate talent across all roles while fostering a culture of excellence, equity, and transparency. We conduct market research and internal equity reviews to ensure we remain competitive.

HHF's standard pay period is biweekly for all team members. Pay dates are on Fridays.

Your paystub is a valuable part of your work experience. Pay stubs itemize deductions made from gross earnings. HHF is required by law to make deductions for Social Security, federal income tax, and any other appropriate taxes. These required deductions include any court-ordered garnishments. Paystubs also itemize any voluntary deductions such as a member's portion of health, dental, or vision insurance premiums and/or voluntary contributions to a 401(k), to the extent applicable. If applicable, pay stubs will also differentiate between regular and overtime pay received.

2.8. Payroll Cycles and Direct Deposit

HHF's standard pay period is biweekly for all team members. Pay dates are on Fridays.

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. Always review your paycheck for accuracy. If you find an issue, report it to your supervisor immediately. [Click](#) to read the full policy.

2.9 Parking at our Clinics

We offer free parking to our team members at clinic sites where parking lots are available. However, please be aware that parking is at your own risk, so it's important to take necessary precautions, such as locking your vehicles and removing valuables. Team members are not permitted to park in areas designated for clients or visitors. Front row parking spots are reserved for client drop off and pick up.

2.10. Client Cancellation Policy

At HHF, our client cancellation policy helps full-time team members (30+ hours per week) maintain their scheduled weekly hours. Here's how it works:

- **Client Cancellations:** If a client cancels, you will be assigned another client or given administrative tasks by the BCBA, or clinic leader.
- **Home/Community Sessions:** If a client home or community session is canceled, you must report to the clinic.

Tasks assigned could include helping with clients in a sister clinic, working on your RBT Rise competency, in clinic administrative tasks, etc. At HHF, we are committed to supporting our team members whenever possible. However, there may be instances where operational needs require a discussion about options such as using PTO or taking unpaid time off. In those times these exceptions will be discussed with you.

Nevertheless, team members are not allowed to decline clients.

Failure to report to the clinic after a client cancellation will result in the use of PTO or be marked as an unapproved absence, leading to further disciplinary actions for unapproved absence.

2.11. Deductions from Pay/ Safe Harbor

HHF 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 team members 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 People Operations (hr@hhfamily.com).

HHF 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. As defined by law, you will be reimbursed in full for any isolated, inadvertent, or improper deductions. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday. Read the full policy [here](#).

2.12. Performance Reviews

We are committed to the growth and development of all our team members. To uphold our commitment to you and support you along your career pathway, we have established specific procedures for performance reviews tailored to both clinical and non-clinical roles, providing clear guidance and organization.

Annual performance reviews for the preceding year are carried out in February and March. Quarterly and monthly performance reports on clinical practice are given to clinical team members. All leaders should also conduct mid-year reviews with their teams to discuss objective progress and offer assistance in reaching expectations. If required, a strategy for performance improvement is implemented to assist team members in fulfilling objectives and standards.

Regardless of your role, regular meetings should be scheduled with your immediate supervisor to discuss progress towards goals, ensuring everyone is aligned and supported in their career. Our structured approach is designed to recognize and accommodate the unique needs of each team member and promotes our culture of continuous feedback and performance excellence at HHF.

HHF reserves the right to modify the performance evaluation timeline, postpone performance evaluations and merit increases, or freeze merit increases at any time without notice.

2.13. Job Descriptions

Job descriptions are an important part of your onboarding package as they relate to your position. If you would like to review your job description, please contact your supervisor.

2.14. Drive Time and Mileage Reimbursement

You are eligible for drive time compensation if you are a non-exempt hourly team member, paid at your normal hourly rate. Drive time is not compensated for your commute to or from your regular work location, such as a clinic or a single client. However, you will be compensated for drive time between clients or between a clinic and a client. Please record your drive time and mileage accurately in CR using the instructions provided during orientation. For your first and last drive of the day, if it exceeds 30 miles and is not to or from the clinic, you will not receive drive time compensation but will be reimbursed for mileage over 30 miles.

You will also be **reimbursed for mileage** for travel outside your everyday commute to and from your home clinic or single client location. Mileage is reimbursed at the current IRS mileage rate. For the first and last drive of the day, any mileage over 30 miles will be reimbursed. For travel between clients or between a clinic and a client, you will be reimbursed for the full mileage. Make sure to enter your mileage in CR as instructed. Other travel expenses like tolls or parking may be reimbursed with prior approval from your Clinical Director or Support Center Leader.



For team members who work remotely, it is important to discuss travel and reimbursable expenses with your leader before you incur them.

For additional information and to see the full policy, please review policies in HHF Standards on SharePoint

2.15. Attendance

At HHF, your presence and timeliness are essential. We rely on you to be present and ready for your scheduled shifts. Your attendance directly affects the quality and consistency of care our clients receive. When team members call out or arrive late, clients may need to switch to a different team member or have their session canceled, disrupting their care and routine.

It is HHF's expectation that you will be at work, ready to start, at your scheduled time each day. This includes completing your entire shift and returning from scheduled breaks and meal periods on time. Regular attendance and punctuality are critical to maintaining the high standards of care and service that our clients depend on.

While we understand that emergencies or illnesses may occasionally arise, undue or repeated absenteeism or tardiness burdens clients, other team members, and HHF. Such patterns will result in disciplinary action, up to and including termination. Your consistency is vital to the smooth operation of our organization and the quality of services we provide. Being present and punctual, you play a key role in supporting our clients and ensuring their care remains stable and uninterrupted.

Definitions

- **Call-Out:** A team member informs the organization that they will not work their scheduled shift.
- **Excused Absence:** Absence that was previously scheduled or due to medical or family emergencies or other legitimate reasons provided with notice and necessary documentation- like a doctor's note due to medical absence. Please note that within one month, two doctors' notes are the max we will accept for excused absence. *
 - **Documentation for excused absence:** Submit documentation on the day you return at the time you return to your clinic leadership.
- **Unexcused Absence:** Absence without providing proper notice.
- **Call-out during Holidays:** If you call out the day before or the day after a paid holiday, regardless of the circumstances, and you are not on the schedule to work, you will not be paid for the paid holiday
- **Tardiness:** A team member informs the organization that they will be late for their scheduled shift.
- **Punctuality:** Being on time for your scheduled shifts is not just a rule, it's a key factor in ensuring the smooth transition of responsibilities and maintaining the quality of services we provide to our clients. Arriving when

the client is expected to arrive will result in a late start to your session and be considered a “tardiness” as applied by this policy.

- To ensure that you can begin sessions at the scheduled time, HHF will compensate you for arriving up to 10 minutes before your session starts.
- Late arrivals, early departures, or absences from scheduled hours are disruptive and we encourage you to manage your day as best as possible to avoid them.
- **Job Abandonment (No Call/No Show):** We don’t expect this to happen, but if you fail to call or show up for work for one workday, we will consider you to have abandoned your job, and your employment will be voluntarily separated. Even in cases of emergency, ensure that someone is available to notify HHF that you will not be present. HHF reserves the right to make medical exemptions of this policy at the employer's discretion. Team members who are separated due to job abandonment will be ineligible for rehire.

Excessive Absenteeism and Tardiness

Missing 16 hours of your scheduled work hours within 30 days is excessive. During the first 30-day period where this is observed, your leader will partner with you to address any barriers to attendance. However, if this continues, performance management will occur.

| Call-out/Tardiness | Action | Outcome |
|---|---|--|
| 1-2 unscheduled callouts or 2-4 tardies/unapproved early departure | Verbal warning- follow-up up with an email | Partner to improve attendance |
| 3 unscheduled callouts or 4 tardies /unapproved early departure | Written warning or termination (<i>Excessive</i>) | Formal meeting with supervisor and documented |
| 4+ unscheduled callouts or tardiness /unapproved early departure | Final warning or termination of employment | Possible suspension or other actions, including employment termination |

An unexcused absence due to illness counts as a single occurrence, regardless of the number of consecutive days. We understand that there may be times when you are unable to provide immediate documentation, such as a doctor's note. We are here to support you in such situations.



When absent due to medical reasons for more than three (3) consecutive days, we require documentation to ensure the health and safety of yourself, and others in the clinic.

Call-Out Process

We understand that emergencies happen; therefore, in the event of a medical emergency or if an illness arises, you must use PTO if available. Call-outs are tracked on a rolling four-week basis and are reviewed every two pay periods.

Procedure:

1. **Notification Method:** For medical reasons, team members can call out via phone, email, or the Teams tool with their direct supervisor or designated team lead.
 - a. All callouts due to medical must be made by 6:00 am of the scheduled date to ensure client coverage
 - b. All other callouts must be made at least 24 hours before the shift starts. Non-medical-related callouts are factored into your attendance.
2. **Client Coverage:** Team members are to partner with their supervisor or clinic leaders to ensure that the session is rescheduled for the client.
3. **Documentation:** Team members may be asked to provide documentation for callouts as appropriate.

You must use your paid time off (PTO) for callouts. You can take unpaid time off for medical-related callouts once you have used up to 40 hours of PTO for the year. Medical unpaid is capped at 24 hours for the year.

If you call out to avoid working with a client or taking on a case due to client cancellation, you will face attendance and performance consequences, including termination of employment. All callouts are documented appropriately. **To review the full policy, [click here.](#)**

2.16. Dress Code

To ensure a professional, inclusive, and positive work environment that aligns with our values and brand image, HHF has adopted a dress code policy. Our dress code and grooming standards are intentionally established to ensure equal expectations for all team members. HHF allows reasonable self-expression through personal appearance unless it conflicts with an employee's ability to perform his or her job safely and effectively or within his or her specific work environment, or it is regarded as offensive or harassing toward others. HHF understands that in certain situations, HHF may need to make reasonable accommodations to this policy. Team members are to notify People Operations at hr@hhfamily.com with requests for accommodations, or questions.

Dress Code Guidelines

- All direct care team members (i.e., BTs/RBTs) are required to wear company-issued HHF branded shirts during working hours in clinic locations, in community settings, and in-homes, including T-shirts, fleece jackets, and sweatshirts featuring the HHF logo.

- Upon hire, each full-time team member (30+ hours) will receive 5 shirts, and part-time team members (10 - 29 hours) will receive 3 shirts.
- Team members can purchase additional shirts or sweatshirts at cost.
- If a parent or guardian requests team member to not wear HHF branded apparel to a home or school session, this can be accommodated on a case-by-case basis. Please reach out to your supervisor to discuss what should be worn.
- Beyond the HHF shirt, please see below guidelines of all other approved attire to wear during work.

Specific Requirements for BCBAs, Clinical Directors, Administrative Supervisors/PSS, and Support Center:

- BCBAs will have specific BCBA branded apparel to differentiate from RBTs.
- Besides the option of wearing HHF-branded apparel, team members in this category may also follow a professional dress code, ranging from business casual to business formal, depending on the occasion.
- Support Center team members should wear an HHF branded shirt when visiting a clinic to stay identifiable.

Appropriate Attire at HHF

- **Neat and Well-Maintained Clothing:** Ensure your clothing is clean, properly cared for, and free from visible stains or tears.
- **Casual, but Presentable Attire:** Opt for smart casual clothing, avoiding overly informal items like ripped jeans, shorts, tank tops, crop tops, or graphic T-shirts and any clothing with inappropriate, political or offensive images. Even on casual days, maintain a polished appearance.
- **Wearing of any items that children can grab onto and cause injury to you or the clients** such as pins, scarves, lanyards, hoodies with drawstrings etc. should be avoided.
- **Respectful Coverage:** Wear clothing that provides appropriate coverage, avoiding overly revealing items such as low-cut tops, midriff-baring tops, sheer or netted clothing, short skirts.
- **Suitable Footwear:** Select footwear that adheres to workplace and safety standards, avoid open-toed shoes, slippers, wedges, flip-flops, or excessively casual options. Crocs can be worn with exceptions. Please discuss with your manager.
- **Visible Undergarments:** Ensure your clothing doesn't reveal undergarments, including bra straps or underwear, by opting for attire that provides appropriate coverage.
- **Hairstyles and Colors:** While expressing yourself through hairstyles and colors is welcomed, ensure they align with a professional work environment and aren't overly distracting to our clients' care.
- **Jewelry Choices:** When working or visiting clinics, wear jewelry that is appropriate for the environment, avoiding items like long necklaces, dangling earrings, nose or facial

piercings, bracelets, or anything that could be caught or grabbed, posing a safety risk to yourself or clients.

2.17. Personal Hygiene Policy

We are committed to maintaining a safe, healthy, and professional environment for both team members and the clients we serve. Recognizing the importance of personal hygiene in achieving this goal, we've established guiding practices that will support the well-being of everyone in our clinics and Support Center.

Personal Hygiene Guidelines:

- **Maintain Neat and Trimmed Nails:** Keep nails short and clean to prevent accidents or injuries to yourself or to our clients. Team members delivering clinical care should avoid nail length exceeding the length of your fingers. This could cause harm to the clients and to yourself.
- **Haircare:** Ensure hair is kept neat and away from the face to prevent potential grabbing accidents or injury from clients. The suggestion is to wear hair in a bun or ponytail
- **Tattoos:** Self-expression is honored, but out of respect to our young clients, team members are required to cover up any tattoos with profanity or inappropriately graphic content.
- **Hygienic Practices:** Regular bathing, the use of deodorant and wearing clean clothes is expected and essential to maintain a pleasant and hygienic environment for everyone.
- **Thorough Hand Washing:** To prevent the spread of germs and diseases, thoroughly wash hands with soap and water after using the bathroom and after any childcare activities such as changing diapers, wiping noses, changing soiled clothing, etc.
- **Fragrance Usage:** Any fragrances worn (including perfumes, colognes, scented lotions and scented detergents) should be kept light and minimal. This ensures a comfortable and inclusive environment for everyone.
- **Odor Control:** To safeguard the health and well-being of yourself and others, refrain from entering clinics or facilities with strong odors, such as cigarette smoke or marijuana.
- **Prioritize Health and Well-being:** If experiencing physical or contagious ailments like lice, ringworm, pink eye, or other communicable diseases, we encourage you to prioritize the health and safety of team members and clients by refraining from coming to work until fully recovered.

HHF strictly follows all CDC-mandated protocols. In cases where hygiene and appearance standards are not met, team members may be requested to leave the premises. Persistent non-compliance could result in immediate termination of employment, as it poses a risk to the health and safety of team members and clients.

2.18. Managing Job Performance

At HHF, our approach to performance improvement is designed to foster growth and



development while addressing areas of concern constructively and collaboratively. Below is an outline of the process, emphasizing clear communication, fairness, and opportunities for improvement.

As previously discussed, team members must adhere to all written policies. **HHF follows a clearly defined process to address performance issues when this standard is unmet.** However, we reserve the right to adjust the steps in this process as appropriate to the situation. For example, some behaviors, such as illegal activities, theft, violence, or substance abuse, require immediate action and are not subject to the progressive process. These may result in immediate termination and, if necessary, be reported to authorities.

Verbal Coaching

This initial step allows supervisors to address performance, conduct, or attendance concerns in a supportive and constructive manner. Supervisors will discuss the nature of the concern with the team members, providing clear expectations and actionable steps to achieve improvement.

Written Guidance

If further clarification or action is needed, this step involves formally documenting the issues and outlining specific expectations for improvement. Supervisors will meet with the team members to review any additional instances or relevant information, reinforcing the support available for the team members to succeed.

Final Written Notice

This step emphasizes the importance of making immediate improvements, with a final formal document summarizing the concerns and expectations. The goal remains to provide clarity and a clear path for resolution.

Recommendation for Employment Separation

In rare instances where previous steps do not resolve the concerns, the process may result in a recommendation to transition the team member out of the organization. While HHF strives to provide multiple opportunities for improvement, some circumstances may necessitate immediate action. Any recommendation for separation requires approval from HR and the second-level supervisor or designated leader.

Refusal to Acknowledge Corrective Action

While team members may decline to sign corrective action notices, this does not invalidate the documentation. Supervisors and a witness will sign to acknowledge the team member's refusal, ensuring the corrective action is correctly recorded in their file.

Temporary Suspension

Temporary suspension may be the most effective solution for urgent or potentially harmful incidents to ensure workplace safety. Suspensions will comply with all relevant laws and may be unpaid for serious infractions. Pay will be reinstated if an investigation absolves the

team member of any wrongdoing. HR will guide supervisors through this process to ensure compliance and fairness.

2.19. Probationary Period

New employees working for HHF (HHF) will undergo a 90-day probationary period upon starting with the company. As an at-will employer, HHF has the right to terminate the new hire at any time without cause and likewise, the employee has the freedom to terminate employment during this timeframe. Read full policy and competency expectations [here](#).

2.20. Driving Policy During Work Hours

HHF's expectation is that you will adhere to the following safety guidelines for cellphone use and vehicle operation

- **Compliance with Laws:** Always follow local, state, and federal laws and regulations regarding safe driving, vehicle registration, and vehicle insurance.
- **Eligibility for In-Home Sessions:** Present a valid driver's license to your leader on your first day. Ensure that your driving record remains free of penalties, suspensions, or limitations that would affect your ability to operate a vehicle for work. Notify People Operations if any such issues arise during your employment.
- **Safe Cellphone Use While Driving:** Prioritize safety by using hands-free operations or pulling off the road and safely stopping the vehicle before placing or accepting a call. Keep your focus on the road and avoid discussing complicated or emotional matters while driving.
- **Caution in Adverse Conditions:** Exercise extra caution in traffic, inclement weather, or unfamiliar areas to ensure safe driving.
- **Texting and Digital Device Use:** Stay focused on driving by refraining from reading or sending text messages, accessing records on a digital device, or checking team messages. This helps you avoid distractions and adhere to legal requirements.
- **Responsibility for Traffic Violations:** Take responsibility for any traffic violations that may occur, ensuring you drive safely and within the law. HHF will not compensate you for any fines, fees or towing costs related to traffic violations.
- **Mileage and Toll Reimbursement:** Tolls and mileage are reimbursed by HHF. Please review the mileage policy to understand what is covered and take advantage of this benefit.
- **Transporting Clients:** Focus on safety and professionalism by not transporting clients or their family members in your personal vehicle during work hours.
- **Health Emergencies:** If you experience a health emergency while driving, safely pull over and call 911 immediately. Your safety is the top priority.

All applicable policies regarding appropriate workplace conduct apply during work hours, including while driving your personal vehicle. [Click here for full policy](#)

2.21. Photo and Video Usage Agreement Policy

At HHF, we recognize the immense value that photographs and videos bring in showcasing our teams' efforts and the impact of our services. However, we are equally committed to respecting the privacy and confidentiality of our clients and adhering strictly to HIPAA and PHI regulations.

- Team members should only use photos and videos in a manner that positively reflects on our clinic and fosters a sense of community and engagement.
- We prohibit the posting of images that are derogatory, degrading and/ or violate our bullying and harassment policies.
- When capturing images or videos within our clinics or during our events, all team members must obtain prior consent from any individual appearing in the content.
- This ensures respect for personal boundaries and compliance with privacy laws.
- Special care must be taken to never capture or disclose PHI or any other sensitive information.
- All photos or videos featuring clients, or that could indirectly reveal personal health information, must receive prior approval from marketing and compliance teams before posting to ensure HIPAA compliance.

This policy is designed to protect our clients and our facility from potential violations of privacy laws. We trust our team to uphold these standards diligently, promoting our community's welfare while safeguarding the privacy and integrity of the individuals we serve.

[Click here for full policy, consent forms and guidelines.](#)

2.22. Company Equipment Policy

HHF will provide various computer equipment needed to perform job duties. HHF computers/devices are not personal computers, and any use of them is subject to review by management. No team member should presume privacy for activities involving HHF computers/devices or telephone systems.

- HHF may monitor, intercept, access, review, use, or disclose a team member's access or use of such equipment, any contents or communications stored on or in such equipment, and any content or communications transmitted through such equipment.
- In addition, the company may limit or remove access to company equipment at its discretion.
- Devices may include but not limited to tablet, laptops, company phone etc.
- Our equipment should not be used to violate any company policies. This includes deliberate acts and passive behavior which are offensive to others.

All team members who use HHF's Network or Electronic Equipment are required to follow the guidelines below:

- It is advisable to use network and electronic equipment for HHF business purposes only due to spyware and other security breaches that may occur.
- Messages and communications sent via HHF Network and Electronic Resources are subject to subpoena and access by persons outside HHF and may be used in legal proceedings.
- Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
- Email is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss a critical issue, it should be handled in person or over the telephone if a meeting is not possible. It is strongly advised to not utilize email for lengthy chain communication.
- Passwords protecting the use of HHF Network and Electronic Resources are HHF property and will be assigned to team members as needed. Team members must change passwords at a minimum of every 90 days. Your password should be complex and not include things like your child or pet's name or nickname and should include at least one uppercase letter and one or more symbol characters for security purposes.
- Multi-factor authentication is also required
- Do not install any software or program on any Company computer or other hardware without the express consent of your supervisor or HHF Director.
- Cybersecurity is every team member's responsibility. Your password should be complex and not include things like your child or pet's name or nickname and should include at least one uppercase letter and one or more symbol characters for security purposes. You should never share your password with anyone inside or outside the organization, including your supervisor or direct reports. The Company will implement systems and trainings to ensure cybersecurity. Team members will be expected to adhere to these systems' requirements and shall not take any actions to thwart cybersecurity systems or procedures.
- Team members must not attempt to override or evade any program or measure installed by HHF to protect the security or limit the use of its Network and Electronic Resources.
- Safeguarding company data and equipment is critically important. Company-owned equipment should not be left in parked cars or other locations vulnerable to theft. Personal cell phones and other handheld devices used to access company data should be configured to lock when not in use and should require a complex passcode or biometric token to unlock.
- Team members must contact IT immediately if company computer equipment or personal equipment is lost.
- Company data should be stored only in the appropriate systems designated for that purpose (for example, SharePoint libraries and OneDrive accounts)



provided by the Company.) Only Company-provided email accounts may be used to conduct Company business.

HHF retains the right to review all communications conducted and data saved, reviewed, or accessed via HHF Network and Electronic Resources, including Company computers, email, and internet access. HHF does not permit its non-management team members to access or use any Company password, email, or Internet access other than their own. Inappropriate use of Network and Electronic Resources may result in discipline, including employment separation. Team members should be careful to safeguard their passwords, log off their terminals when not in use, and not permit others to access Company systems.

2.23. Employer-Sponsored Events

Occasionally, HHF may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation always to conduct yourself properly and professionally.

2.24. Growth, Job Transfer, and Job Changes

HHF has established guidelines for team members transfers and status changes to support career development and meet business needs. Team members can request transfers or status changes based on their organizational roles and tenure. Eligibility criteria include minimum time in the current role, active employment status, and acceptable performance ratings. Depending on the transfer type—lateral, promotional, or schedule change—specific steps must be followed, such as notifying supervisors, ensuring proper backfilling, and completing updated offer letters.

For detailed information about the requirements and processes specific to your role, please [click here](#) to access the full policy and instructions. This resource outlines all criteria, procedures, and considerations for transfers, status changes, and related pay or PTO adjustments

2.25. Continuing Education and Tuition Assistance

HHF values the continuing education of our team members and is committed to supporting their growth. If HHF sends you to a training or class related to your role during regular working hours and you are nonexempt, you will receive training pay for that time. For external training opportunities, team members must submit advance written notice detailing the class, including subject matter, duration, and cost.

With supervisor approval, HHF may reimburse part or all of the fees, including materials, meals, and transportation. Reimbursement will be provided after attendance and proof of payment.

Supervisors conduct departmental training individually to ensure team members learn HHF-

specific procedures and responsibilities. Please consult your supervisor if you require additional training or reasonable accommodations for asynchronous training. The Clinical Operations Manual provides clinical training guidelines. Team members interested in the Tuition Reimbursement Program should contact the Talent Development team for more details.

2.26. Legal Names and Aliases

For billing and compliances purposes, employees must list their full legal name in HHF systems such as Central Reach. A preferred name may be entered in, but the employee must bill under their full legal name.

2.27 Political Neutrality

Maintenance of individual freedom and our political institutions necessitates broad-scale participation by citizens concerning the selection, nomination, and election of our public office holders. HHF will not discriminate against any employee because of their identification with and support of any lawful political activity. Company employees are entitled to their own personal political position. HHF will not discriminate against employees based on their lawful political activity engaged in outside of work. If you are engaging in political activity, however, you should always make it clear that your actions and opinions are your own and not necessarily those of HHF, and that you are not representing HHF. Any time devoted to political causes must take place outside of working hours.

2.28. Child Abuse

HHF supports and maintains a zero tolerance against child abuse and neglect. Child abuse and neglect include physical or mental injury, sexual abuse, negligent treatment, or maltreatment.

Sexual abuse is defined as the use, persuasion, or coercion of any child to engage in any sexually explicit conduct (or any simulation of such conduct) for the purpose of producing any visual depiction of such conduct or rape, molestation, prostitution, or incest with children. It is against the law and against the policies of HHF for any employed employees, male or female, to physically, sexually, or mentally abuse or neglect any child. For full policy, [click here](#).

2.29. Background Check Procedure

All offers of employment at HHF (HHF) are contingent upon clear results from a thorough background check. Failure to submit all required background check documents, including receipts of background checks, before the set deadline will result in the postponement of start dates and may even result in rescinding the employment offer. HHF will push back a candidate's start date once before making the determination to rescind the employment offer.

Background checks will be conducted on all final candidates and may also be required for current employees who are promoted, as deemed necessary. For full policy, [click here](#).

2.30. Personal Property

HHF is not liable for loss of, or damage to, personal property occurring on Company premises. HHF is not liable for theft of personal property left in an employee's work area or anywhere throughout the facility nor is HHF liable for damage to personal property occurring on Company premises, including damage of personal property while working with clients.

Personal property left behind upon termination/resignation will be held at the clinic. The leadership or Program Manager at the clinic will call and email the ex-employee three times. If after the third time of reaching out there is no response from the ex-employee, then the clinic will either throw away or donate the item depending on what the item is.

2.31. Rehire

It is the policy of HHF to consider the rehire of former employees who voluntarily left employment or were laid off due to business needs. Read full policy [here](#).



HHF BENEFITS

Eligible Team Members (as determined by the plan terms) may participate in the HHF health and welfare plans on the first of the month following 30 days of employment.

Refer to your Summary Plan Description (SPD) for specifics regarding current plan offerings available on the TriNet platform.

If you have questions about your benefits or a qualifying life event including: marriage, adoption or birth of a child, divorce, entitlement to Medicare, termination of employment, a dependent child no longer meeting eligibility requirements, or death of a Team Member, please reach to to TriNet, which is available at:

- **Chat:** login.TriNet.com > Contact TriNet > Chat, available 24/7
Phone: (800.638.0461) Monday through Friday 6 a.m.-midnight ET (3 a.m.-9 p.m. PT)
- **Email:** team members@TriNet.com

3.0. COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible HHF Team Members and their beneficiaries to continue health insurance coverage under the medical health plan when a qualifying event could result in the loss of eligibility.

Please contact People Operations to learn more about your COBRA rights.

3.1. Retirement Savings Account (401(K))

Eligible Team Members (as determined by the plan's terms) may participate in HHF's 401(k) plan after being employed for at least 3 months.

HHF provides a pre-determined, bi-weekly company match. HHF provides for Team Member pre-tax deferral contributions [and after-tax Roth contributions]. Refer to your Summary Plan Description (SPD) for specifics on the TriNet portal.

3.2. Team Member Assistance Program (EAP)

HHF provides confidential assistance through its Team Member Assistance Program (EAP) to all eligible team members and their family members/dependents. The EAP provides 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, and substance abuse.

The EAP can help assess the problem, offer guidance, and provide a referral to outside care. Voluntary participation in the EAP will not jeopardize your opportunities for promotion or employment.

You can contact the EAP directly. [Click here](#) for additional information.

TIME OFF POLICIES

4.0. Paid Time Off (PTO) Policy

At HHF, we promote work-life balance with our straightforward PTO policies. Designed to meet your needs, our PTO system offers flexibility for personal time. Here's a brief overview of how you can manage your paid time off with us.

- Your paid time off (PTO) starts accruing from the first day of employment. Your accruals are based on the hours you work by week.
- We prorate your PTO accrual based on your start date. You can carry over a max of up to 40 hours of accrued PTO into the following year.
 - For specific accruals by position and tenure, [click here](#)
- During peak business times, blackout periods may be set throughout each year, restricting the number of team members who can be off. Just as we have peaks, we may have valleys – during these times, we may support more team members' utilization of time off.
- PTO needed within the first 90 days and requested before your start date will be evaluated based on the time required and your training. You may be asked to move your start date if PTO impinges on your ability to complete your orientation and training. If approved before hire, the time will be unpaid.
- HHF does not allow negative PTO as a policy. However, exceptions may be made based on approval by the VP of People Operations.
- New hires are eligible for all paid and floating holidays from the first day of employment. All time is prorated based on the hire date.
- If your PTO request is denied and you subsequently call in sick on the day of the denied PTO, you may be subject to disciplinary action, up to and including termination.
- Staff can take PTO in one-hour increments
- Paid time off must be requested 2 weeks in advance

4.1. Paid Holidays, Community Day, and Floating Holidays

All full-time team members are eligible for 6 paid traditional holidays & 2 paid floating holidays during their normal schedule. Floating holidays can be used for federal holidays or other religious observances, the day before or after Thanksgiving, the day before or after Christmas, or your birthday, as long as your birthday falls on a workday (cannot use floating holiday for your birthday if it falls on a weekend day). Part-time staff are eligible for floating holidays and are paid out based on hours worked. Part-time staff must use their floating holidays on their regularly scheduled workdays. Floating Holidays cannot be used in lieu of PTO or bereavement time.

- Floating holidays follow the same approval process as PTO.
- Floating holidays do not roll over, and renew each calendar year



- We observe holidays falling on Saturdays on the preceding Friday and those on Sundays on the following Monday.
- Floating holidays must be used as a full day depending on your work shift.
- If a paid holiday falls during an eligible team member's approved time off, holiday pay will be provided instead of vacation time.
- If you call out the day before or the day after a paid holiday, you will forfeit the holiday pay.
- Leaving work early the day before or after a holiday without authorization will lead to forfeiture of holiday pay.
- There is no holiday pay when out on a leave of absence.
- Floating holidays can be used only for the employee's own birthday, not their spouse, child/children, parents, friends, etc.
- Team members may be asked to work on a holiday due to business needs.

Team members may be asked to work on a holiday due to business needs. Team members hired before July 1st are eligible for two floating holidays. Team members hired after July 1st are eligible for one floating holiday.

| Holiday Schedule |
|--|
| New Year's Day (January 1) |
| Memorial Day (Last Monday of May) |
| Independence Day (July 4) |
| Labor Day (First Monday of Sept.) |
| Thanksgiving Day (fourth Thursday of Nov.) |
| Christmas (December 25) |
| Floating Holiday #1 |
| Floating Holiday #2 |

Community Day: HHF encourages you to give back to your community. HHF encourages you to give back to the community – so we offer 1 paid community day to volunteer or participate in community service

Unpaid Time Off

HHF understands the importance of providing time for team members outside of what is accrued. There are two types of unpaid time:

4.2. Mental Health Days

This policy provides structured time off to address mental health needs while maintaining accountability and ensuring appropriate use.

- Eligible for up to **three (3) unpaid mental health days per calendar year**, allocated as **24 hours total** (used in 8-hour increments).
- Team members hired **on or after July 30 but before October 1st** are eligible for **two (2) mental health day (16 hours)** for the remainder of the year.
- Team members hired after October 1st are eligible for one (8 hours) mental health day for the remainder of the year.
- Team members can elect to use PTO during a mental health day.
- Team members are allowed to use mental health days consecutively. It is important for operations to support team members as they are managing this benefits.

Usage Guidelines:

1. Scheduling and Approval:

- Mental health days must be scheduled 24 hours in advance or assigned/approved by a supervisor. This is due to the clients that team members are paired with, ensuring continuity of care.
- Approval is granted on a **first-come, first-served basis**, subject to operational needs.

2. Incremental Use:

- Mental health days must be taken in **full-day increments based on hours worked**. Partial use is not permitted.

3. Restrictions on Use:

- Mental health days cannot be used in place of **denied PTO requests** or as a substitute for sick time or callouts.

4. Employment Assistance Program (EAP):

- HHF's Team members have access to the Employee Assistance Program (EAP) as a resource.

Accountability:

Supervisors are responsible for tracking the usage of mental health days to ensure compliance with this policy. Any misuse of mental health days may result in corrective action.

4.3. Exceptional Life Events

We recognize that life has essential moments that you may need to take time for. Given operational needs, as a full-time team member (30 hours or more) you can request time off for exceptional life events that could include unpaid time off. Here's how it works:

- **Request Process:** Submit a request at least one month before the event. It must be approved by both the Clinic Director (CD) and the Regional Director of Operations (RDO) before you book the event.
- **Examples of Life Events:** Weddings, honeymoons, important family



trips, international travel for family, or events surrounding educational obligations (matriculation, white coat ceremonies, etc.).

- Exceptional life events are not used for medical reasons. Review Leave section of Handbook for all medical related time off.

Things to Note: Time off for Exceptional Life Events cannot exceed two weeks of unpaid time and must be used only after PTO is exhausted. Medical requests for time off must be made through our leave of absence process. Parental leave requests should also follow the leave of absence request process.

It is essential to gain approval before scheduling the time.

Refer to your accrual table from your hire date or contact your People Ops Partner for more information on all other accrual tables.



LEAVE OF ABSENCE POLICIES

5.0 Family and Medical Leave Act (FMLA):

Following Federal guidelines, HHF offers FMLA. FMLA provides job protection to eligible Team Members, reach out to the HR Operations Team for eligibility requirements.

- Eligible Team Members are entitled to up to 12 weeks of unpaid leave within 12 months, 1,250 hours with a rolling calendar year for qualifying reasons
- Team Members must provide timely notice and receive appropriate medical certification
- This leave is unpaid

To qualify as FMLA leave under this policy, the leave must be for one of the following reasons:

- The birth of a child or placement of a child with a team member for adoption or foster care.
- To care for a spouse, child or parent who has a serious health condition.
- For a serious health condition that makes the team member unable to perform the essential functions of his or her job.
- For any qualifying exigency arising out of the fact that a spouse, child or parent is a military member on covered active duty or on call to covered active-duty status.
- To care for a covered service member with a serious injury or illness.

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

Holiday Pay during FMLA

While on FMLA leave employees will not receive Holiday pay.

For full leave processes click [here](#)

5.1. Paid Parental Leave

HHF is committed to supporting our team members as they grow their families. As a paid benefit, HHF offers up to six (6) weeks of paid parental leave at 60% of the team member's base bi-weekly salary, capped at \$1,500 per pay period. This benefit is designed to provide time for team members to care for and bond with their newborn. The policy will run concurrently with the Family and Medical Leave Act (FMLA) where applicable. For full policy details, [click here.](#)

5.2. Unpaid Medical Leave of Absence

The Unpaid Medical Leave of Absence (UMLOA) policy provides guidelines for team members who need to take leaves of absence, ensuring consistency, fairness, and



compliance with applicable laws.

HHF understands that important personal needs may occur during your employment that may not qualify for leave under federal and/or state laws.

Eligibility

Full-time permanent employees with a serious medical condition as defined under the Family and Medical Leave Act (FMLA), who are in their first year of employment and have successfully passed their 90-day probationary period at HHF, may request a leave of absence for a self-qualifying medical event.

- **Duration:** Employees may take up to six (6) weeks of leave within their first 12 months of employment at HHF.
- **Minimum Absence:** This leave applies to employees who need to be out of work for five (5) or more consecutive days.
- **Mandatory PTO Use:** Employees must exhaust all PTO before the leave becomes unpaid.

Additional Eligibility Requirements

- Be a regular full-time employee within their first year of employment at HHF.
- Must be employed as a full-time staff member (30+ hours per week) and successfully passed their 90-day probationary period at the time of the leave request.
- Leave is limited to one occurrence per year, regardless of length. Once used, there is no balance to reuse.
- PTO does not accrue while on LOA.
- Intermittent leave is not permitted unless approved as a reasonable accommodation under the Americans with Disabilities Act Amendments Act (ADAAA). Requests for disability-related accommodations should be made to the HR department.

Reasons for Requesting UMLOA

Full-time permanent employees may request a UMLOA for one or more of the following reasons:

- The employee's own chronic health condition, including disability due to pregnancy and/or post-partum.
- The birth and care of the employee's newborn child.
- The placement of an adopted or foster child with the employee.
- The care of an employee's immediate family member (spouse, child, or parent) with a serious health condition.

Read full policy [here.](#)

5.3. Military Leave (USERRA)

HHF complies with federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services by the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state laws.

- You must submit documentation of the need for leave to the LOA Coordinator.
- When returning from a military leave of absence, you will be reinstated to your previous position or a similar position, following 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 about status, compensation, benefits, and reinstatement upon return from military leave, contact People Operations.

5.4. State-Specific Leaves:

New York, Connecticut, New Jersey and Maryland each have specific leave requirements. Pennsylvania and Maryland currently do not have state-specific paid leave laws.

Team Members must adhere to the applicable state laws when requesting leave. Click the appropriate link for your state below for additional information:

- [CT Paid Leave and FMLA](#)
- [New York State Paid Sick Leave](#)
- [New Jersey Family Paid Leave Benefit](#)
- [Maryland Family Medical Leave Insurance](#)

5.5. How to Request a Leave

Team members who meet the eligibility criteria for a leave of absence must complete the linked request form below at least 30 days before the commencement of leave or as soon as practicable in the event of an unforeseeable absence.

- All leaves of absence must be submitted and approved in writing
- If the dates of requested leave change, an amendment must be approved in writing with the new dates
- Contact LOA@HHFamily.com for assistance. Depending on your state of residence, you may qualify for state and STD benefits concurrently.

5.6. Return From Leave

Upon returning from a leave of absence, the team member must provide a "fitness for duty" certification from a physician or a note from your physician. We require this form to ensure you are healthy enough to be back at work and won't jeopardize your continued health as well as the health of those around you.

- The documentation must list any restrictions you have or release you to full duty.
- If there are any restrictions, we will need to review under the Americans

With Disabilities(ADA) Reasonable Accommodation Interactive Process.

- Team members should submit all paperwork to HR@HHFamily.com.
- If you fail to return to work on the first workday following a leave of absence, without obtaining an authorized extension of leave from HHF you may be considered to have abandoned your job and voluntarily resigned
- Team members that received compensation from HHF while on leave will be required to pay back the funds.
- Team members will also be required to pay back funds if they have had benefits paid during leave by HHF

Work with the team to understand the return to work process and your responsibilities. You can reach out to them at HR@hhfamily.com

5.7. Reasonable Accommodations for Pregnant Workers

As required by the federal Pregnant Workers Fairness Act (PWFA), HHF will provide reasonable accommodations to team members and applicants with limitations related to pregnancy, childbirth, or related medical conditions, unless the accommodation will cause undue hardship to HHF's operations.

A team member or applicant may request an accommodation due to pregnancy, childbirth or a related medical condition by submitting the request in writing to HR. The accommodation request should include an explanation of the pregnancy-related limitations, the accommodation needed and any alternative accommodation(s) that might be reasonable. Depending on the nature of the accommodation, the individual may be requested to submit a statement from a health care provider substantiating the need for the accommodation.

Upon receipt of a request for accommodation, HR will contact the team member or applicant to discuss the request and determine if an accommodation is reasonable and can be provided without significant difficulty or expense, i.e., undue hardship.

HHF prohibits any retaliation, harassment, or adverse action due to an individual's request for an accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

Pregnant staff members are required to submit a formal request for frequent doctor's appointments to their LOA Coordinator. This ensures that time off for pregnancy-related appointments can be taken without penalty.

Please note that PTO is not required to be used for time taken off for these appointments. Employees may opt for the time to be unpaid instead.

5.8. Lactation Break Policy

Helping Hands Family (HHF) supports nursing mothers by providing reasonable unpaid break times to express breast milk for up to one year following the child's birth. Breaks should, if possible, coincide with regular rest or meal periods, and nonexempt team members must



clock out for any additional time needed. A private, functional space—other than a restroom—will be made available, shielded from view and free from intrusion. For offsite or teleworking team members, accommodations will ensure privacy, including freedom from observation by any employer-provided video systems.

Breast milk may be stored in designated refrigerators, lactation room refrigerators, or personal coolers. Team members must label stored milk with their name and assume responsibility for its safety, including risks related to storage or tampering. HHF encourages team members to discuss the frequency and duration of lactation breaks with their manager to ensure seamless workplace integration while supporting their needs

5.9. Requesting a Reasonable Accommodation

HHF is committed to fully complying with the Americans with Disabilities Act Amendment Act. HHF will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to individuals or others in the workplace. Requests for accommodations that create an undue hardship on the organization may not be granted.

People Operations is responsible for implementing this policy, including resolution of reasonable accommodation, safety/direct threat, and undue hardship issues. Contact People Operations with any accommodation requests at HR@hhfamily.com

All time-off requests may be subject to the request for documentation at the supervisor's discretion.

HHF is compliant with all State and Federal time off requirements. For more information, please contact People Operations at HR@hhfamily.com.

5.10. Bereavement

Bereavement leave is available to all team members. Team members are paid leave benefits for up to 3 days of their regular work schedule in the event of a death in the Team Member's immediate family or the immediate family of their significant other.

- Immediate family includes the spouse/domestic partner, grandparents, parents, siblings, children, and grandchildren.
- Special consideration will also be given to any other person whose association with the team member is like any of the above relationships and will be evaluated on a case-by-case basis.
- Team members wishing to use bereavement leave must notify their supervisor immediately to discuss a plan for their absence.
- Bereavement leave should be taken within 2 weeks.
- Please notify your supervisor to request additional unpaid time off if needed.

If additional time is needed, we encourage team members to consider a Leave of

Absence.

5.11. Jury Duty and Subpoenas

HHF supports team members in fulfilling their civic duties, including jury duty, and compensates non-exempt team members for jury duty as mandated by law. Team members should promptly inform their supervisor upon receiving jury duty summons to arrange for their absence.

- HHF will provide non-exempt team members with their regular salary for up to 3 working days of jury duty service.
- Team members should give HHF their jury duty fees; less parking expenses (receipts required) incurred during jury duty.
- HHF **requests** proof of jury duty service as allowed by law, and team members are expected to report for work when not required in court.
- Upon returning to work, team members must submit a certified copy of attendance stamped by the court clerk's office for each day of jury duty attended.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, PTO will be used for this purpose. If a team member is subpoenaed to attend court HHF will not deny the time off request. The team members will need to submit proof of the subpoena two (2) weeks in advance if possible and it must be sent to HR and the employees' manager. The submitted documentation must include the employee's name and the date of the mandated court appearance.

5.12. Time Off to Vote

HHF recognizes and supports team members' right to vote. All team members should be able to vote before or after their regularly assigned work hours.

- However, when this is not possible due to workplace schedules, team members can receive up to 3 hours of unpaid time during the workday to vote.
- Team members must provide at least 2 days advanced notice before an election.
- Time may be granted and designated at the beginning or end of a scheduled shift.
- Time Off for voting should be reported and coded appropriately for timekeeping records.
- The supervisor may require proof of participation as covered by law.

5.13. Compliance with Laws/Regulations

All team members of the organization are responsible and accountable for performing his/her function in compliance with applicable state and federal laws and regulations. All team members receive initial and annual training to ensure that they have a basic knowledge of client protection compliance, including fraud, waste and abuse (FWA). Team members can report any concerns regarding FWA material, internal grievances, HIPAA or mandated reporter guidelines compliance department. If an team members wishes to report a concern anonymously, he/she may do so via the Suggestion Box (locate on HHF Team members



SharePoint) or via the Complaint Line at 520-521-2222.

POLICIES AND COMPLIANCE

6.0. Visitors

All visitors to HHF are required to adhere to our dress code, hygiene, and compliance policies, ensuring a professional and respectful environment.

[Click here](#) for full policy.

- **Check-In Requirement:** Non-team members must check-in with HHF leadership before accessing company property or clinics.
- **Team Member Responsibility:** Team members must accompany and attend to their visitors at all times while on the premises.
- **Visitor Hours:** Visitors are allowed during working hours. After-hours visitors require written authorization from HR or HHF leadership. Unauthorized personal visitors are generally not allowed, with exceptions handled case-by-case.
- **Common Areas:** Visitors may use common areas (e.g., lobbies) briefly for specific reasons, accompanied by a team member.
- **Team Member Leave:** Team members on leave (FMLA, Unpaid Medical Leave of Absence, Workers' Compensation, etc.) must get permission from relevant leadership or HR to visit HHF clinics or headquarters.
- **Unauthorized Visitors:**
 - Will be asked to leave by leadership.
 - Visitors causing disruptions or engaging in inappropriate behavior may be removed and potentially prosecuted.
 - Team members must report unauthorized visitors to their BCBA, Clinical Director, or People Operations.

6.1. Remote Work

We acknowledge the changing workplace dynamics and recognize that remote work can be viable for certain roles. We require supervisor approval for remote work unless already part of your schedule.

- All personal hygiene and dress code policies are applicable to remote workers even when working from home.
 - This ensures that we maintain a consistent and professional standard across all interactions, whether in-person or virtual.
 - Team members who regularly work remotely are expected to adhere to the same high standards as their in-person counterparts, including working regular hours as agreed upon, and ensuring that their work environment is always conducive to professionalism.

All code of conduct policies and practices apply. [Click here](#) for full policy.

6.2. Anti-Harassment and Anti- Bullying

HHF believes that Team Members should be able to work in an atmosphere free from all forms of harassment.

Therefore, it is our policy to prohibit all types of harassment, including, but not limited to, harassment based on race, color, national origin, religion, sex, sexual orientation, age, disability (or perceived disability), genetic, veteran status or any other category protected by federal, state, or local laws.

This policy applies to everyone within our organization, including Team Members, clients, and management. Harassment, whether verbal or physical, creates a hostile environment and undermines the integrity of the employment relationship.

Harassment includes verbal or physical behavior, relating to an individual's protected category, that (a) has the purpose or effect of creating an intimidating, hostile or offensive working environment; (b) has the purpose or effect of unreasonably interfering with an individual's work performance; or (c) otherwise adversely affects an individual's employment opportunities.

No Team Member should feel pressured to tolerate harassment, as it can affect job performance and opportunities for advancement or fair treatment.

Examples of prohibited bullying and harassment may include:

- Physical or verbal conduct creating a sexually offensive environment.
- Unwelcome sexual remarks or flirtations
- Offensive written or verbal abuse.
- Advances, propositions, or graphic comments about an individual's body.
- Use of sexual or degrading language to describe an individual.
- The display of sexually suggestive objects or pictures.
- Racial innuendo or remarks.
- Gossip, rumors, libel and/or slander that disrupts team operations against individual team members
- Constantly putting team members down in meetings through humiliation
- Deliberately excluding someone from team social events and communication
- All written and verbal intimidation (including online)
- Deliberately sabotaging team members to make them seem unskilled or unable to do their job
- Falsely reporting team members for discipline
- Any acts of retaliation due to the results of a discipline
- Undermining the authority of a leader or team member through direct (insubordination) or indirect (spreading rumors) actions.

It's imperative for any team member witnessing or experiencing harassment to report it immediately to their supervisor, People Operations Department, or any leadership figure. Reports will be kept confidential and only shared with relevant parties to address the issue.

The individual responsible will face disciplinary action, up to and including termination, if the investigation concludes that harassment and/or bullying has occurred. HHF has a zero-tolerance policy for retaliation against those reporting harassment. Harassment and bullying are unacceptable at HHF, and we take all allegations seriously.

6.3. Whistleblower Policy

A whistleblower at HHF is defined as a team member who reports what they believe to be illegal or dishonest activity to specified parties outlined in this policy. Whistleblowers are not responsible for investigating or determining fault; management officials handle these tasks.

Examples of such activities include violating laws, fraudulent financial reporting, or false billing. If a team member suspects such activity, they should contact the People Operations Department, exercising judgment to avoid unfounded claims. Intentionally filing a false report of wrongdoing may lead to discipline, including termination.

Whistleblowers are protected in terms of confidentiality and against retaliation. While confidentiality is maintained whenever possible, disclosure may be necessary for thorough investigations, legal compliance, and accused individuals' rights. Retaliation, such as termination or threats, is prohibited. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, poor work assignments and threats of physical harm.

Any whistleblower who believes they are facing retaliation should immediately contact People Operations. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

[Click here](#) for full policy.

6.4. Personal Social Media Use Policy

Below are some personal social media guidelines. They respect Team Members' rights, and actions taken under this policy consider whether Team Members were involved in protected concerted activity. Read full policy [here](#).

- Team Members must not use statements, photographs, video, or audio that could reasonably be viewed as malicious, obscene, threatening, or intimidating toward clients, team members, or other people or organizations affiliated with HHF.
 - This includes, but is not limited to, posts that could contribute to a hostile work environment on the basis of race, sex, sexual orientation, disability, religion, national origin, or any other status protected by state or federal law.
- When posting on social media sites, Team Members should consider using the following disclaimer when discussing job-related matters, *“The opinions expressed on this site are my own and do not necessarily represent the views of the “HHF.”*
- When sharing content on social media or other platforms, and tagging or identifying fellow team members or any other individuals, ensure you have their explicit consent

- Team members are not allowed to register for social media profiles using company email addresses unless they are at management's direction.
- Team members who maintain social media accounts on behalf of HHF should ensure that at least one person of management has access to all the account's login details if they are unavailable.
- Team Members must not publish anything about HHF, or anyone affiliated with it, including fellow Team Members and clients, that they know, or think is inaccurate.
 - Defamation occurs when someone writes anything false that is eventually injurious to another person or organization, and it can result in considerable financial liability for the individual who made the remark.
- Company trade secrets and confidential information must be kept confidential by Team Members.

HHF Information including client lists/information, financial data, and sensitive personal or health information about other Team Members or clients are examples of private and confidential information.

6.5. Cell Phone Use

HHF realizes that there are times when an employee may need to use the telephone for personal reasons while at work. Employees should limit their personal phone calls to those which are absolutely necessary and should be limited to the employee's scheduled meal or break periods. Employees are prohibited from sharing personal phone numbers or engaging in private communication via text messages or phone calls using personal phone with any of our client's families.

As a reminder, personal cell phones and other mobile devices should not be used for any purposes (including, but not limited to, texting) while on duty. Cell phone usage when with a client is strictly prohibited and is detrimental to safety and quality of care for our clients. HHF is not responsible for loss or damage of personal cell phones or any other personal items. For full policy, [click here](#).

6.6. Employer-Sponsored Events

From time to time, HHF may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to always conduct yourself properly and professionally.

6.7. Separation from Employment

While we hope that your employment with HHF will be long-lasting, you may resign at any time with or without cause, just as HHF can terminate a Team Member's employment with or without cause.

- Once you have given your notice of resignation, which must be in writing, your supervisor may arrange for an exit interview, at which time we will plan for you to return all HHF property.



- The exit interview will provide us with information for improving our work environment for your fellow Team Members.
- Final paychecks will be issued on the next regular scheduled paydays unless mandated otherwise by state law.

To ensure a smooth transition, HHF requires the following minimum notice periods:

- BT/RBT roles and positions without direct supervision – At least 2 weeks' notice
- All roles with supervisory responsibilities – At least 4 weeks' notice
- PTO will not be paid out to team members who are terminated from HHF
- Resigning without notice may result in ineligibility for rehire.
- PTO cannot be used from the time of resignation notice through the last day worked.

[For full separation policy click here](#)

6.8. Commitment to Health and Safety

We prioritize workplace safety at HHF. It is our policy to promote workplace safety and follow safety laws. Our team members' health is paramount. Team members are expected to follow common-sense safety practices and report unsafe conditions to their supervisors or People Operations to help HHF maintain safe working environments.

Safety requires constant attention and common sense. **It is everyone's responsibility.**

Supervisors or People Operations can answer questions about HHF's safety and health program. Team members will receive regular training and updates on safety standards for their work areas.

- Team members must be ready to work safely and well every day.
- Team members must notify their supervisor or People Operations immediately if they cannot perform their duties safely or competently.
- Team members who notice unsafe working conditions must notify their supervisors or People Operations immediately.
- Report all workplace accidents, injuries, and illnesses to your supervisors or People Operations immediately. This includes HHF clients, vendors, contractors, and other visitors' accidents and injuries.

HHF becomes a safer, healthier workplace by accounting for every incident. We encourage Team members to report unsafe conditions, workplace accidents, injuries, or illnesses and they will be held harmless for doing so.

HHF is committed to meeting its obligations under all state workers' compensation laws to provide medical, rehabilitation, and wage-replacement benefits to Team Members who sustain work-related injuries or illnesses. All Team Members, both full-time and hourly, must report work-related injuries or illnesses to their supervisor or People Operations within 24 hours, regardless of severity. Upon reporting, the Team Member may be required to submit to



a post-accident drug test. If positive results are received, or the Team Member refuses to be tested, the Team Member may be immediately separated. Emergency Rooms should only be used in life-threatening situations. Injured workers are required to complete a First Notice of Injury Report, which must be filed with the insurance carrier, within 24 hours after the injury occurs.

Please note that your group health plan coverage does not cover work-related illnesses and injuries. All work-related medical expenses must be submitted to the workers' compensation carrier. If you suffer a work-related injury, you are expected to return to work after seeing a physician unless the treating physician documents a need for you to be absent from work. HHF will make every effort to accommodate light-duty and/or modified duty assignments.

HHF pays the full cost of this program. Any Team Member filing fraudulent claims or engaging in other workers' compensation fraud will be reported to the State's Workers Compensation Fraud Unit.

6.9. Reporting Workplace Injuries

If a Team Member is injured or witnesses an injury at work, they must report it immediately to the nearest available supervisor. Team Members should render any assistance requested by that supervisor.

When any accident, injury, or illness occurs while a Team Member is at work, regardless of the nature or severity, the Team Member must complete an injury reporting form and return it to People Operations as soon as possible. Reporting should not be allowed to delay necessary medical attention. Once the accident is reported, follow-up will be handled by People Operations or the designated safety officer, including determining whether the injured Team Member may return to work.

Questions asked by law enforcement or fire officials making an investigative report should be answered giving only factual information and without speculation. You should notify your supervisor before responding to requests by law enforcement or fire officials.

6.10. Workplace Violence Prevention

At HHF, we uphold a culture of respect, dignity, and safety for all team members, clients, vendors, and business partners. We enforce a zero-tolerance policy for any form of violence or threatening behavior. Everyone in our community is expected to treat others with courtesy and uphold the dignity of our patients. Acts of aggression, intimidation, or harassment are unacceptable and contrary to our commitment to provide a safe and supportive environment.

Team members must avoid engaging in disruptive behaviors such as fighting or "horseplay" that could jeopardize the safety of others. HHF strictly prohibits the use of its resources for threatening, stalking, or harassing anyone, both within and outside the workplace. This

stance extends to handling threats linked to abusive personal relationships with the seriousness they demand.

Should any team member witness or become aware of indirect or direct threats of violence, actual violence, or any suspicious behavior, it is imperative to report the situation immediately to a supervisor, security personnel, People Operations, or a senior management member. When reporting, provide detailed information while ensuring personal safety and not intervening in incidents.

Team members under protective or restraining orders that list the workplace as a protected area must inform People Operations promptly. HHF encourages the reporting of safety concerns related to intimate partner violence and guarantees that no retaliatory actions will be taken against those making such reports in good faith. HHF is dedicated to supporting victims of intimate partner violence by offering referrals to our team member assistance program, community resources, and providing time off related to intimate partner violence.

6.11. Weapons in the Workplace

It is HHF's policy that all persons who enter Company property are prohibited from carrying a handgun, firearm, or weapon of any kind, regardless of whether the person is licensed to carry the weapon or if a license is not required. The definition of "weapons" includes ammunition, stun guns, bows, arrows, hunting knives, pellet guns, batons, blackjacks, brass knuckles, and explosives (including fireworks). This prohibition applies to all HHF employees, visitors, vendors, customers, and contractors. The only exceptions to this policy are on-duty law enforcement officers and other persons who have been given written consent by an executive of HHF to carry a weapon on the property. This policy extends to all HHF property and all HHF personnel.

6.12. Smoke-Free Workplace Policy

To protect and contribute to the health and well-being of all employees, HHF prohibits smoking in and around company property. Smoking is defined as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, e-hookahs, and e-cigars. HHF prohibits the use of all tobacco products on any HHF property, including adjoining property within direct line of sight. Employees who need a smoke break/tobacco break must leave HHF property and be out of sight of the clinic.

Tobacco products include:

- Vaping devices
- Cigarettes
- E-cigarettes
- Chewing tobacco
- Snuff
- Any other form of tobacco

Employees are not allowed to walk around HHF clinics with any smoking or vaping devices in their pockets including lighters and matches as well as chewing tobacco/snuff containers. All smoking and vaping devices and chewing tobacco/tobacco products must be stored in a locked, secure location outside of the clinic.

Team members who observe other individuals smoking in the workplace, in violation of this policy, have a right to object and should report the violation to their supervisor or another member of management. Team members will not be disciplined or retaliated against for reporting smoking that violates state law or this policy.

Any instances of violating this policy will result in corrective action up to and including termination.

6.13. Drug and Alcohol Policy

In compliance with the Drug-Free Workplace Act of 1988, HHF has a longstanding commitment to provide a safe, quality-oriented, and productive work environment. Alcohol and drug abuse poses a threat to the health and safety of HHF employees and to the security of HHF's equipment and facilities. For these reasons, HHF is committed to the elimination of drug and alcohol use and abuse in the workplace. [Click](#) to read our full policy.

6.14. Emergency Closure and Inclement Weather Policy

In response to inclement weather, "State of Emergency" situations such as pandemic, adverse weather, or national safety (usually issued by a State or Federal Government entity), the company reserves the right to adjust operating hours including closures. After HHF has 3 consecutive days of closures, team members would be eligible for pay up to 3 paid workdays per calendar year.

These decisions will comply with state and federal safety mandates and consider the impact on patient care.

In the event of a delayed opening or business closure:

1. Team members are advised to adhere to a revised schedule to meet the needs of the clients
2. In the event that clients are not available due to weather or significant event, Team members may use PTO or make up the missed time.
3. In the event that the organization closes the clinic, team members will be granted opportunity to make up the missed time
4. We know severe storms can bring about long closures. In the event that HHF has 3 consecutive days of closure, we will pay team members for every missed day up to 3 days after.

All communications regarding operational changes will be provided to your work location directly and implementation is at the organization's discretion.

6.15. Employment of Relatives and Domestic Partners

It HHH's policy that we will not employ friends or relatives when actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at HHH. For example, siblings, spouses, in-laws, etc. having any reporting or co-worker situations in the same department poses a conflict. It is your obligation to inform the Company of any such potential conflict so the Company can determine how best to respond to the situation.

While HHH encourages friendliness among its Team Members and vendors, we realize that dating and other personal relationships between its Team Members and between Team Members and vendors are not always practical. Please disclose any standing or new personal relationships to HHH as soon as possible.

When a conflict or the potential for conflict arises because of a personal relationship, even if there is no line of authority or reporting involved, the Team Members may be subject to reassignment or separation from employment if no transfer opportunities are available. If a such personal relationship is established after employment, it is the responsibility and obligation of the Team Members involved to immediately disclose the existence of the relationship to their department leader and People Operations.

If such personal relationship is established after employment, it is the responsibility and obligation of the team members involved to immediately disclose the existence of the relationship to their department leader and People Operations.

6.16. Employment of Client Family Members

HHH does not employ client family members with the exception of extenuating circumstances. In the case of extenuating circumstances, a plan must be created and approved by the Clinical Director, Regional Clinical Director, and Chief Clinical Office to ensure ethical standards remain intact.

For the purposes of this policy, "family members" is defined as one of the following: spouse or significant other, parent/stepparent, child/stepchild, grandparent, grandchild, brother/brother-in-law, sister/sister-in-law, uncle, aunt, nephew, niece, first cousin, in-laws (father, mother, son, daughter).

6.17. Personal Relationships

HHH strives to provide a work environment that is cooperative, respectful, and productive. This section establishes rules for the conduct of personal relationships between employees, including supervisory personnel, in an attempt to prevent conflicts and maintain a productive, cohesive and friendly work environment. This policy applies to all current employees and candidates for employment. [Click here](#) to see the full policy.

6.18. Secondary Work-Related Conflicts of Interest

Team Members may engage in outside employment during non-working hours if it does not interfere with their job performance or constitute a conflict of interest. Employees who hold a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, or refusal to work overtime or different hours outside of your regular schedule. Additionally, employees who have accepted outside employment may not use PTO or paid sick time to work on the outside job.

- Before accepting outside employment, Team Members should notify their supervisor in writing.
- The notice must include the name of the company, the title and nature of the position, the number of working hours per week, and the time of scheduled work hours.
- If the position constitutes a conflict of interest or interferes with the Team Member's job at any time, they may be required to limit or end their outside employment.

An employee on a leave of absence may continue to work in the outside job if this employment has been approved by HHF under this policy and the employee's reason for leave does not preclude the outside employment.

6.19. Health Insurance Protection and Accountability Act (HIPAA) and Protected Health Information (PHI) Statement

All Team Members of HHF are expected to adhere to the HIPAA regulations regarding protected health information (PHI).

- PHI is information relating to the past, present, or future physical or mental health or condition of an individual (including information related to payment for health care) transmitted in any form or medium – paper, electronic, and verbal communications

Examples of PHI:

- Medical charts
- Problem logs
- Photographs and videotapes
- Communications between healthcare professionals
- Billing Records Health plan claims records
- Health insurance policy number

Health information is protected if it directly or indirectly identifies someone:

- Direct identifiers: individual's name, SSN, Driver's License Number
- Indirect identifiers: information about an individual that can be matched with other available information to identify the individuals

HIPPA protects PHI by limiting who may use or disclose PHI:

- You are only given access to PHI if you need it in order to perform your job
- You must agree to protect the confidentiality of the information



- You are subject to discipline if you violate HHF privacy policies and procedures

PHI may be disclosed in the following cases:

- Required by Law
- Suspected Abuse, Neglect or Domestic Violence
- Judicial and Administrative Proceedings
- Law Enforcement Purposes
- Billing/treatment purposes
- Clinical audits

**This is not an exhaustive list and will be reviewed by the HIPAA officer in the event other circumstances arise.*

HHF team member are responsible for reporting any questionable billing practices or other PHI concerns to the HIPAA Compliance Security Officer or People Operations.

In case of a breach, HHF will notify any individuals impacted by the unsecured PHI breach. Notification will be provided without reasonable delay and no later than 60 days following the breach discovery.

6.20. Nondisclosure

In order to respect the privacy of participants and providers at HHF, team members are prohibited from sharing any private and/or confidential matters of HHF, including without limitation, client lists, referral relationships, medical records, protocols, operating instructions, forms, treatment plans, the terms of vendor or real estate contracts, billing information, the terms of contracts with insurance companies and managed care organizations, and employment arrangements with respect to other team members of HHF, including their levels of compensation. HHF team members are expected to use reasonable care and procedures to protect confidential information and avoid the disclosure of confidential information to any party.

6.21. Team Member Privacy

To ensure the privacy and safety of all Team Members, it is Company policy that under no circumstances should personal information of any Team Member, including home telephone number(s), home address, etc., be given out. If this information is requested, unless the disclosure is required by law, the requesting party's name and contact information should be taken and passed on to the Team Member they are trying to contact. People Operations will not send any employment clearances to team members. You are to contact the verifying agency directly. [For full policy click here](#)

6.22. Access to Personnel Files

Access to the information contained in team member personnel files and medical records is restricted. Only authorized personnel will have access to a team member's personnel file or medical records. The Company will divulge or permit review of team



members' personnel files or medical records to third parties only as permitted or required by law. HHF complies with all State and Federal laws regarding access to personnel records. Please review the section for your State.

EEO Statement

HHF provides equal opportunity to all candidates and Team Members on the basis of individual qualification without regard to race, sex, religion, genetic, color, age, national origin, disability (or perceived disability), sexual orientation, marital status, or any other category protected by federal, state, or local laws. Our compensation and benefit programs, as well as our hiring, training, and promotion practices, reflect our dedication to equal employment opportunities. HHF supports the employment of minorities, women, veterans, and persons with disabilities. It is our policy to ensure that no discriminatory action occurs based on any of the factors listed above.

Any violations of this policy must be brought to the attention of your supervisor, management and/or the People Operations Department immediately. If HHF determines that unlawful discrimination has occurred, it will take effective remedial action commensurate with the severity of the offense.

Any Team Member determined to be responsible for inappropriate or unlawful discriminatory conduct will be subject to appropriate disciplinary action, up to and including separation of employment. HHF will also take appropriate action to deter any future discrimination. HHF will not retaliate against you for filing a complaint and will not permit retaliation by any other Team Member or management. In order to provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, abilities, and experience. You have a right to work in an environment free of discrimination.



Employment At-Will Statement

We believe once we start working together, we will not ever want to stop! But just in case those feelings change, HHF maintains an employment at-will policy. This means that just as any Team Member can end their employment with HHF any time for any reason, HHF can also separate any Team Member and end the employment relationship with any Team Member at any time, without cause or notice for any reason.

Please note that neither this handbook, nor HHF procedures or communications are intended to be interpreted as a contract, a promise or guarantee of future or continued employment or as stating provisions and terms of employment. Now, with all that said, please remember that HHF does not want to end good employment relationships and wishes to promote long-term relationships. Our most important asset is the people that provide the individuals we serve with extraordinary service.



Team Member Handbook Acknowledgment and Receipt

This handbook is not a contract, express or implied, guaranteeing employment for any specific duration. Please understand that no supervisor, supervisor, or representative of HHF has the authority to enter any agreement with you for employment for any specified period or to make any promises or commitments contrary to the foregoing. Any salary figures provided to you in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Nothing contained in the handbook may be construed as creating a promise of future benefits or a binding contract with HHF for benefits or for any other purpose. These policies and procedures are continually evaluated and may be amended, modified, or terminated at any time, with or without notice.

I acknowledge that I have received and reviewed this copy of the Team Member Handbook for HHF- Autism Services and will comply with all policies herein:

Team Member Signature _____

Name _____

Date: _____



Links to State Specific Policies

Connecticut Policies – [Click Here](#)

Maryland Policies – [Click Here](#)

New Jersey Policies – [Click Here](#)

New York Policies – [Click Here](#)

Pennsylvania Policies – [Click Here](#)